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 touch-less 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
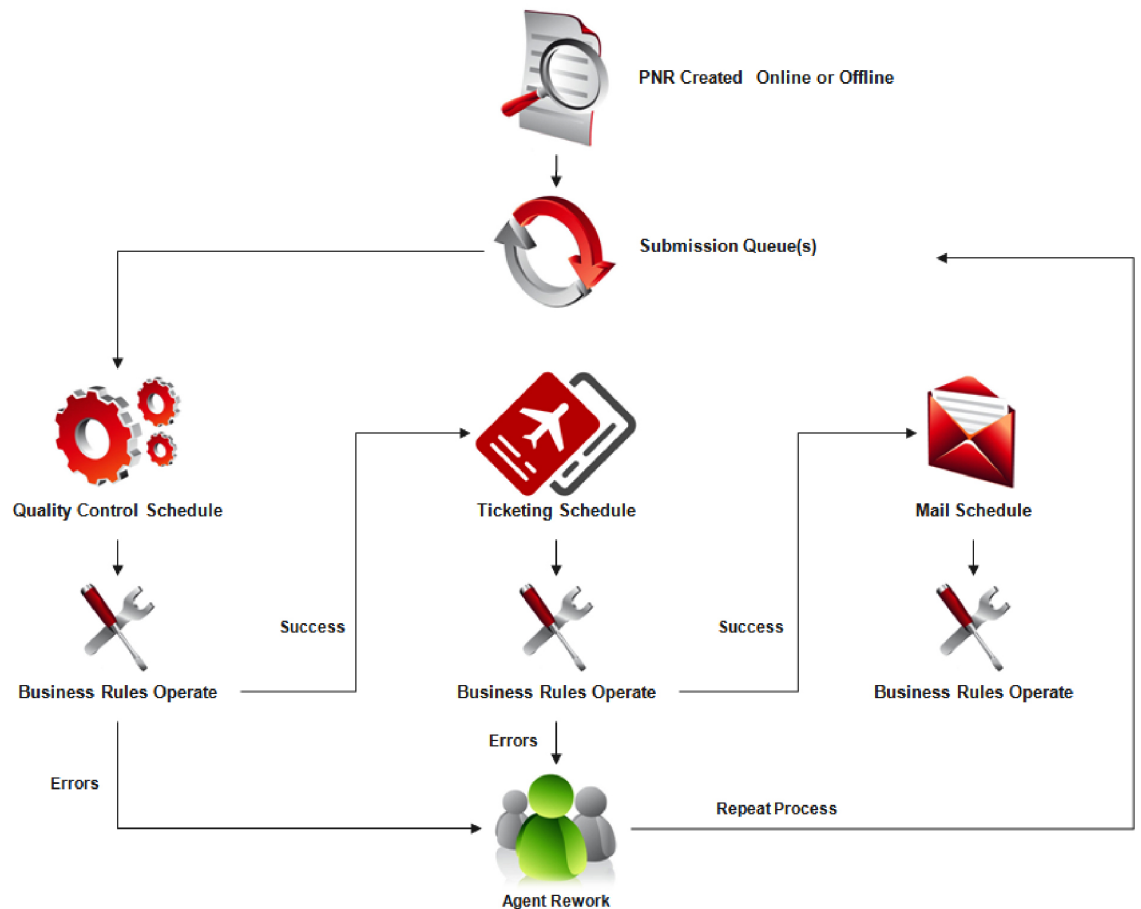
1. PNR's are placed onto a queue regardless of whether they are online or with an agent.
2. The Quality Control Schedule defines when the Submission Queue will be accessed (e.g. Mon-Fri 0900-1700), frequency (e.g. every 5-10 minutes) and the rule set to be utilized.
3. Business Rules or ResRules (i.e. 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. PNR's meeting the requirements for ticketing are forwarded to the Auto-Ticketing Schedule where the module issues ticket and any applicable service fee.
5. PNR's are returned to the agent if manual rework is necessary.
6. PNR's 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
Traveller 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 ADM's 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 reservations 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.
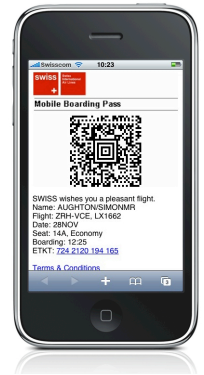
iQCX Mail

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, Hebrew, 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 you 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 travelers 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 potentials fare savings opportunities in Coach, Business or First class based on cabin booked 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

Trip Improvement Components (continued)

determine which PNRs should be worked by the fare checking component, e.g. qualifying 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, will send the PNR to the agent. Customers have the option to instruct Waitlist Checker to cancel and re-book 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 re-book or documentation in the PNR are followed based on 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 travelers preferred itinerary
- Improves customer satisfaction by providing traveler with their preferred itinerary

iQCX Portal

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

For most customers, this will be your primary troubleshooting tool, letting you "see" the results of what happened each time a PNR's were 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 PNR's. 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.

Within the Web Portal, there are a large number of reports that you can run to obtain metrics and statistics on the operation of iQCX. There are three categories of reports:

Module and Processing Reports, including
- Doc Delivery Failed Detail Report
- Fare Checker
- PNR Summary Report-by Agent

iQCX Ticketing Reports, including
- iQCX Ticketing Report- Ticketed Detail
- iQCX Ticketing Status
- iQCX Ticketing Service Fee

Transaction Counts Reports, including
- iQCX Mail Transaction Counts
- iQCX QC Transaction Counts

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 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 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 present.
Air Penalty - Add Itinerary Remarks	GDS itinerary remarks are added if documentation is missing for Non-refundable 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 Non-refundable 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 chained 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 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 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 rental chain are applied.
Car - ID Number Missing	An error or alert is added if ID number applicable for car chained 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 (i.e. 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	Error if hotel FG number is invalid reading from PNR and no QC override custom or default: HTL FG OK, HTL ID OK
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, but 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.
PNR Not OK Remark	A remark(s) is added indicating the PNR contains errors. This helps the agents quickly identify and resolve items that need to be corrected

iQCX Base Configuration (continued)

QUALITY CONTROL	
Name	Description
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 hrs 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.
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.

iQCX Base Configuration (continued)

QUALITY CONTROL	
Name	Description
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.
UDID's - 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.
UDID's - 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 Wait 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, 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

From: rachael@BestTravelOffers.com
Sent: Wednesday October 23, 2019 11:29 AM
To: Rick Deckard
Subject: Ticketed Itinerary for Rick Deckard – 10/24/19 – Amsterdam Netherlands (8J48CA)

World Travel Agency
304 West Kirkland Avenue
Bloomington, IN 47404
Phone: (812) 330-4361 Fax: (812) 330-4362

Wednesday, 22OCT 2019 15:28 (GMT)
Passengers: RICK DECKARD
Agency Reference Number: 8J48CA

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

Scandinavian Airline Confirmation 8J48CA

TICKETED ITINERARY
This is your final confirmation for your ticketed itinerary   > Customizable Text

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 > Top Text and Links

AIR	**Thursday, 24OCT 2019**		

Scandinavian Airline (SK)   Flight Number: 2551   Class: W-Coach/Economy
From: Copenhagen, Denmark   Depart: 08:15
To: Amsterdam, Netherlands   Arrive: 09:45
Stops: nonstop   Duration: 1 hour(s) 30 minute(s)
                                Status: CONFIRMED
                                MEAL: FOOD AND BEVERAGE FOR PURCHASE

Equipment: Airbus A320 Jet
DEPARTS CPH 3
Frequent Flyer Number: 1234C5

Scandinavian Airlines Confirmation number is 8J48CA
Check in on-line for SCANDINAVIAN   > GDS Segment Associated Remarks
Baggage Allowance 1PC
Ticket Number: DECKARD/RICK MR-1234567890

AIR	**Friday, 25OCT 2019**		

Scandinavian Airline (SK)   Flight Number: 1550   Class: W-Coach/Economy
From: Amsterdam, Netherlands   Depart: 17:30
To: Copenhagen, Denmark   Arrive: 18:50
Stops: nonstop   Duration: 1 hour(s) 20 minute(s)
                                Status: CONFIRMED
                                MEAL: FOOD AND BEVERAGE FOR PURCHASE

iQCX Mail Sample Itinerary (continued)

Equipment: Boeing 717 Jet
ARRIVES CPH 3

Scandinavian Airlines Confirmation number is 8J48CA
Check in on-line for SCANDINAVIAN
Baggage Allowance 1PC
Ticket Number: DECKARD/RICK MR-1234567890

Click here to view your current itinerary or ETicket receipt on-line: www.checkmytrip.com. > Bottom Text and Links

CALL 7*24 RESCUE LINE FOR EMERGENCY OR AFTER HOURS
TRAVEL ASSISTANCE 7 DAYS A WEEK - 24 HOURS A DAY
CALL 44 203 555 1234 WORLDWIDE
YOU WILL BE CHARGED 35EUR PER CALL
PLEASE MENTION VIT CODE E1234 AND YOUR BOOKING REF

DUE TO SECURITY REGULATIONS, A PHOTO ID IS REQUIRED AT CHECK-IN
BOARDING PASS MUST BE OBTAINED PRIOR TO ENTERING SECURITY CHECKPOINT   > Footer Text and Links
THANK YOU FOR YOUR RESERVATION AND YOUR TRUST.
BEST TRAVEL OFFERS WISHES YOU A NICE TRIP !
disclaimer

The displayed baggage allowance is based on general information provided by the reservation system. Keep in mind the baggage policy of an airline may vary based on additional criteria.

Furthermore airlines may change the baggage policy at all time. Therefore the information on your itinerary is to be used only as a guideline. You may want to visit the airline's website or contact us for additional information.

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	Table: One default logo image (JPG or GIF approx 300x200) that will print on all itineraries. Up to 30 additional logos images can be configured by Account Number or Pseudo City Code.
Header Text	Table: One default header that will print on all itineraries. Alternate headers can be configured by Account Number or Pseudo City code.
Text and Links at Top of itinerary	Table: Up to 15 lines of text and links can be configured by Account Number, Pseudo City, Language or All itineraries
Segment Associated Remarks and text	Automatically prints any GDS remarks associated to each segment as well as Carrier confirmation number from GDS for air segments. Print options are available for select Air, Car or Hotel segment fields such as rate, ID field or carrier check-in link.
Ticket Detail	Automatically prints current tickets issued. Refer to iQCX Reference Guide for standard remarks available that allow agent to suppress or supplement information captured for invoice from the GDS (i.e. Non-ARC/BSP tickets).
Text and Links at Bottom of Itinerary	Table: Up to 15 lines of text and links can be configured by Account Number, Pseudo City, Language or All itineraries.
Footer Text	Table: Up to 30 lines of text and links can be configured by Account Number, Pseudo City, Language or All itineraries.
From Name	Table: Applies the Agent's name from Agent ID table.
From Email Address	Table: Applies the Agent's email from Agent ID table.
To Email Address	Configured based on where email addresses are currently stored in all PNRS/Profiles.
Email Subject	Standard subject for ticketed and unticketed Itineraries with Passenger name, departure date and initial destination. A remark override is available to designate a freeform subject.
GDS Itinerary Remarks	Automatically prints all GDS Itinerary Remarks present in the PNR.

Itinerary Elements (continued)

ITINERARY ELEMENTS	
Elements	Standard Configuration
Weather	Table: option for one of three weather web sites (weather.com, flightstats.com, wunderground.com) for clickable icon on air segment arrivals.

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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