

iQCX[®] Platform Overview

August 14, 2017

iQCX Platform

The iQCX® reservation management platform is designed to help travel management companies, corporate travel departments, consolidators, cruise and tour operators, and online travel agencies to better manage reservations, issue tickets and deliver itineraries.

The iQCX platform interacts with every global distribution system and can be customized to integrate with other technology providers such as FareLogix, TripLink, Conferma, and eNett.

iQCX Drives Business Outcomes



Increase ticket throughput by automating manual tasks required to process reservations



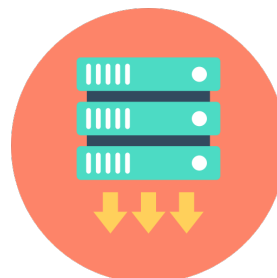
Improve operating efficiency by optimizing workflow and increasing touchless rates



Give agents more time to focus on selling travel



Reduce re-work and error correction for reporting and back office systems



Reduce overhead by eliminating the cost of technology hardware and maintenance



Increase revenue by directing agents toward the more profitable supplier relationships

Core Capabilities of iQCX

Quality Control

Validates reservation accuracy and completeness

Monitors travel policy

Performs file finishing to replace manual tasks

Verifies required reporting fields

Prepares reservations for ticketing

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

Document Delivery

Creates company branded itineraries

Delivers customized content that complements each reservation

Send itineraries and other documents in multiple formats such as HTML, text, and PDF

Provides online access of itinerary history for TMC and Corporation

Trip Improvement

Uses fare checker capabilities to search the GDS for lower fare options

Seat checker capabilities work to acquire seats preferred by the travelers

Waitlist checker functionality queries availability of waitlisted segments and books new segments as an option

Additional Components Available for iQCX to Enhance Core iQCX Capabilities

AutoPay™

AutoPay is payment automation hub that operationalizes virtual payment solutions

It is an automated, end-to-end solution enabling travel agencies and corporations to take advantage of more secure and reliable methods of payment

Data Pump

Data Pump is part of our TravelExchange offering

Data Pump enables the real-time exchange of data between travel management companies, corporations and downline systems

Data Pump ensures that a single set of normalized and cleansed data is shared by all systems

Table Connector

Table Connector provides the ability to synchronize data across sources

It enables synchronizing customer defined tables that are used for ResRule processing with external data sources

Table Connector is flexible and robust, and works with virtually any data type or file format

TicketTRAK

TicketTRAK monitors unused segments to ensure that unused tickets are not wasted

TicketTRAK provides significant cost savings through unused ticket management

Additional solutions that work with the iQCX platform

Schedule Change Manager

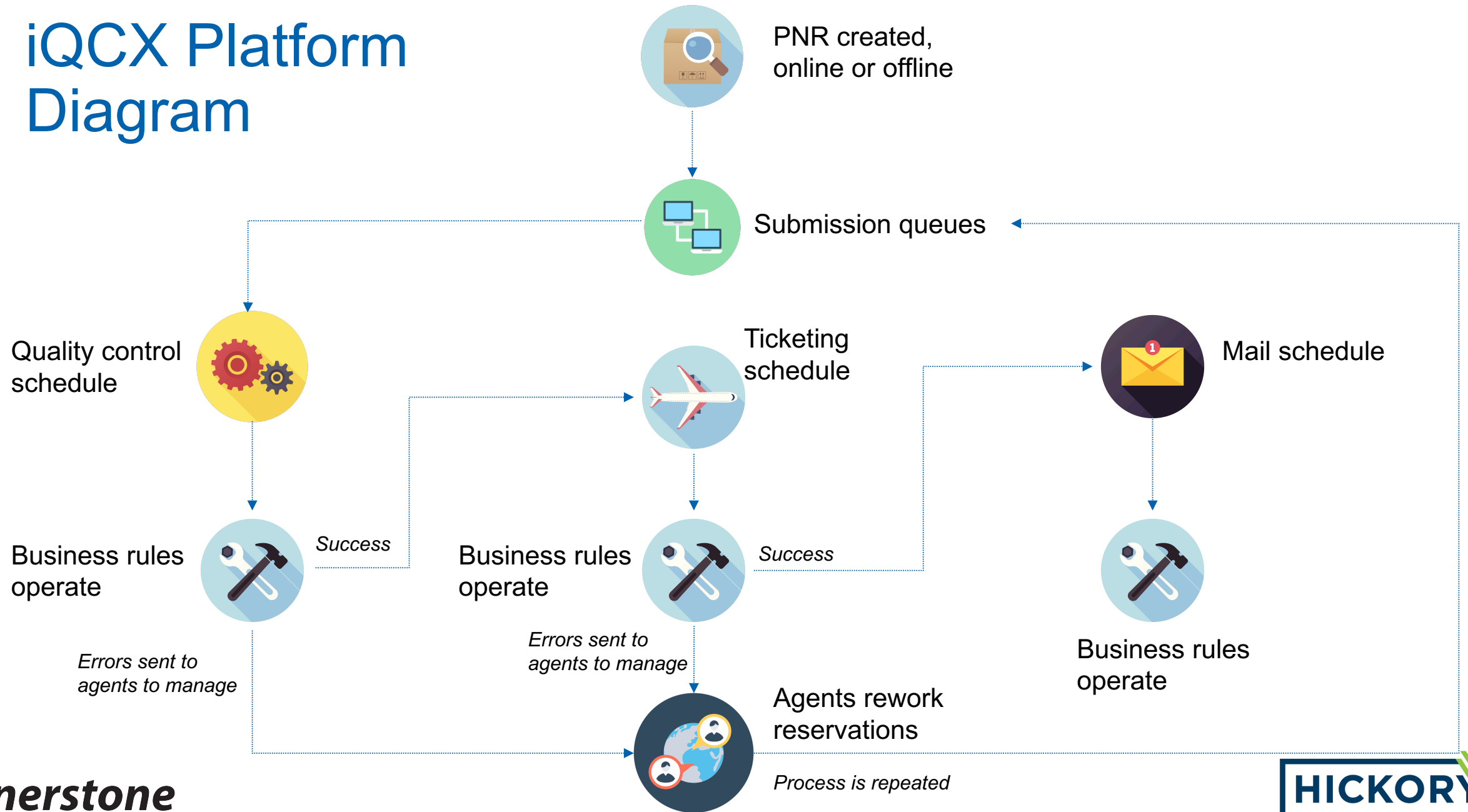
Originally developed and deployed for Expedia, we can now offer Schedule Change Manager as an optional iQCX module.

Policy Compliance Manager

Policy Compliance Manager manages the approvals process for agent assisted bookings not subject to the policy management features in an OBT, or for corporate bookings on a less robust OBT.

**Custom Business Rules and Professional Services Hours Required*

iQCX Platform Diagram



iQCX Quality Control

iQCX Quality Control

- The Quality Control solution allows you to improve your profitability by increasing topline revenue and reducing costs that negatively impact your bottom line.
- The solution utilizes business rules to power the customizable automation of an endless array of manual activities unique to your specific operational and cost reduction objectives.

iQCX QC Runs On ResRules

- ResRules is a natural language rules database to manage the reservation automation process.
- The ResRules composer is the interface to write and develop rules.

The screenshot displays the ResRules composer interface for 'SAMPLE RESRULE / 107376'. The interface is organized into four sections, each with a set of conditions and actions. The 'Conditions' tab is selected, and the 'ResRule: Development' status is shown in the top right corner.

Section 1: Last | Remarks | Active. Conditions: Remark Qualifier (Match any, U, %1%), Line Number (Match any, %2%). Action: Continue Processing - No Jump.

Section 2: All | Remarks | Active. Conditions: Remark Qualifier (Match any, U, %3%), Remark Text (Match any, %4%), Line Number (Match any, %5%). Action: Continue Processing - No Jump.

Section 3: None | Character Functions | Active. Condition: Convert First Letter to Uppercase (*Converts to first letter capital rest low, [k to setup character function], %6%). Actions: If condition is true (Continue Processing - No Jump), If condition is false (Continue Processing - No Jump).

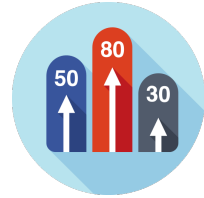
Section 4: First/Exists | Variable | Active. Condition: %5% (Matches, %2%, %7%). Actions: If condition is true (Continue Processing - No Jump), If condition is false (Continue Processing - No Jump).

An 'add section' button is located at the bottom of the interface.

Key Benefits of Quality Control



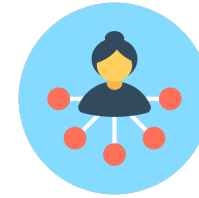
Improve
Operating
Efficiencies



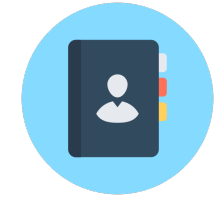
Improve
Financial
Outcomes



Improve
Traveler
Satisfaction



Reduce
Support Staff
Costs



Provide Sales
With A
Competitive
Edge

Improve Operating Efficiencies



- iQCX QC automates reservation completion (file finishing), allowing you to automate the online booking process and automatically add any itinerary or segment remarks to the booking
- The solution enables you to verify and validate, finding any errors quickly and automatically validate any savings codes and customer reporting fields.

Improve Financial Outcomes



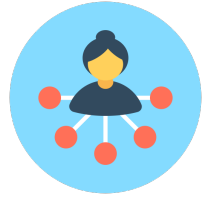
- Manage your preferred contracts with airlines and hotels to ensure you are leveraging the best rates for every booking.
- Monitor reservations for the lowest available fare and manage unused tickets to ensure they are not wasted.
- Retain revenue by applying the correct service fees, growing hotel bookings for increased commissions, reducing payment errors, and avoid missed ticketing dates.

Improve Traveler Satisfaction



- Automatically include any special meal requests based on the traveler's preferences in the reservation
- Automatically check seat availability and options based on traveler preferences
- With iQCX QC, you can automatically check and clear waitlists for travelers, find lower airfares, and validate passport and visa requirements.

Reduce Support Staff Costs



- Automatically managing reservations and correcting errors reduces the manual intervention required to manage bookings.
- You can reduce support staff and redeploy agents into roles that drive revenue or additional service fees, such as executive traveler support.

Provide Sales With A Competitive Edge



- The automation capabilities of iQCX QC give your sales team an edge when selling your services to potential customers.
- Our best in class automation platform ensures that you provide the most comprehensive solution to your customers, allowing them to automate more reservations and take advantage of every financial benefit from negotiated rates to personnel.

iQCX Ticketing

Automate all aspects of the ticketing process, from simple ticketing to more complex requests

iQCX Ticketing

- The iQCX Ticketing solution is an application that automates all aspects of the ticketing process.
- The iQCX Ticketing solution can efficiently and effectively automatically process simple tickets to complex split tickets and exchanges and refunds.

What does that mean for your business?

- You have a truly touchless reservations process to efficiently ticket all designated online reservations.
- You can drive improved profitability while remaining price-competitive.
- You will improve accuracy by consistently processing splits and exchanges that free of errors.
- You will reduce the need for agents to manually perform ticketing and

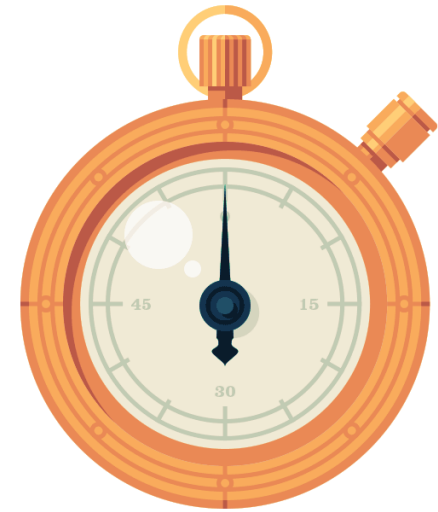
iQCX Ticketing issues tickets on time, giving customers the fares they expect.

- iQCX Ticketing works either set hours or 24/7.
- You can add additional TAs to handle peak traffic, if needed.



iQCX Ticketing eliminates agent intervention lowering the cost of doing business.

- iQCX Ticketing validates ticketing information faster than a counselor.
- iQCX Ticketing issues a ticket every 2-12 Seconds vs an unknown, or target time, for a counselor.



iQCX Ticketing has the ability to issue multiple ticket types.

- These ticket types include:
 - Straight Tickets & Multi-Carrier Tickets
 - Split Tickets & Exchanges
 - Hotel and/or Car Only reservations
 - Non ARC/BSP Tickets
- iQCX Ticketing can apply Service Fees.



iQCX Ticketing can issue tickets 24/7.

- This allows you to eliminate your reliance on after hours support desks.



iQCX Ticketing reduces debit memos

- iQCX Ticketing adds a final quality check to ensure everything is correct.



iQCX Document Delivery

Build your brand with customized emails and documents

Document Delivery with iQCX Mail

- Differentiate your emails and documents with company and corporate branding
 - Custom settings can be control at the PCC and DK level
- Emails can be send in multiple formats, including fax, HTML, mobile HTML, and text.
- You can attach a PDF of the itinerary or load your own PDFs
Emails can be sent in more than 14 languages, configured by business rules.
- Documents can be resent at any time through the iQCX Portal.

Clear And Concise Information

Cornerstone
information systems

123 Main Street, Suite 101
Anywhere, IN 47404
Phone: (812) 555-4444 Fax: (812) 555-9999



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

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 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 WE WILL ADVISE IF AN AISLE SEAT BECOMES AVAILABLE Frequent Flyer Number: AA1234C5			
American Airlines Confirmation number is AZWKQM			
CAR	Thursday, 3JAN 2013		

Customize Emails Using Business Rules

Customize the logo at the PCC or DK level

Include links to any GDS specific websites

Include any segment associated remarks for any GDS

The screenshot shows an email header for Cornerstone information systems. The header includes the company logo, contact information (123 Main Street, Suite 101, Anywhere, IN 47404, Phone: (812) 555-4444, Fax: (812) 555-9999), and an 'Add to Calendar' button. Below the header, the email body contains the date and time (Wednesday, 2JAN 2013 04:47 PM EST), the sender (ROBERT WILLIAMS (SALES.EAST)), and the Agency Reference Number (RECLOC). A link is provided to view the current itinerary or ETicket receipt on-line: www.viewtrip.com. The email body also contains a disclaimer: '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 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'. The flight details are presented in a table format, showing the flight number (1788), class (M-Coach/Economy), departure time (11:30 AM), arrival time (03:05 PM), duration (2 hour(s) 35 minute(s)), status (CONFIRMED), and miles (1062). The flight is operated by American Airlines from Dallas/Ft Worth TX, USA to Raleigh/Durham NC, USA. The equipment is a McDonnell Douglas MD-80 Jet. The meal is FOOD TO PURCHASE. The frequent flyer number is AA1234C5. The American Airlines Confirmation number is AZWKQM. The email also includes a segment associated remark: 'ARRIVES RDU TERMINAL 2 WE WILL ADVISE IF AN AISLE SEAT BECOMES AVAILABLE'. The email footer shows the date and time (Thursday, 3JAN 2013) and a car icon.

Cornerstone
information systems

123 Main Street, Suite 101
Anywhere, IN 47404
Phone: (812) 555-4444 Fax: (812) 555-9999

Add to Calendar

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

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

Include your contact information

Leverage Infotriever Calendar Integration

Customize many different elements

- Logo
- From name
- From email address
- Email Subject
- Header Text
- Infotriever Calender integration link
- GDS links
- Top of itinerary text and links
- Ticket details
- Segment associated remarks
- GDS itinerary remarks
- Bottom of itinerary text and links
- Footer text and links
- Weather

Customizations appear automatically based on your specific business rules

Email Examples

Ticketed itinerary for JAMES DARGAN on 2/16/17 to Philadelphia PA United States Of America - Inbox

Message

Delete Archive Reply Reply All Forward Attachment Meeting Move Junk Rules Read/Unread Categorize Follow Up

Ticketed itinerary for JAMES DARGAN on 2/16/17 to Philadelphia PA United States Of America

CIS Cornerstone Information Systems
Monday, March 6, 2017 at 3:20 PM
To: Lauren Wolters
ItineraryPYHXPO_07FEB.pdf (117.8 KB) [Preview](#)

Cornerstone information systems
Totus.Travel
300 West Sixth Street
Bloomington, IN 47404
812-961-7300

Tuesday, 7FEB 2017 02:16 PM EST
Passengers: JAMES DARGAN
Agency Record Locator: PYHXPO

When traveling outside the U.S., be sure to [click here](#) for passport and health information

AIR	Thursday, 16FEB 2017	
American Airlines From: (MIA) Miami FL, USA To: (PHL) Philadelphia PA, USA Stops: Nonstop Seats: 15C Equipment: Boeing 737-800 Jet ARRIVES PHL TERMINAL A Frequent Flyer Number: AA3LT1172 American Airlines Confirmation number is PYHXPO Check in on-line to obtain boarding pass: American Click here for Baggage policies and fees: American	Flight Number: 0196 Depart: 04:50 PM Arrive: 07:35 PM Duration: 2 hour(s) 45 minute(s) Status: CONFIRMED MEAL: FOOD FOR PURCHASE	Class: L-Coach/Economy Miles: 1016 / 1626 KM

Email Examples

Message

Itinerary for REBEKAH ELIZABETH KURTANECK on 6/5/17 to Bangui Central African Republic - Inbox

Delete Archive Reply Reply All Forward Attachment Meeting Move Junk Rules Read/Unread Categorize Follow Up

Itinerary for REBEKAH ELIZABETH KURTANECK on 6/5/17 to Bangui Central African Republic

M From: Menno Travel
 Tuesday, March 7, 2017 at 12:48 PM
 To: Lauren Wolters

MENNO TRAVEL
 A Branch of Tzell Travel Group

Menno Travel / A Branch of Tzell Travel Group
 210 South Main Street
 Goshen, IN 46526
 Tel: 574-534-1521 / 800-635-0963
 Fax: 574-534-2158
www.mennotrav.com

ADD TO OUTLOOK

Tuesday, 7MAR 2017 10:44 AM EST
Passengers: REBEKAH ELIZABETH KURTANECK
 Agency Record Locator: 295QHF

FEE IS CHARGED



FARE IS \$2563.46 PLUS \$55 FEE
PURCHASE DEADLINE IS 72 HOURS AFTER BOOKING
AIRLINE PENALTY AGAINST REFUND IS \$350
AIRLINE PENALTY AGAINST CHANGE IS \$300 PLUS ANY APPLICABLE
ADDITIONAL AIRFARE.
FOR ADVANCE SEAT SELECTION ON AIR FRANCE OPERATED FLIGHTS A \$25
FEE IS CHARGED
I NEED THE BIRTHDATE FOR THIS PASSENGER

Regular Hours: Mon-Fri 8:00 a.m. to 5:00 p.m. (Eastern Time)

For After-Hours Emergency Assistance:
 In USA/Canada call 800-367-1633
 Elsewhere call collect 682-233-1914
 Your VIT code is P-3ND.
 A \$25.00 fee applies.

*****ALERT! A TICKET HAS NOT BEEN ISSUED*****

The itinerary shown below is for information only and the term "Status: Confirmed" refers only to a seat being held. Airfares are subject to change until tickets are issued. Contact Menno Travel Service to request ticketing.

AIR	Monday, 5JUN 2017		
			
Delta Air Lines	OPERATED BY SKYWEST DBA DELTA CONNECTION	Flight Number: 4789	Class: U-Coach/Economy
From: Fort Wayne IN, USA		Depart: 07:45 AM	
To: Atlanta GA, USA		Arrive: 09:42 AM	

iQCX Portal

Search for any sent email by record locator

Main Navigation

- Main Screen
- iQCX System Monitor
- iQCX System Reports
- iQCX Schedules
- iQCX ResRules
- Summarized Transactions
- PNR List
- System Settings
- System Tables
- Messenger
- Search
- Edit Profile
- Launch Dashboard
- Logout

Filter Criteria

GDS: ALL

Account: CIS Travel E995

Agent: []

Pseudo: ALL

Queue: []

Welcome to CIS Portal, mark.abdo

Monitor Type: Schedule iQCX Ticketing Doc Delivery

Show Data in: Last 2 Hours

Failed to Send Message
There is a delay to confirm message status after resent. Refresh the page when needed.
Status*: 'S' - Succuessfully Sent; 'F': Failed; 'W': Waiting to confirm; 'Q': Queue to the location
[Click here to resend a previously sent itinerary](#)

Record Locator [] (Required field) Date of Travel [] Show InterFax message only

Optional

Subject [] Sent Date []

From Address [] To Address [] Attachment []

Message Body [] (First 2000 char - about 400 visible)

Search

iQCX Portal

Resend any emails to travelers through the iQCX Portal

Main Navigation ■

- Main Screen
- iQCX System Monitor
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- Logout

Filter Criteria ■

GDS
ALL

Account
CIS Travel E995

Agent

Pseudo
ALL

Queue

Welcome to CIS Portal, mark.abdo

Send a Mail Message

To:

From:

CC:

BCC:

Subject:

Including Original message information

Cornerstone
information systems

Totus.Travel
300 West Sixth Street
Bloomington, IN 47404
812-961-7300

Original Message

Tuesday, 7FEB 2017 02:16 PM EST
Passengers: JAMES DARGAN
Agency Record Locator: PYHXPO
When traveling outside the U.S., be sure to [click here](#) for passport and health information

Submit Cancel

Cornerstone
information systems

HICKORY
GLOBAL PARTNERS

iQCX Portal

Review the results of email sends

Main Navigation

- Main Screen
- iQCX System Monitor
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- Launch Dashboard
- Logout

Filter Criteria

GDS: ALL

Account: CIS Travel E995

Agent:

Pseudo: ALL

Queue: ALL

Start Date:

Welcome to CIS Portal, mark.abdo

Select a Report: Module and Processing, iQCX Ticketing, Transaction Counts

Show Data in: Last 30 Days (CSV Download Result)

Doc Delivery Successfully Sent in Last 30 Days

Generate Report

Account	Record Locator	Sent	To	From	Note	Subject
0000610120	AXQQWN	2/9/2017 11:29:06 AM	JDARGAN@CISWIRED.COM;	CIS Travel		Ticketed itinerary for Tampa FL
0000610120	CFNZFZ	2/10/2017 7:32:43 PM	JDARGAN@CISWIRED.COM;	CIS Travel		Ticketed itinerary for to Washington DC
	PFJLSP	2/28/2017 12:29:51 PM	blin@ciswired.com	iQCX Testing		TEST Prod calendar
	PFJLSP	2/28/2017 12:30:20 PM	blin@ciswired.com	iQCX Testing		TEST Prod calendar
0000610204	FIVNKC	2/28/2017 12:32:40 PM	blin@ciswired.com	iqcx test		
0000610120	CNOTDG	2/28/2017 12:32:45 PM	blin@ciswired.com	iqcx test		
0000610120	CNOTDG	2/28/2017 12:37:00 PM	blin@ciswired.com	iqcx test		
0000610204	FIVNKC	2/28/2017 12:44:21 PM	blin@ciswired.com	iqcx test		Flyg förändring för
0000610120	CNOTDG	2/28/2017	blin@ciswired.com	iqcx test		Flyg förändring för

Platform Portfolio

iQCX Quality Control

- Reservation Management
- Agency Process Automation
- Waitlist Management
- Fare Improvement
- Seat Assignment

iQCX[®] Ticketing

- Basic Ticketing
- Service Fee Documentation
- Split Ticket Documentation
- Refunds & Exchanges
- Ticket Tracking

iQCX[®] Mail

- Agency Branded Itineraries and Invoices
- Calendar Integration

iQCX Schedule Change

- Automated Queue Management
- Customizable Client Messaging
- Branded Email Notifications

Additional iQCX Functions

*Significant and custom Res-Rules and Configuration Required to Custom Specs

- Data Pump
- TicketTRAK*
- Schedule Change Manager*
- Split Form of Payment*

Policy Compliance Manager

- Automate Trip Approval
- Automate Trip Notification

iBank[®]

- Data Acquisition
- Data Consolidation
- Data Standardization
- Data Distribution
- Data Analysis & Decision
- Business Intelligence
- On-Demand Reporting
- Broadcast Reporting
- Ad-Hoc Reporting
- Change Management

For more information, contact Michael Kell or visit us at CISwired.com.

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Director, Business Development
mkell@ciswired.com
O +1 (812) 650-7131
M +1 (312) 590-0711

