AutoPay™ Overview

August 14, 2017

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What is AutoPay

Mid-office payment automation platform that operationalizes payment solutions for travel management companies, corporations, and developers.
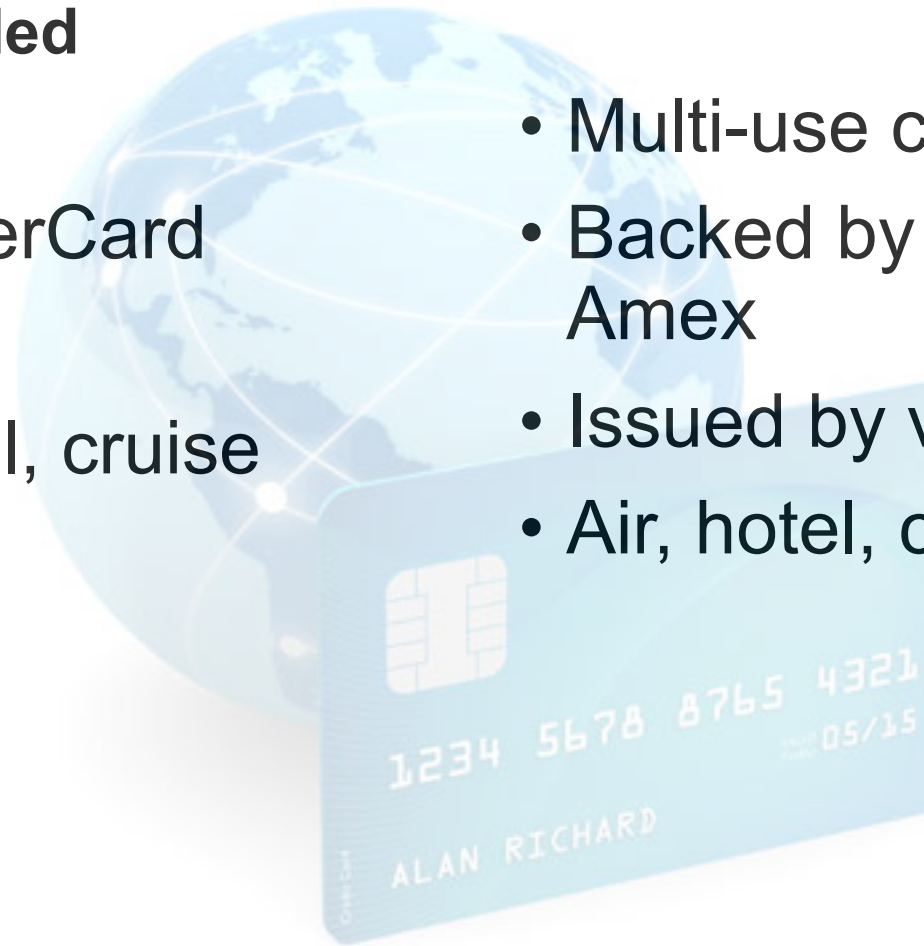
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HICKORY
GLOBAL PARTNERS

AutoPay Virtual Cards

Prefunded

- Multi-use card
- Backed by MasterCard
- Issued by eNett
- Air, hotel, car, rail, cruise

Credit

- Multi-use card
- Backed by MasterCard, Visa, Amex
- Issued by various companies
- Air, hotel, car, rail, cruise

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HICKORY
GLOBAL PARTNERS
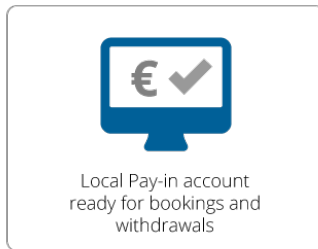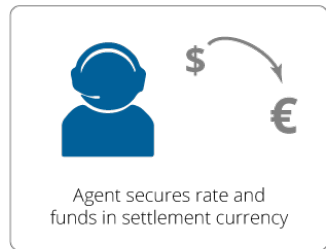
AutoPay Value Proposition

- Multi-GDS integration (Sabre, Amadeus, Travelport)
- Completely automated mid-office solution
- Integrated into GDS point of sale / OBT via queues
- Customizable to and complement current agency workflows
- Modular add-ons (ticketing, quality control, policy compliance, etc)

AutoPay Benefits & Features

Benefits	Operational Features	Financial Features
Lower Costs	Scalable Solution Across All GDS	Lower Fees
	Touchless API Connectivity	Transact In Global Currencies
	Less Dedicated Resources	Hedge Currency Fluctuations
Time Savings	Integrated Automated Workflow	Real Time Processing
	Predefined Payment Parameters	On Demand 16-Digit Unique Number
	Predefined Policy Compliance	Complete Reconciliation
Increased Revenues	Manage Cash Flow Better	Earn Rebates On Spend
	Backed By Card Network Guarantee	Increased Security & Fraud Protection

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HICKORY GLOBAL PARTNERS

AutoPay Savings: Foreign Transactions

- Settle payments locally, save up to 3% on foreign transactions
  - Self Managed 3%: $1M in international spend means $30K savings
  - MasterCard 2%: $500 flight has $4.05 fee vs $15 traditional fee
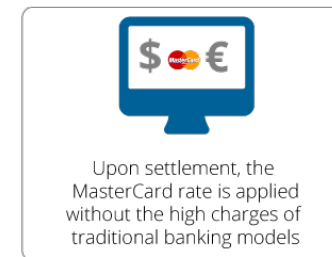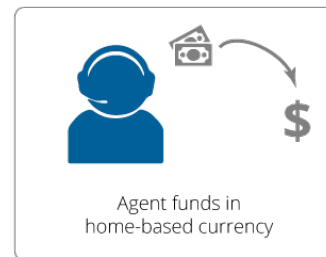 - Lock in real-time rates at time of booking

Agent secures rate and funds in settlement currency

Local Pay-in account ready for bookings and withdrawals

Suppliers paid in local currency

For example...

For every US$1M a travel agency transacts, it can save US$30K by funding and settling VALS locally.

3% SAVING

US$30K

Agent funds in home-based currency

Upon settlement, the MasterCard rate is applied without the high charges of traditional banking models

Suppliers paid in local currency

For example...

A flight costing $500

+ $15 fee
If paying by traditional methods
VS
+ $4.05 fee
If paying with an eNett VAN

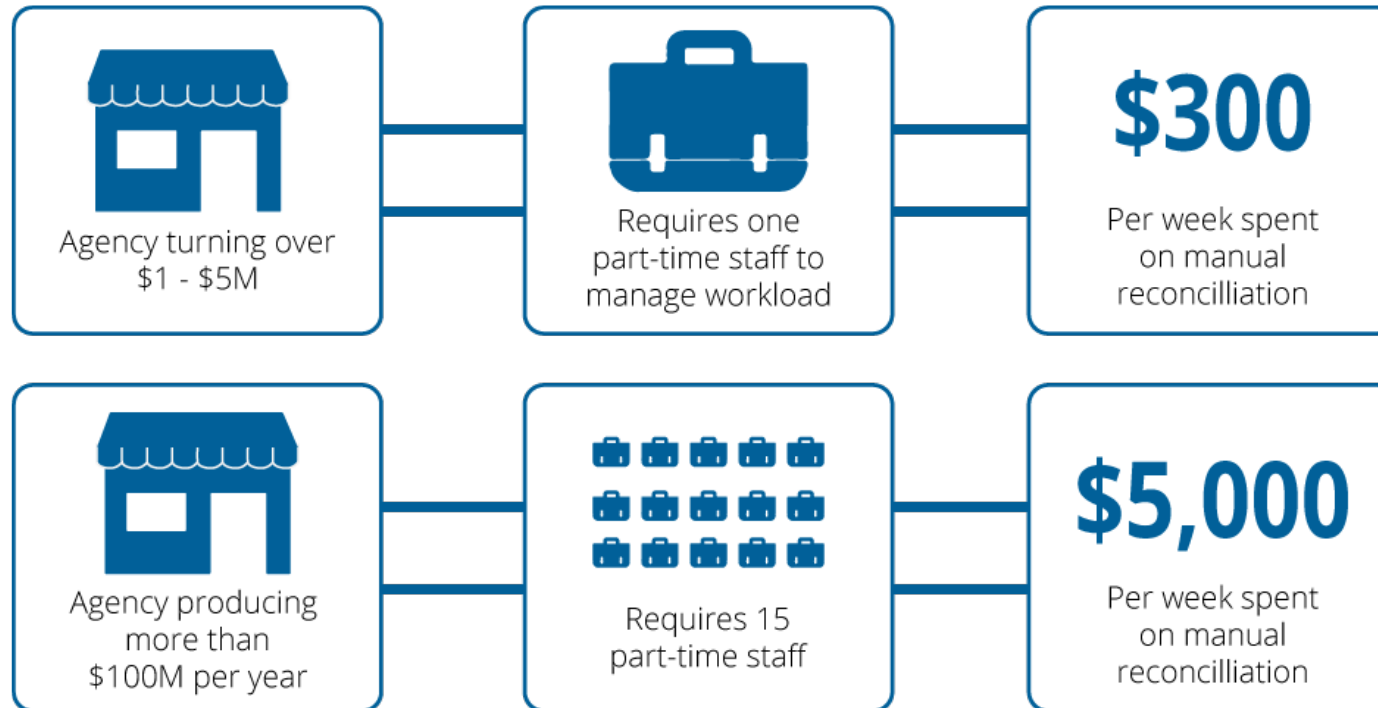SAVE $10.95 ON EACH TRANSACTION

2% SAVING
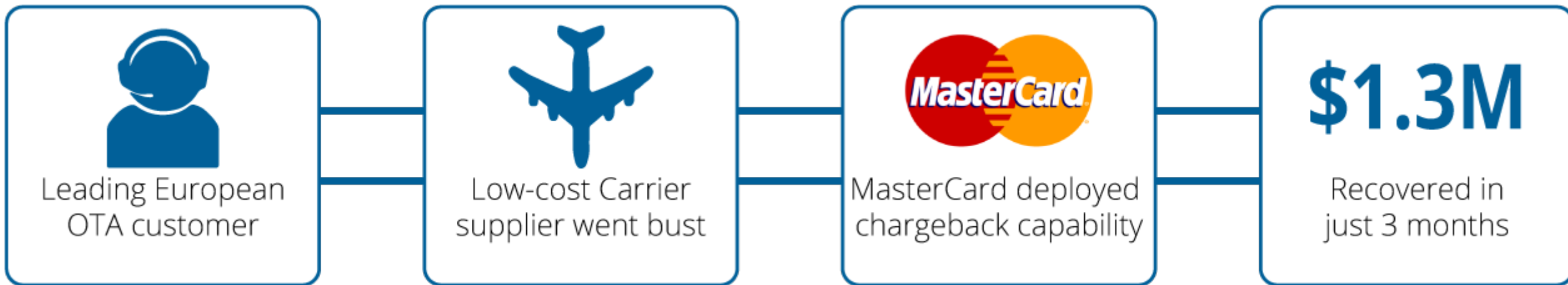
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HICKORY
GLOBAL PARTNERS

AutoPay Savings: Operational Efficiency

- $1.5B in yearly manual reconciliation costs to TMCs
- Save from $15K - $250K annually on salaries

Agency turning over $1 - $5M	Requires one part-time staff to manage workload	**$300** Per week spent on manual reconcilliation
Agency producing more than $100M per year	Requires 15 part-time staff	**$5,000** Per week spent on manual reconcilliation

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HICKORY GLOBAL PARTNERS

AutoPay Savings: Payment Protection

- Avoid losing travel funds if supplier goes bankrupt
- MasterCard guarantee ensures worry free payments

Leading European OTA customer

Low-cost Carrier supplier went bust

MasterCard deployed chargeback capability

$1.3M Recovered in just 3 months

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HICKORY GLOBAL PARTNERS

Air Workflow

1. Traveler requests an air reservation via email, call, in-person, etc.

CORPORATE TRAVELLER

2. Agent makes reservation in the GDS or receives from traveler via booking tool.

TRAVEL AGENT

```
MYCONNECTION  ON  73CJ
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-VAN/STATUS        +
VAN ACCOUNT STATUS: ACTIVE - USER 73CJ-ZJ IS MAPPED IN THE ENETT
  PAYMENTS PLATFORM AND THEIR ACCOUNT IS ACTIVE.
>
```

3. Agent adds payment trigger in the PNR via a remark and places PNR on AutoPay queue. Trigger often done via a script.

```
MYCONNECTION  ON  73CJ
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-VAN/STATUS        +
VAN ACCOUNT STATUS: ACTIVE - USER 73CJ-ZJ IS MAPPED IN THE ENETT
  PAYMENTS PLATFORM AND THEIR ACCOUNT IS ACTIVE.
>

58 RM B*VAN1/AIR/TST1/TEST BOOKING
```
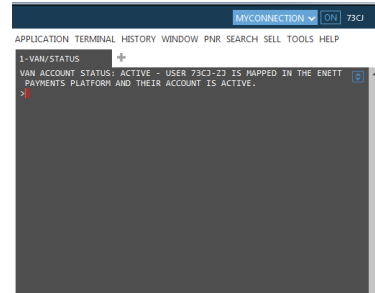
4. AutoPay data captures the PNR and begins process for VAN payment based on PNR parameters.

AutoPay™

9. After ticket issued Cornerstone captures the ticketing details and enables for reconciliation.

8. Booking is then returned to the Travel Agent (placed on a GDS queue). The agent can now issue the ticket or robotic ticketing.

TRAVEL AGENT

Airline Ticket
147 8390 309

7. VAN is inserted into PNR as form of payment; PNR is ready for ticketing.

```
MYCONNECTION  ON  73CJ
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-VAN/STATUS        +
VAN ACCOUNT STATUS: ACTIVE - USER 73CJ-ZJ IS MAPPED IN THE ENETT
  PAYMENTS PLATFORM AND THEIR ACCOUNT IS ACTIVE.
>
```

5. A VAN is requested via a payment API.

6. A card issuer returns VAN based on AutoPay parameters defined by PNR.

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Only Agent Manual Touch Point

HICKORY
GLOBAL PARTNERS

Hotel Workflow

1. Traveler requests a hotel reservation via email, call, in-person, etc.

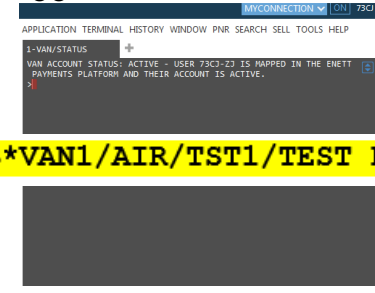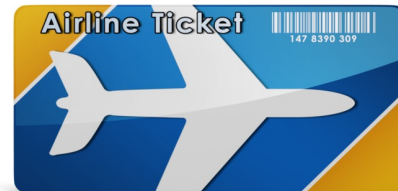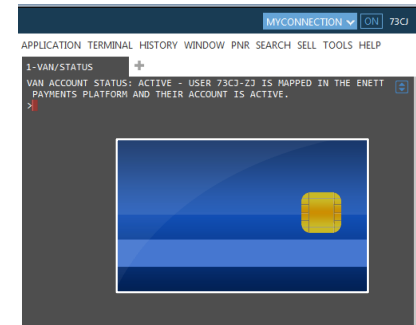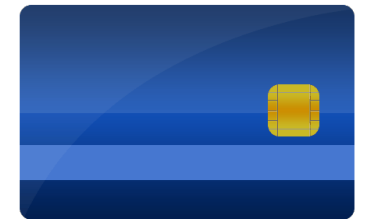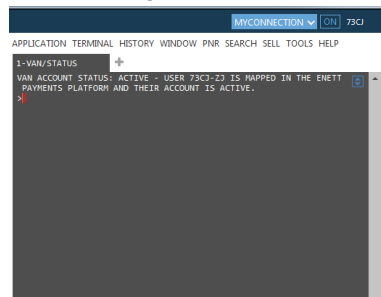**CORPORATE TRAVELLER**

2. Agent makes reservation in the GDS or receives from traveler via booking tool.

TRAVEL AGENT

3. Agent adds payment trigger in the PNR via a remark and places PNR on AutoPay queue. Trigger often done via a script.

RMV*VAN1/HOTEL/HOD-123456/CF-ABCDEF

4. AutoPay data captures the PNR and begins process for VAN payment based on PNR parameters.

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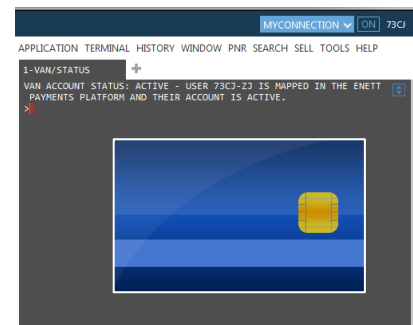**9.** Booking is then returned to the Travel Agent (placed on a GDS queue).

8. AutoPay sends template fax with bookings information to appropriate hotel via InterFax.

TRAVEL AGENT

InterFAX
Let your email do the faxing

7. VAN is inserted into PNR and hotel guarantee field updated.

5. A VAN is requested via a payment API.

6. A card issuer returns VAN based on AutoPay parameters defined by PNR.

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Only Agent Manual Touch Point

HICKORY
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PNR Payment Remark

```
--- TST RLR ---
RP/IND1S2106/IND1S2106              TW/SU    6FEB14/1712Z    ZGROUQ
  1.FRANSSON/GUNILLA SIGRID MRS
  2   SK1462 Y 10MAR 1 CPHOSL HK1    725A 3    810A 925A   *1A/E*
  3   SK1471 Y 14MAR 5 OSLCPH HK1    225P      310P 420P   *1A/E*
     .........
 54  RM *OA-1
 55  RM *CO-ONLINE
 56  RM *NI-1
 57  FV PAX SK/S2-3
 58  RM B*VAN1/AIR/TST1/TEST BOOKING
```

Agent types in request

```
--- TST RLR ---
RP/IND1S2106/IND1S2106              TW/SU    6FEB14/1712Z    ZGROUQ
  1.FRANSSON/GUNILLA SIGRID MRS
  2   SK1462 Y 10MAR 1 CPHOSL HK1    725A 3    810A 925A   *1A/E*
  3   SK1471 Y 14MAR 5 OSLCPH HK1    225P      310P 420P   *1A/E*
     .........|
 54  RM *OA-1
 55  RM *CO-ONLINE
 56  RM *NI-1
 57  FV PAX SK/S2-3
 58  RM Q *IQCX 06FEB/1300: RECORD PROCESSED - QC/PNR OK
 59  RM Q IQCX 06FEB 1300/VAN REQUESTED/1234567890/90047
 60  RM *CO-ONLINE
 61  RM *NI-1
 62  FP CCCAXXXXXXXXXXXX0476/0514
 63  FV PAX SK/S2-3
```

Remarks Types

- Request VAN
- Cancel VAN
- Override VAN
- Each GDS has separate remarks
- Remarks are customizable
- Remarks can pass data elements

Sample Reporting

Travel and Card Data Provided for Reconciliation		
Transaction ID	VAN Amount	Record Locator & GDS
Fund Account Number	Authorization Amount	PAX Name & Travel Date
Requested Date	Net Settled	Itinerary String
Activation Date	Refunded Amount	Ticket Number
Authorization Date	Available Balance	Agent ID
Settlement Date	Card Status	Agent & Booking PCC
Valid Until Date	VAN Mode	Processing PCC
Funded Currency	Merchant	Account Number
VAN Currency	Card Type	Request Type

*Up to 4 additional data items at additional cost

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iQCX Web Portal

- Provides operational visibility into the platform to monitor processing status and results
- Enables self-service maintenance and troubleshooting

Implementation Workflow

| Signed Contract/SOW (Work Order) is received. | → | Resources are assigned. | → | Internal hand-off call within 5 business days of resources being assigned. | → | External kick-off call within 5 business days of resources being assigned. |

Project plan created in SmartSheet (Project Tracking) and shared with project team.

| Programming begins. | ← | TMC pre-work is reviewed and completed. | ← | GDS Connectivity Complete. | ← | Project plan created in SmartSheet (Project Tracking) and shared with project team. |

| Hand-off to TMC for UAT (Testing). | → | TMC iQCX Portal Training once UAT is complete. | → | Hand-off TMC to support once in production. |

Roles and Responsibilities

Issuer	Cornerstone	TMC	GDS
Provide TMC card account	Manage AutoPay implementation	Provide overall operations vision	Cornerstone access to TMC
Provide TMC client access key	Program TMC parameters	Request GDS to open access to Cornerstone	
Set up TMC in portal	Maintain open and consistent communication with TMC throughout implementation	Complete all necessary tables & pre-work (provided by Cornerstone project team)	
Assist TMC with funding, portal, key, etc.	Assist TMC through UAT (testing) process, answering questions, adjusting programming, etc.	Actively test and provide timely feedback during UAT (Testing)	
	Set up iQCX Portal credentials for TMC	Participate in all project calls	
	Provide iQCX Portal training for TMC		
	Ensure a smooth transition to production and the Support Process for TMC		

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

Michael Kell, GLP, CCTE, CTE, CHRM
Director, Business Development
mkell@ciswired.com
O +1 (812) 650-7131
M +1 (312) 590-0711

CISwired.com   /CISwired   @CISwired   /company/cornerstone-information-systems

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