cornerstone

Unlock The Value
Of Unused Tickets

Reduce spiraling service costs, lost productivity and
help your customers save up to 10%
of their air spend

cornerstone

Track And Manage Unused Tickets

The Need For Automation

- Companies are losing 5–10% of total air spend to expired unused tickets
- Unprecedented travel disruption events continue to drive unused ticket volumes
- Operational headaches and inexperienced staff increase costs
- NDC and supplier direct channels add to operational overhead
- Errors, debit memos and unused ticket expirations drive up losses

> " A client spending $5 million annually on air travel could be leaving $500,000 of unused tickets on the table

The Solution

- Automated loading, tracking and monitoring of ticket status pre- and post-travel up to expiration
- Easy to implement
- Powerful cross-GDS ticket view
- NDC-capable

- Seamless integration into agency workflow and automation tools
- Compatible with major booking tools
- Powerful, automated reporting for internal teams and customers

Features

Deliver At Scale

Powerful, Flexible, Easy

- Access to credits the day after cancellation
- Supports specialty ticket types like MCOs and non-BSP/ARC transactions
- Automated workflow routing
- Notifications sent to online booking tools or agent queues

- Reduces manual labor by auto-tracking expiration dates and updating airline databases
- Robust business intelligence visualizations & reporting
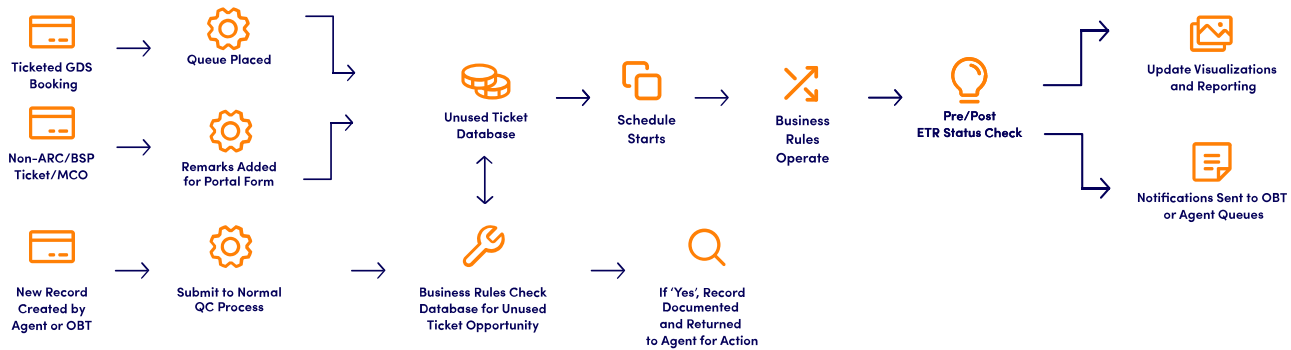- Taxes and fees broken out for easier VAT recovery

cornerstone
Unused Tickets

Benefits

Drive Results

- Reclaim more tickets for customers
- Lower service costs
- Show customers tangible savings with powerful reporting
- Updates ticket databases
- Starts monitoring when the ticket is issued, unlike other solutions

- Mid-office tool agnostic
- Used by the world's largest travel companies
- Scalable solution for leisure and corporate
- Supports all GDS
- Automated solution reduces dependence on expert staff

Ticketed GDS Booking → Queue Placed →

Non-ARC/BSP Ticket/MCO → Remarks Added for Portal Form →

New Record Created by Agent or OBT → Submit to Normal QC Process → Business Rules Check Database for Unused Ticket Opportunity → If 'Yes', Record Documented and Returned to Agent for Action

Unused Ticket Database → Schedule Starts → Business Rules Operate → Pre/Post ETR Status Check → Update Visualizations and Reporting / Notifications Sent to OBT or Agent Queues

"Our agents can be travel consultants now, not machines matching tickets with people."

Jeff Jarve
Cadence Travel

Contact Us

www.ciswired.com

@cornerstone information system

+1 (812) 330 4361

304 W Kirkwood Ave, Suite 101
Bloomington, IN 47404