cornerstone
Schedule Change

From Alert to Acceptance: Complete Automated Schedule Change Management

Extend schedule change automation beyond detection to fully resolve traveler acceptance and downstream updates at scale without operational breakdown.

New for 2026

- New direct connects
- NDCX support
- Standard pricing package
- Learn about mobile messaging capabilities

The Solution

Schedule Change Manager (SCM) automates resolution from traveler notification to record update without agent intervention.

- Applies account-specific business rules
- Sends clear traveler summaries by email or SMS
- Click-to-accept from any device
- Automatically updates PNRs and mid-office records
- Flags only true exceptions for review

When a traveler taps Accept Changes, the update is processed instantly and resolved end-to-end with no agent involvement.
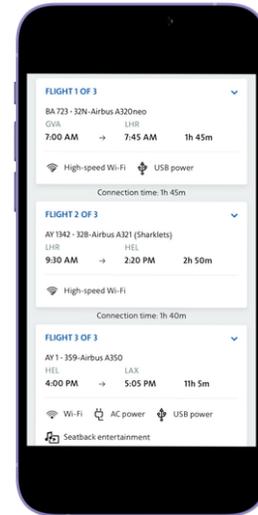
How SCM Works

Once a schedule change is detected, SCM activates as an automation layer that:

- Completes resolution end-to-end
- Applies account-specific business rules to evaluate acceptable changes
- Generates clear, at-a-glance traveler summaries
- Enables click-to-accept via email or SMS
- Automatically updates PNRs and mid-office records upon traveler action
- Ensures data consistency across systems
- Routes only true exceptions for human review

Value Delivered

Operational Integrity at Scale

- Automation scales during volume spikes
- Predictable exception handling
- No disruption-driven breakdowns

Risk Reduction

- Fewer booking and record inconsistencies
- Reduced debit memo exposure
- Lower SLA risk

Experience Protection

- Faster traveler resolution
- Clear change summaries
- Fewer service interruptions

Customer Spotlight **navan**

Automation at Scale Without Operational Breakdown

Navan, a hybrid OBT and TMC, faced rising risk as schedule changes required human intervention despite automation elsewhere.

By implementing Schedule Change Manager, Navan extended automation through traveler acceptance and record reconciliation—allowing schedule changes to resolve instantly without increasing operational overhead.

"Cornerstone has provided the scalability and efficiency our previous platform lacked, enabling us to streamline operations while supporting rapid growth."

Kyle Grubbs, Director of Travel Operations, Navan

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