

**Itinerary Summary**

Week Of	Itineraries Created	Opt Ins Sent	Opt Ins Accepted	Opt Ins Declined
Apr 25	2263	0	0	0
Apr 18	5506	5	0	0
Apr 11	6038	0	0	0
Apr 04	6071	3	0	0

**Today's Trip Assist Summary**

Type	Issues	Open	Resolved	Expired
Cancellation	2	2	0	0
Connection	5	5	0	0
Departure	0	0	0	0
Arrival	0	0	0	0
Diversion	0	0	0	0
Other	0	0	0	0

**My Active Trip Assist Issues**

Rec Loc	Type	Resolve By	Flight
ZBW980	Cancellation	ASAP	DL 7336
PIDW4T	Diversion	ASAP	AA 425
XMD3N0	Diversion	ASAP	DL 1452
SHWRLS	Connection	ASAP	US 1430
SHWRLS	Connection	ASAP	US 1430
MHTDSS	Connection	ASAP	DL 5429
MHTDSS	Connection	ASAP	DL 5429
SV159K	Connection	ASAP	UA 908
V33FX8	Connection	ASAP	UA 956
NNGTVO	Connection	ASAP	UA 908

**Resolution Report**

Itinerary Group	Resolve By Date Start	Resolve By Date End	Issue Type	Issues	Rebooked	Reprotected	No Problem	Expired
1188 - HI-tech Inc.	01-Apr-2010	01-May-2010	Cancellations	16	9	7	0	0
			Connections	8	2	3	3	0
			Late Departures	0	0	0	0	0
			Late Arrivals	0	0	0	0	0
			Diversions	0	0	0	0	0
			Others	0	0	0	0	0
<b>Total</b>				<b>24</b>	<b>11</b>	<b>10</b>	<b>3</b>	<b>0</b>

**Travel Summary**  
Confirmation Code: MZ234H  
OF 3017 LAX 11:40 AM to ORD 5:30 PM  
Estimated connect time: 105 minutes  
AA 1234 ORD 7:15 PM to JFK 11:30 PM (32 min delay)

## Market-Proven Interactive Itinerary Services

One of the highest leverage opportunities for improving customer service is delivering proactive and relevant information to the traveler—providing travelers with information about their itinerary that will help them deal with the challenges of a typical travel experience—from delays, cancellations, missed connections and gate changes to security wait times, travel advisories, health alerts, and severe weather warnings.

Since 2007, FlightStats has been providing unmatched itinerary Web Services and fully branded hosted solutions. Unlike many current airline systems that monitor limited flight events on operated flights only, FlightStats' Interactive Itinerary delivers actionable intelligence specific to the pre-trip, legs, flights, connections and other significant phases of the trip, on nearly all of the world's marketed and operated flights. Each phase of a trip offers unique opportunities for customer service, new sales and reduced cost.

FlightStats also provides a growing set of airport, airline and third-party information that can be delivered via the system. In all cases, the ticketing entity has complete control over what their customers see and how it is presented.

FlightStats Interactive Itinerary can deliver a completely branded, best of breed solution that includes a fully branded mobile client, revenue generating agent tools, and competitive advantage to any TMC, OTA, Airline or CTD in a matter of weeks not months at a fraction of what it would cost to develop a proprietary solution.

## Interactive Itineraries for:

- › Travel Management Companies
- › Legacy and Low Cost Airlines
- › Online Booking Solutions
- › Agent Desktops
- › Risk Management Systems
- › Mobile Applications

## Capture

FlightStats captures and synchronizes PNRs on behalf of airlines, TMCs, OTAs and CTDs via:

- › Sabre
- › TravelPort
- › Amadeus
- › Leading Mid-Office Systems
- › Web Services

## Aggregate

Not only the most complete, global, multi-source flight data, but also third-party data, airport updates and airline situational updates.

## Monitor

FlightStats Interactive Itinerary includes a highly configurable event monitoring system to deliver dynamic travel intelligence throughout the trip lifecycle.

## Inform & Engage

Deliver the right information to the right people, systems and devices at the time it is most needed to improve service and reduce costs.



Request a white paper or a tour of the unmatched Interactive Itinerary capabilities [sales@flightstats.com](mailto:sales@flightstats.com) or 503-445-4244