Cornerstone

information systems

iQCX®

Run Your Business Better.

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iQCX®

Run Your Business Better.

AGENCY PRODUCTIVITY SUITE

- Improve efficiency and accuracy
- Increase PNR throughput
- Deliver higher quality service
- Use fewer resources
- Reduce your costs
- Improve consultant productivity by 30%
- Increase your profit

Introduction

The iQCX web-based reservation management platform is designed to help travel management companies, corporate travel departments, and online travel agencies to better manage reservations, issue tickets, and deliver itineraries. The iQCX solution interacts with every major global distribution system and can be customized to integrate with other technology providers.

QUALITY CONTROL - IQCX QC
- Validates reservation accuracy and completeness
- Monitors travel policy
- Performs file finishing to replace manual tasks
- Verifies required reporting fields
- Prepares reservations for ticketing

TICKETING - IQCX TICKETING
- Issues basic tickets as well as complex split tickets and exchanges
- Facilitates virtually touchless ticketing for online reservations
- Reduces debit memos related to ticketing errors
- Reduces after hours fees by conducting 24/7 reservations processing

ITINERARY DELIVERY - IQCX MAIL
- Creates branded email itineraries
- Delivers customized content that complements each reservation.
- Sends itineraries in multiple formats including HTML, Mobile HTML, Mobile Text, and PDF
- Provides online access of itinerary history

TRIP IMPROVEMENT
The trip improvement component has three distinct and essential functions:

Fare Checker
Searches the GDS for lower fare options

Seat Checker
Works to acquire seats preferred by traveler

Waitlist Checker
Queries availability of waitlisted segments

These essential components have been designed to:
- Increase ticket throughput by automating manual tasks required to process reservations
- Improve operating efficiency by optimizing workflow and increasing touchless rates
- Give agents more time to focus on selling travel
- Improve the value of reporting via more accurate and reliable data
- Reduce re-work and error correction for reporting and the back office
- Reduce overhead by eliminating the cost of technology hardware and maintenance
- Increase revenue by directing agents toward the more profitable supplier relationships

iQCX Workflow Diagram
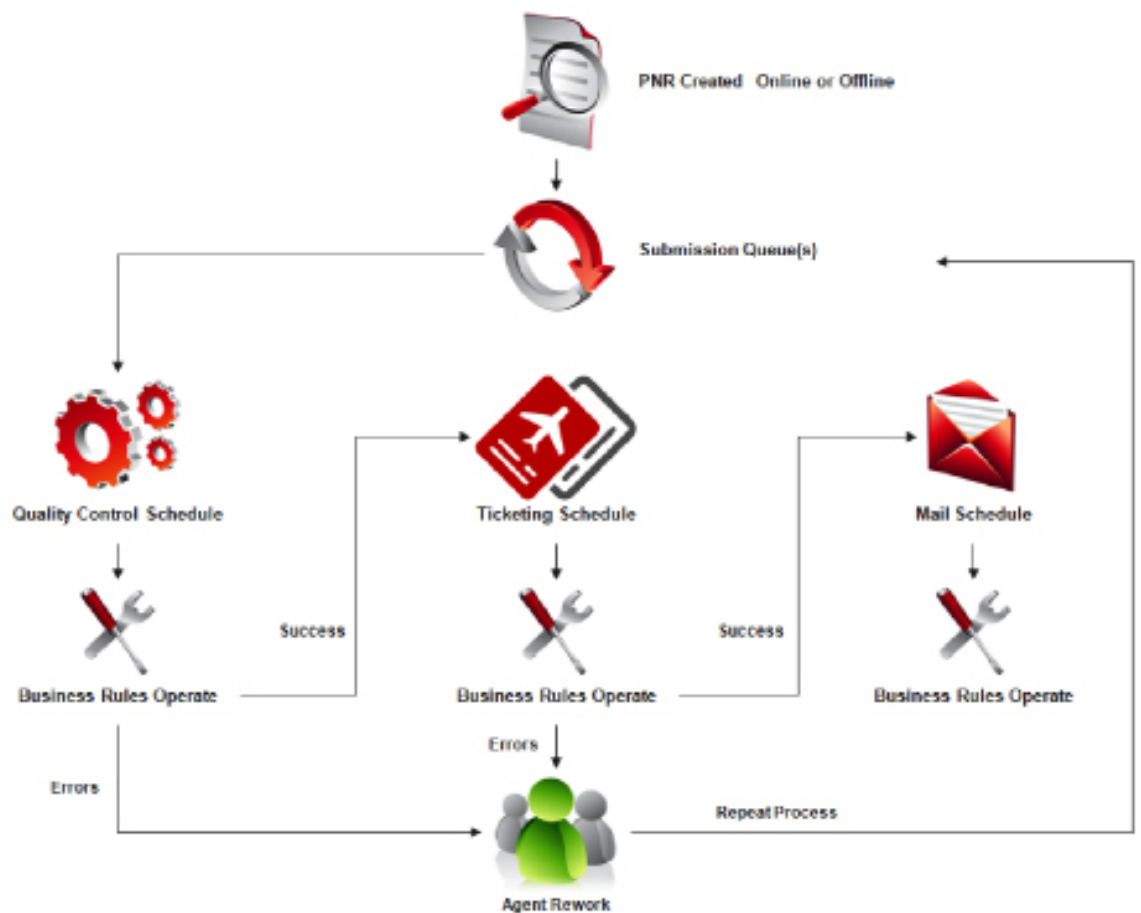
1. PNRs are placed onto a queue regardless of whether they are online or with an agent.
2. The Quality Control Schedule defines when the Submission Queue will be accessed (e.g. Mon-Fri 0900-1700), frequency (e.g., every 5-10 minutes), and the rule set to be utilized.
3. Business Rules or ResRules (e.g., routines, edits, checks, tests) operate against the PNR detail. Logic determines if one or more actions should take place. Actions include:

Make an Entry
- Add APIS information
- Ensure hotel check-in prints on the itinerary automatically
- Add emergency after-hours itinerary remarks

Add an Error
- Missing car corporate discount ID
- Dates not continuous
- Missing carrier contract discount

Send PNR to a Queue
- VIP
- Ticketing
- iSOS

iQCX Workflow Diagram (continued)

Reference customer maintained User Tables
- Verify required UDIDs or reporting fields by account ID

Apply a Future Action
- Check for missed ticketing
- Check for hotel booking opportunities

Send an Email Message
- High risk country alert
- Deliver a post-travel survey invitation
- Alert traveler when a problem is encountered during the ticketing process

4. PNRs meeting the requirements for ticketing are forwarded to the Auto-Ticketing Schedule where the module issues ticket and any applicable service fee.
5. PNRs are returned to the agent if manual rework is necessary.
6. PNRs are forwarded to the Post-Ticketing Schedule where business rules operate and an itinerary/invoice is produced and delivered.

In a typical agency environment, a PNR may take several paths and hit multiple queues through the system. On average, iQCX will work a PNR six or seven times.

iQCX Quality Control

The iQCX Quality Control solution allows you to improve your profitability by increasing top-line revenue and reducing costs that negatively impact your bottom line. This solution utilizes Business Rules or ResRules to power the customizable automation of an endless array of manual activities unique to a specific set of operational and cost center objectives.

By maximizing the essential components and Business Rules capabilities on the iQCX platform, you can:

IMPROVE OPERATING EFFICIENCIES

Reservation Completion (File Finishing)
- Automate online booking process
- Add itinerary remarks
- Add retention segment
- Capture data for iBank or for distribution to external systems like International iSOS

Verify and Validate (error checking)
- Validate savings codes and customer reporting fields

Trip Improvement
- Search for the best seat for the traveler

iQCX Mail customized & personalized Itinerary/Invoice

iQCX Auto Ticketing
- Issuing tickets, exchanges, reissues

MIS and data quality improvement

Traveler tracking and security

Schedule changes > 30 minutes automatically sent via email to traveler

Communications and branding

Other Priorities: regional, agency, corporation, traveler

IMPROVE FINANCIAL OUTCOMES

Preferred airline contracts
- Via user table for corporate discounts or agency contracts
- Reduce ADMs and associated research time

Lowest fare checker

Unused ticket on file

Revenue retention
- Apply correct service fees
- Increase hotel bookings for commissions
- Supplier overrides
- Reduce form of payment errors
- Avoid missed ticketing dates

iQCX Quality Control (continued)

IMPROVE TRAVELER SATISFACTION

Special meal requests
Improve seating
Clearing waitlists
Finding lower airfares
Validating passport and visa requirements
Offering insurance

REDUCE SUPPORT STAFF COSTS

ADM research
Contract errors
Commission errors
Back office adjustments
MIS/reporting corrections
Quality control and ticketing staff

PROVIDE SALES WITH A COMPETITIVE DIFFERENTIATOR

Policy alerts & management
Custom MIS fields
High risk notifications
Surveys & newsletters

iQCX Ticketing

The iQCX Ticketing solution is a web-based application that automates all aspects of the ticketing process from basic ticketing to complex split tickets and exchanges.

THE IQCX TICKETING SOLUTION IMPROVES YOUR COMPETITIVE EDGE BY:

- Reducing your costs and improving your ticketing accuracy
- Helping to get your customers on their way by offering truly touchless reservation processing

THE IQCX TICKETING SOLUTION ENABLES YOU TO ELIMINATE THE COSTS ASSOCIATED WITH TICKETING DELAYS AND ERRORS BY IMPROVING THE ACCURACY OF THE TICKETING PROCESS WHILE REDUCING THE AMOUNT OF WORK REQUIRED:

- Efficiently ticket all online reservations booked on your site, thereby guaranteeing the expected fares
- Offer your customers a truly touchless reservations process that will allow you to be profitable while remaining price-competitive
- Eliminate debit memos by consistently processing splits & exchanges that are free of errors
- Improve customer satisfaction by offering 24/7 reservation processing without paying an after-hours service to ticket on your behalf
- Get your agents away from the ticket printer and back on the phone making profitable reservations

iQCX Mail

The iQCX Mail solution allows you to easily produce and deliver customized itineraries and invoices for your customers.

THE IQCX MAIL SOLUTION IMPROVES YOUR COMPETITIVE EDGE BY PRODUCING ITINERARIES THAT:

- Differentiate your itineraries from itineraries everyone else sends
- Deliver clear, concise and relevant content to travelers when they need it

WITH IQCX MAIL YOU CAN:

- Create itineraries and invoices that reflect your company or corporate customer branding
- Develop customized content that complements each reservation
- Send itineraries and invoices in multiple formats including fax, HTML, Mobile HTML, Mobile Text, and PDF
- Send itineraries in the following languages: Danish, Dutch, English, Finnish, French, French Canadian, German, Greek, Hungarian, Norwegian, Polish, Spanish, and Swedish
- Customize up to 20 different itinerary elements (subject line, from name/address, logo, segment associate remarks, etc.) using customer maintained tables or automated business rules
- Access an online archive of your itineraries for a complete history of agent–traveler communications

Trip Improvement Components

SEAT CHECKER

iQCX Seat Checker monitors seat availability from the time the reservation is submitted until the trip is completed. When Seat Checker finds an available seat matching the request in the record, it selects the seat and returns the reservation to the agent.

iQCX Seat Checker can either book a seat when none has been confirmed or change a seat when the preferred seat was not available at the time of booking. Seat Checker accesses the GDS and reviews airline seat maps to determine if there are preferred seats available. If Seat Checker discovers that a preferred seat matching the travelers preferences is available, it selects the new seat and returns the PNR to the agent queue. Seat Checker will continue working the PNR according to the agency's schedule until all requests to clear or improve current seat have been processed.

What options does a customer have to make it their own? The agency is in complete control of which records to process by entering a remark request and only on the segments they want Seat Checker to work. Additionally, the agency can schedule the frequency of when Seat Checker should process records, typically one to three times per day. This also allows our customers to control their GDS hit counts.

Why would you use it? iQCX Seat Checker ensures that the seat that most closely matches the traveler's preferences has been identified and presented to the agency.

> **Advantages**
> * Saves agent time
> * Runs every day so it can identify and secure seats even outside business hours
> * Increases the possibility of confirming the traveler's preferred seat
> * Improves customer satisfaction by providing traveler with their preferred seat

FARE CHECKER

iQCX Fare Checker monitors airline fares from the time the reservation is created until the trip is taken. When Fare Checker finds a lower fare it documents the reservation and sends it back to the agent to take advantage of the fare savings opportunity.

How does Fare Checker work? When a reservation is completed it is sent to iQCX, which determines if the PNR needs to be worked by the Fare Checker module according to the agency's configuration. Fare Checker then accesses the GDS on a daily basis to identify any potential fare savings opportunities on the current itinerary, including any discounted contracts applied to original fare quote. If a lower fare opportunity is identified, Fare Checker documents its findings in the PNR and returns the PNR to an agent for potential action. The agent would then rebook the reservation if all fare rules and any applicable fees qualify for ticket exchange at the lower fare found. Fare Checker is designed to only interact with your agents when a viable option is found based on the settings configured.

What options does a customer have to make Fare Checker their own? The agency can determine which PNRs should be worked by the fare checking component (e.g., qualifying

Trip Improvement Components

minimum fare to audit for domestic or international trips), as well as the minimum fare savings amount required for action. For customers with locations in multiple countries, Fare Checker can be configured to work from different pseudos to check for lower fares in the local currency. In addition to these settings, the agency can schedule the frequency that Fare Checker should process records—typically once or twice on weekdays. This allows agencies to control GDS hits and ensure an agent is available to take action on results found.

Why would you use it? iQCX Fare Checker ensures that the best fare available in the GDS for the specific trip has been identified and presented to the agency, agent, and/or traveler.

Advantages
- Saves agent time
- Increases the possibility of securing the best available fare for the traveler
- Improves customer satisfaction by providing traveler with the best available fare

WAITLIST CHECKER

Waitlist Checker attempts to clear both open and closed waitlists to secure the traveler's preferred flight or date. When it is successful, Waitlist Checker will document the record and/or rebook the preferred flight and send it back to the agent.

Waitlist Checker attempts to clear waitlisted segments to secure the traveler's preferred flight or class of service. The module performs a long sell in the GDS to determine if the desired flights are available, and if an opportunity is identified, it will send the PNR to the agent. Customers have the option to instruct Waitlist Checker to cancel and rebook the preferred flight or class of service or just document the PNR in remarks for the agent to verify fare and ticketing requirements.

There are times when the carrier closes out the flight and the agent may be unable to waitlist the preferred segment in the itinerary. In these cases, there is also an option for the agent to enter instructions in a PNR remark with the desired carrier, flight, class, and date. The module performs the same long sell routine as it would when a waitlisted segment is present in the itinerary. The same options above for cancel and rebook or documentation in the PNR are followed based on the customer's settings when a potential opportunity is identified.

What options does a customer have to make it their own? In addition to the settings options indicated, the agency can schedule the frequency of when Waitlist Checker should process records—typically one to three times per day. This also allows our customers to control their GDS hit counts.

Why would you use it? Waitlist Checker ensures that, if available, the preferred itinerary has been identified and presented to the agency.

Advantages
- Saves agent time
- Increases the possibility of securing the traveler's preferred itinerary
- Improves customer satisfaction by providing the traveler with their preferred itinerary

iQCX Portal

The iQCX Web Portal is a way for users to view statistics and information about current or previously processed reservations on hosted systems such as Quality Control, Ticketing, and Document Delivery.

For most customers, this will be your primary troubleshooting tool. It lets you see what happened each time a PNR was processed. Information is available in near real-time.

Once a user gains access using an authenticated login through a web browser, they are able to navigate to various areas and view information about their PNRs. If needed, different levels of access can be given to other users, limiting what areas they can view or actions they can perform.

The iQCX Web Portal is also where our customers maintain their own User Tables. These tables contain information relevant to your business processes, such as text and links to print on your email itineraries or account information to validate corporate programs and reporting fields.

iQCX TicketTRAK

The iQCX TicketTRAK solution unused, used, or open tickets to track and automate lookups on the status of each individual ticket.

THE IQCX TICKETTRAK PROVIDES AUTOMATION AND BUSINESS INTELLIGENCE INTEGRATION:

- Get information in a fraction of the time
- Build integrated reports to view TicketTRAK queues and drill into ticket information
- Create a database for stored ticket information available at any time
- Control ticket information with API data
- Store and report on any pre and post travel ticket changes

THE IQCX TICKETTRAK AUTOMATES TICKET TRACKING FREQUENCIES:

- Reduce your manual labor costs and grow a ticketing database
- Assign queue frequency times to automate all ticket tracking

PRE-TRAVEL TICKET DETECTION MEANS YOU CAN:

- Know the status of open/unused tickets
- Track complex ticket exchanges and redeemable value
- Keep track of grouped tickets and coupons

With the new pre-travel early detection system, a new reservation can be monitored for any cancellations prior to the departure date, and any modificiations will be logged based on your queue frequency. You will be able to automatically set the queue to pull reservations and establish automatic pre- and post-travel frequency values based on how often you want to check.

iQCX Base Configuration

QUALITY CONTROL	
Name	**Description**
Account Number - Duplicate Present	An error or alert is added if there are multiple account numbers. This ensures that the PNR is credited to the correct customer in your back office and in your reporting application.
Account Number Missing	An error or alert is added if the Account Number is missing. This ensures that accounting and reporting are accurate.
Agent ID/Sine Unknown	An error or alert is added if the Agent ID/Sign is missing, invalid, blank or not in the Agent ID table, thus providing you with the ability to track agent productivity
Air City Continuity Checks	An error or alert is added if air segment arrival/departure cities do not appear continuous and no override is present.
Air Date Continuity Checks	An error or alert is added if air segment arrival/departure dates do not appear to be continuous and no override is present.
Air Penalty - Add Itinerary Remarks	GDS itinerary remarks are added if documentation is missing for nonrefundable or penalty fares. This helps to ensure that traveler knows that there are costs for any changes or cancellations on this trip.
Air Penalty - Remarks Missing	An error or alert is added if documentation is missing for nonrefundable or penalty fares. This helps to ensure that traveler knows that there are costs for any changes or cancellations on this trip.
Airline Confirmation - Add Itinerary Remarks	Airline confirmation (carrier locator) is added to itinerary remarks. This assures your travelers flights are booked and confirmed.
Branch ID Missing	An error or alert is added if the Branch ID is missing and is required. This ensures that accounting and reporting are accurate.
Car - CD Number Invalid	An error or alert is added if CD number in car segment is not valid for chain booked. This ensures rates and benefits associated to rental chain are applied.
Car - CD Number Missing	An error or alert is added if CD number applicable for car chain booked and missing in car segment. This ensures rates and benefits associated to rental chain are applied.
Car - City Continuity	An error or alert is added if car segment booked in a city that does not match previous arrival or next departure air city and no override is present.
Car - Conf Number Missing	An error or alert is added if a car segment is missing a confirmation number. This helps to avoid customer service issues when expecting a car rental and none available on arrival.

iQCX Base Configuration (continued)

QUALITY CONTROL

Name	Description
Car - Date Continuity	An error or alert is added if car segment pick up or drop off date does not match previous air arrival or next air departure and no override is present.
Car - Error Or Alert if Missing	An error is added if air segments are present and car segments are missing and an override is not present. This helps you maximize your revenue by offering a car during the booking process.
Car - ID Number Invalid	An error or alert is added if ID number in car segment is not valid for chain booked. This ensures rates and benefits associated to the rental chain are applied.
Car - ID Number Missing	An error or alert is added if ID number applicable for car chain booked and missing in car segment. This ensures rates and benefits associated to rental chain are applied.
Delivery Address Missing	An error or alert is added if air segments are present and the delivery address is missing and required. This is typically for paper tickets or when required on email itinerary/invoice.
Email Address Missing	An error or alert is added if the Email TO: address is missing. This ensures that the email itinerary/invoice will be sent to the customer after ticketing without any delays.
Emergency After Hours - Add Itinerary Remarks	Emergency After-Hours Service contact details are added to itinerary remarks. This ensures your travelers will have the access to necessary emergency contact information regardless of time or place.
Fare Checker - Queue PNR for Processing	PNRs that are qualified based on table configurations/agency settings (e.g., minimum airfare amount) are queued to Fare Checker. This ensures opportunity to exchange ticket for lower fare should a cost savings become available.
Form of Payment Invalid/Not a Credit Card	An error or alert is added if the form of payment is not a credit card. This can prevent ticket fraud when billing is not authorized.
Form of Payment Missing	An error or alert is added if the form of payment is missing. This ensures tickets are issued without delay.
Full Fare Missing	An error or alert is added if the full fare is missing on air transactions that are not yet ticketed. This ensures your reports have the correct benchmarking for your customers.
Hotel - Cancellation Remarks Missing	An error or alert is added if cancellation information is not present in associated remarks for hotel segments. This provides your customers with a written description of the cancellation penalties.
Hotel - CD Number Missing	An error or alert is added if a hotel segment is missing a corporate discount (CD). This helps to ensure your customer gets the discount they negotiated.

iQCX Base Configuration (continued)

QUALITY CONTROL	
Name	Description
Hotel - City Continuity	An error or alert is added if hotel segment booked in a city that does not match previous air arrival city and no override present.
Hotel - Confirmation Missing	An error or alert is added if a hotel segment is missing a confirmation number. This helps to avoid customer service issues related to unavailable rooms.
Hotel - Date Continuity	An error or alert is added if hotel segment check-in or check-out date does not match previous air arrival or next air departure and no override present.
Hotel - Error or Alert if Missing	An error is added if air segments are present and hotels are missing and an override is not present, This ensures that you maximize your revenue source by offering a hotel during the reservation process
Hotel - Frequent Guest Number Invalid	An error or alert is added if a hotel segment Frequent Guest program number (FG/ID) is invalid. This helps to ensure your travelers receive their rewards for chain booked or partner program.
Hotel - Frequent Guest Number Missing	An error or alert is added if a hotel segment is missing Frequent Guest program number (FG/ID). This helps to ensure your travelers receive their rewards for chain booked or partner program.
Itinerary Segments - Unconfirmed Status	An error or alert is added if any Air, Car or Hotel segment has unconfirmed status (NO, HX, UC, US, UN, PN, TL, TK, WK). This prevents customer service issues for your customers and can also guard against debit memos from airlines.
Low Fare Missing	An error or alert is added if the low fare is missing on air transactions that are not yet ticketed. This ensures your reports reflect the correct savings/lost opportunities for your customer.
Name Field Remarks Invalid	An error or alert is added if name field remarks are incorrect. This ensures that accounting and customer reporting is accurate.
Name Field Remarks Missing	An error or alert is added if name field remarks are missing and required. This ensures that accounting and customer reporting is accurate.
Passenger/Billing Address Missing	An error or alert is added if air segments are present and the billing address is missing. This is typically for paper tickets or when required on email itinerary/invoice.
Phone Number Missing	An error or alert is added if the business, residence/home, or cell/mobile number is missing. This helps to ensure the traveler can be contacted in time of need.

iQCX Base Configuration (continued)

QUALITY CONTROL

Name	Description
PNR Not OK Remark	A remark is added indicating the PNR contains errors. This helps the agents quickly identify and resolve items that need to be corrected.
PNR OK Remark	A remark is added indicating the PNR is error free. This facilitates your PNRs proceeding through to ticketing seamlessly.
Quality Control Before Departure	PNR is automatically scheduled to perform one last QC check 24 hours before departure. This also ensures a final data capture for customers not on auto-drop with any changes that have occurred.
Retention Line - Add OTH/TVL Segment	GDS retention line is added for designated number of dates after last segment (configurable in table).
Savings Code Invalid	An error or alert is added if air segments are present and savings/exception code is invalid. This helps to ensure the accuracy of your reporting.
Savings Code Missing	An error or alert is added if air segments are present and savings/exception code is missing. This helps to ensure the accuracy of your reporting.
Seats - Error or Alert if Missing	An error or alert is added if any air segment missing seats for carriers that allow advance seat selection (table). This helps to ensure customer satisfaction.
Seats - Request if Missing	A remark is added for any air segments that are missing seats (airport check-in) based on traveler preference. PNR is queued to Seat Checker to attempt clearing a seat assignment in advance.
Seats - Update Remark to Carrier/Fltnbr/Date	This converts any Seat Checker remarks entered with SegNbr/CODE (5E#2/AFO) to enhanced Carrier/FltNbr/Date/CODE (5E#DL/123/15JUL/AFO). This reduces problems when itinerary changes (segment 2 no longer air segment or flights have changed and no seat improvement required)
Stored Fare Quote Missing	An error or alert is added if air transaction is missing automated or manually stored fare with amount quoted and PNR is not yet ticketed.
Ticketing - Missing Carrier IT Number	An error or alert is added if IT number is missing for those customers that have airline programs. This reduces debit memos and ensures that your customers are receiving credit on their carrier programs.
Ticketing - Missing Carrier Ticket Designator	An error or alert is added if TD/Ticket Designator is missing for those customers that have airline programs. This reduces debit memos and ensures that your customers are receiving credit on their carrier programs.

iQCX Base Configuration (continued)

QUALITY CONTROL

Name	Description
Ticketing - Missing Carrier Contract/Discount	An error or alert is added if contract code is missing for those customers that have carrier discount programs. This helps to reduce debit memos and ensures compliance with customer carrier programs.
Ticketing - Queue Un-Ticketed Air/Rail	This sends any air or rail PNR to agent ticketing queue if ticketing date for today or earlier. This helps prevent missed ticketing to ensure all issued by agent, ticketing department, or AutoTicket.
Ticketing Date is a Holiday	An error or alert is added if the ticketing date is a holiday based on settings table. This ensures that ticket requirements will be met.
Ticketing Date is a Saturday	An error or alert is added if the ticketing date is a Saturday. This ensures that ticket requirements will be met during business hours of operation.
Ticketing Date is a Sunday	An error or alert is added if the ticketing date is a Sunday. This ensures that ticket requirements will be met during business hours of operation.
Ticketing Date is After Travel	An error or alert is added if the ticketing date is after the first travel date. This ensures that ticket requirements will be met.
TSA/Secure Flight DOCS Missing	An error or alert is added if the standard GDS SSR/DOCS is missing. This helps to ensure you are in compliance with the standard security requirements and helps prevent problems with ticketing.
UDIDs - Invalid Entry	An error or alert is added if any UDID present does not match a specific format/pattern in UDIDs for this customer. This helps to ensure the accuracy of your reporting.
UDIDs - Missing	An error or alert is added if any UDID is missing for customers per configurable UDIDs Table. This helps to ensure the accuracy of your reporting.
Waitlist Checker - Queue PNR for Processing	PNRs containing waitlisted segments are queued to Waitlist Checker. This helps to ensure your travelers obtain preferred flight, class of service, or best fare possible.

iQCX Base Configuration (continued)

AUTO TICKETING

| Name	Description
AutoTicket – Service fee for Air	A table is provided to designate fee for air itineraries by account number. This adds a remark to indicate amount of fee to charge during the ticketing process based on table settings.
AutoTicket – Service fee for Car/Hotel only	A table is provided to designate fee for car/hotel only itineraries by account number. This adds a remark to indicate amount of fee to charge during the ticket/invoicing process based on table settings.
AutoTicket – Ticketing remarks	Required remarks are added to indicate PNR is ready to issue. (QC errors corrected and PNR qualifies to be sent for standard ticketing.)
AutoTicket – Queue Air for Ticketing	The PNR is routed to appropriate pseudo and queue for ticketing ARC/BSP air (and issue service fee if applicable).
AutoTicket – Queue Car/Hotel only for Invoicing	The PNR is routed to appropriate pseudo and queue to generate car/hotel only invoice (and service fee if applicable).
AutoTicket – Queue Errors	During post-ticket processing, the PNR is queued to an agent if ticketing has failed. This ensures that ticket requirements will be met.

ITINERARY/INVOICE DELIVERY

Name	Description
Email Itinerary - Name Select	Individual itineraries can be delivered by iQCX Mail for each passenger or to specific passenger(s) in the PNR based on agent entries in remarks.
Email Address - Queue if Missing	The PNR is returned to the agent if the to email address is missing. This ensures that the email itinerary/invoice will be sent to the customer after ticketing without any delays.
Email Itinerary/Invoice - All Passengers	The itinerary/invoice is delivered by iQCX Mail to all email addresses in the PNR.
Fax Itinerary/Invoice	The itinerary/invoice is delivered by iQCX Mail to all fax numbers in the PNR.

iQCX Mail Sample Itinerary

Cornerstone information systems

Acme Travel
123 Main Street, Suite 101
Anywhere, IN 47404
Phone: (812) 555-4444 Fax: (812) 555-9999
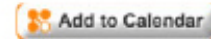
[Add to Calendar] ← Calendar integration

This option requires a service contract and Partner ID that must be obtained from Infotriever.

Wednesday, 2JAN 2013 04:47 PM EST
Passengers: ROBERT WILLIAMS (SALES.EAST)
Agency Reference Number: RECLOC

Click here to view your current itinerary or ETicket receipt on-line: www.viewtrip.com ← Optional GDS link

Text and links in this section are maintained by customer through tables in the iQCX Web Portal. ← Top text and links
This section allows text in English or alternate language by Account Number, Pseudo City, GDS or Default text for all itineraries.

Please review your itinerary and report any discrepancies to the Travel Office within 24hrs of receipt
Be sure to visit our website for additional travel information

AIR	Thursday, 3JAN 2013		
	American Airlines	**Flight Number:** 1788	Class: M-Coach/Economy
	From: Dallas/Ft Worth TX, USA	**Depart:** 11:30 AM	
	To: Raleigh/Durham NC, USA	**Arrive:** 03:05 PM	
	Stops: 0	**Duration:** 2 hour(s) 35 minute(s)	
	Seats: 12A	**Status:** CONFIRMED	Miles: 1062
	Equipment: McDonnell Douglas MD-80 Jet	MEAL: FOOD TO PURCHASE	
	ARRIVES RDU TERMINAL 2 Frequent Flyer Number: AA1234C5		
	American Airlines Confirmation number is AZWKQM		
	WE WILL ADVISE IF AN AISLE SEAT BECOMES AVAILABLE	← GDS Segment associated remarks	

CAR	Thursday, 3JAN 2013		
	Avis Rent A Car	**Confirmation Number:** 21632067US2 PEXP	
	Pickup: Raleigh/Durham NC, USA		
	Location: RALEIGH-DURHAM AIRPORT Phone 919-840-4750		
	Drop Off: Raleigh/Durham NC, USA	**Return:** Tuesday, 8JAN 2013	
	Type: Midsize Car Auto A/C	**Rate:** USD 223.24 Weekly Rate - unlimited free mi	
	Car membership Nbr: T2L999 ← Print options available to suppress Car ID or Corp Car CD number		
	Corp Discount ID: A250999 Approximate total: USD 286.08		
	Remember to decline insurance on all car rentals ← Segment associated text from standard table		

iQCX Mail Sample Itinerary (continued)

| HOTEL | Thursday, 3JAN 2013 | | ⊨ |

MARRIOTT RESEARCH T (MARRIOTT)   ← Optional hotel directions (Google maps)

4700 GUARDIAN DR DURHAM NC 27703 US

Number of Rooms: 1   **Confirmation Number**: 89799999

Phone: 1 919-9416200   **Fax**: 1 919-9416229

Rate: USD 139.00

Check Out: Tuesday, 8JAN 2013   **Reserved For**: WILLIAMS ROBERT

Hotel membership: 6950999123

Cancel policy: PERMITTED UP TO 6PM DAY OF ARRIVAL HOTEL TIME
Approximate total: 694.95USD

IF YOU NEED TO CANCEL YOUR RESERVATION, PLEASE CONTACT   ← GDS Itinerary Remarks
TRAVEL SERVICES PRIOR TO DEPARTURE.

Ticket/Invoice Information: ← Ticket Detail

Ticket for: ROBERT WILLIAMS
Date issued: 01/02/2013   Invoice nbr: 15567999
Ticket Nbr: 0017182999123 Electronic: Yes   Amount: 1059.80 USD
                      Base: 965.58 USD US Tax: 72.42 USD XT Tax: 21.80 USD
Charged to: AX***********31574   ← Print option available to suppress masked credit card form of payment

Service Fee: ROBERT WILLIAMS
Date issued: 01/02/2013
Document Nbr: 8900560039999   Amount: 40.00 USD

                              Total Tickets: 1059.80
                                  Total Fees: 40.00
                              Total Amount: 1099.80

Click here 24 hours in advance to obtain boarding passes:
American Airlines

Click here to review Baggage policies and guidelines:
American Airlines

Les frais de voyage doivent être soumises dans les 30 jours après l'achevée de votre voyage. ← Bottom Text and Links
Text and links in this section is maintained by customer through tables in the iQCX Web Portal.
This section allows text in English or alternate language by Account Number, Pseudo City, GDS or Default for all itineraries.

Up to 30 lines of Footer text is available to print at the bottom of all itineraries   ← Footer Text and Links
Text in this section is in smaller font and typically used for Terms and Conditions or a link to review them on the agency website.

Itinerary Elements

Most itinerary elements work with standard tables provided, which customers can change and update in the iQCX Portal at any time. Itinerary elements that include a standard table can be configured for settings or text to print based on account number, pseudo city/office ID, GDS, language, or default for all itineraries. An option is also available to print text based on a PNR remark key (ex: F#KEY-SALES2013). This option can be of value when needing to print text unique for a special group or meeting event.

ITINERARY ELEMENTS

Elements	Standard Configuration
Logo	Up to 12 logo images can be configured on iQCX server and configured in a standard table as noted above. Standard template includes 2 logos with a cost for each additional logo image.
	Customer can also store logo images on their own server. The URL where each image is stored can be configured in standard table, allowing unlimited number of logos at no additional cost.
Header Text	A table is provided that can be configured by customer as noted above to print up to 6 lines of header text.
iCalendar Integration	Optional feature: Add a button to the itinerary to add segments to a calendar application.
GDS Link	A table is provided that can be configured by customer as noted above to print or suppress GDS link (e.g., Viewtrip, VirtuallyThere)
Top of Itinerary Text and Links	A table is provided that can be configured by customer as noted above to print up to 15 lines of text and/or links at the top of itinerary.
Segment Associated Text	GDS segment associated remarks present in the PNR will automatically print. A table is also provided to print up to 3 lines of text for each air, car, or hotel segment. Additional print options are available, such as suppressing car ID or corp car CD number or linking to Google maps for hotel directions.
Ticket Detail	Ticket information from the PNR will print using most currently issued documents. Standard override remarks are available, such as adding Non-ARC/BSP tickets issued on carrier's website to the invoice detail.
GDS Itinerary Remarks	GDS itinerary remarks present in the PNR will automatically print at the bottom of the itinerary.
Bottom of Itinerary Text and Links	A table is provided that can be configured by customer as noted above to print up to 15 lines of text and/or links at the bottom of itinerary.

Itinerary Elements (continued)

ITINERARY ELEMENTS

Elements	Standard Configuration
Footer Text and Links	A table is provided that can be configured by customer as noted above to print up to 30 lines of text at the very bottom of itinerary.
From Name and Email Address	An Agent IDs table is provided to configure email from address when sending itinerary.
To Email Address	Advise your project manager where you store your email addresses in the PNR.
Email Subject	Standard subject for itineraries or ticketed Itineraries includes traveler name and date of travel. A remark override is available to print freeform subject text.
Weather	A table is provided with option to print the clickable image with link to one of three weather web sites (weather.com, flightstats.com, wunderground.com) that display the weather for the arrival city.

About Cornerstone

Cornerstone is a technology and professional services company helping more than 450 travel management companies, corporate travel departments, and online travel agencies work more efficiently and more profitably. Founded in 1992, Cornerstone has specialized in creating innovative applications that automate many of the most complex and time-intensive aspects of the reservation management process. Cornerstone is a privately held company based in Bloomington, Indiana with personnel in nine locations worldwide. More information is available at www.ciswired.com.

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