



# Introduction to CORREX

## Participant Guide





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## Introduction to CORREX

### Objectives

Welcome to the Introduction to CORREX Training program. This training program focuses on providing an overview of the CORREX Solution. The intent of the program is to expose the learner to high-level information so a base foundation of knowledge can be established. The glossary at the end of the module provides the learner with a quick reference for terminology related to the CORREX Solution. After completing this training program, the learner will be able to:

- Explain what CORREX is and how it can benefit the customer.
- Describe the components of the CORREX Solution Suite.
- Describe how a PNR is cycled through the CORREX process.
- Define a routine.
- Describe the difference between a New Routine and Error Routine.
- Describe the different Support Positions within the CORREX Solution.
- Name the key stakeholders.
- Name the tools used within the CORREX Solution.
- Recognize some of the major CORREX clients.
- Understand how the CORREX Solution generates revenue for TRX.
- Relate how CORREX interacts with our other Solutions.

## Introduction

CORREX®, a mid office quality control and auto-ticketing solution, currently processes transactions for six of the ten largest travel management companies in the world. Since 1989, TRX has invested in growing the mid office solution to include integration with all major GDSs and provides a range of features to automate reservation processing, including: seat assignments, waitlist clearance, low fare search and rebooking (includes web fares), cabin upgrades, unused ticket tracking and reporting, auto ticketing and email messaging. The highly configurable software is managed by a support staff with extensive travel knowledge.

By eliminating manual processes, the CORREX solution helps increase agent productivity, reduce front and back office errors, and consolidate pre-travel and transaction reporting across multiple Global Distribution Systems (GDSs), and alternative distribution channels.

CORREX interacts with many **GDSs** including:

- Worldspan
- Sabre
- Galileo
- Apollo
- Amadeus
- Abacus

## CORREX Solution Suite

CORREX handles the following activities for clients, enabling travel counselors to spend more time with customers:

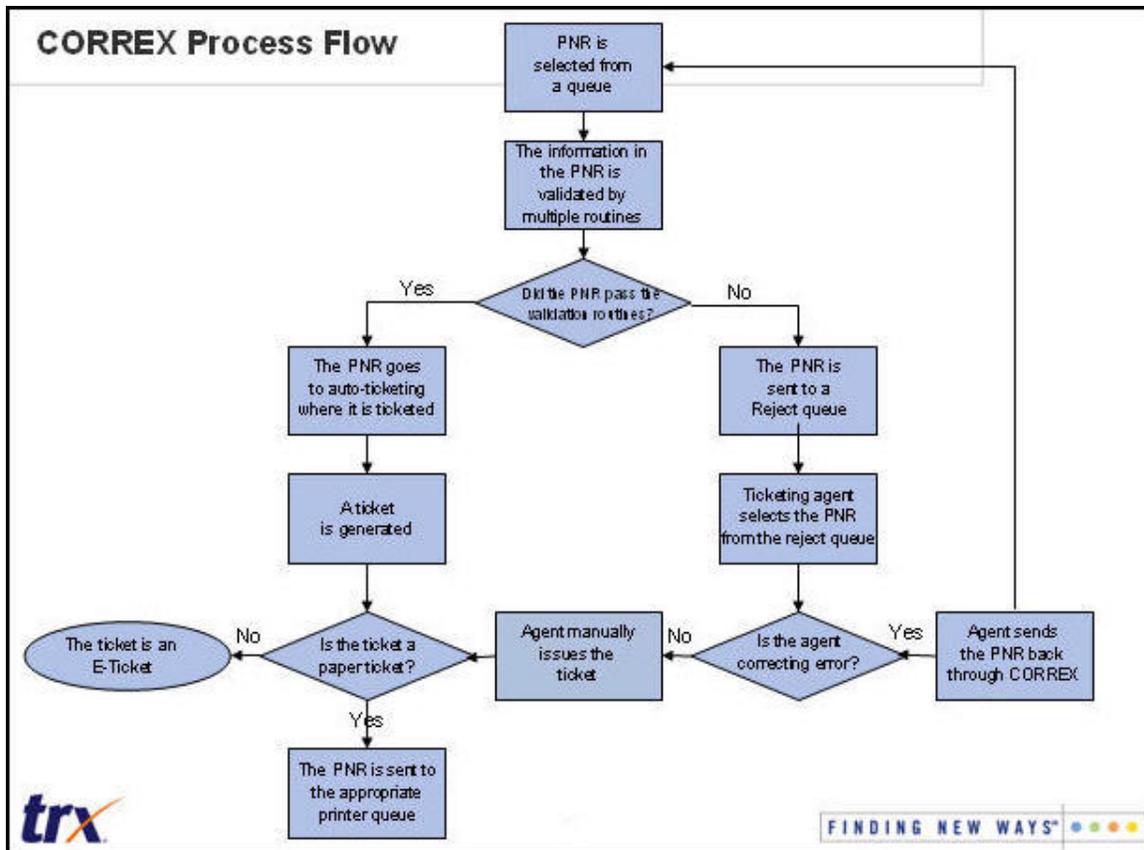
1. **Automated Quality Control and File Finishing:** CORREX leverages a configurable quality control and Passenger Name Record (PNR) finishing rules engine. Clients are able to apply and customize hundreds of routines to ensure optimal PNR quality and viability. CORREX uses a consolidated database that functions across all Global Distribution Systems (GDSs) for efficient rules creation and reporting. The solution utilizes Oracle databases for data storage and security. CORREX is able to read and write to any external database during PNR processing or post PNR processing. File exports from CORREX are compatible with any external database or table, including human resource tables, approval tables, CRM tables and more.
2. **Trip Improvement:** Travelers will benefit from CORREX's automated trip improvement activities, which include low fare searches, seat assignment and seat improvement, waitlist clearance, and frequent flyer upgrade services.
3. **Auto-Ticketing and Messaging:** CORREX automatically sends travelers their itineraries and notifies them of travel alerts, schedule changes, and other important reservation information in text, HTML, or PDF. Key to decreasing processing costs for clients, CORREX also provides configurable auto-ticketing services. CORREX is able to handle unlimited split ticketing with back-office remark placement, generate automated Miscellaneous Charge Orders (MCOs) and refunds, add and invoice appropriate service fees, issue invoice-only transactions, email invoices and receipts, and perform e-ticket tracking.
4. **Pre-Trip Reporting:** CORREX offers flexible, real-time pre-trip reporting online that allows travel agencies to better demonstrate their value to their customers. Clients can customize report elements to track fare savings, multiple passengers on the same flight, arrivals/departures, and more. The solution can auto-refresh PNR data without agent intervention or queue placement so reports are always accurate and up to date.
5. **E-Ticketing Tracking:** Automate the identification and tracking of unused e-ticket coupons. The application automatically tracks and reports on e-tickets containing air segments that have not been used by their travel dates so that agencies, corporations, and travelers are able to take appropriate actions and garner the value of their unused e-ticket coupons.
6. **CORREX Contract Manager:** An application that houses commissions per client. If the client uses this part of the solution, their commissions can be loaded into the system and applied correctly to each ticket that is issued.

## How it Works

1. A Passenger Name Record (PNR) is sent to a CORREX queue.
2. CORREX runs through the different routines that are set up for that specific client.
  - **Routine** – A routine is a list of commands that can be executed without user interaction. CORREX provides a simple programming language with which to write these routines. Routines are also known as scripts.

Routines can be as simple as adding a PNR remark or as complex as tracking the airline the customer is traveling on and putting a remark in the PNR stating the total fare for the ticket on that airline.

3. If the PNR passes all routines that have a pass or fail attached to them, then the ticket will either be auto-ticketed or sent to the client's ticketing queue (if they do not subscribe to auto-ticketing).
4. If the PNR does not pass all routines that have pass or fail attached to them, then the PNR will be sent to a reject queue that has been designated for the client/company. The client/company will either fix the problem and send back to CORREX or manually issue the ticket.



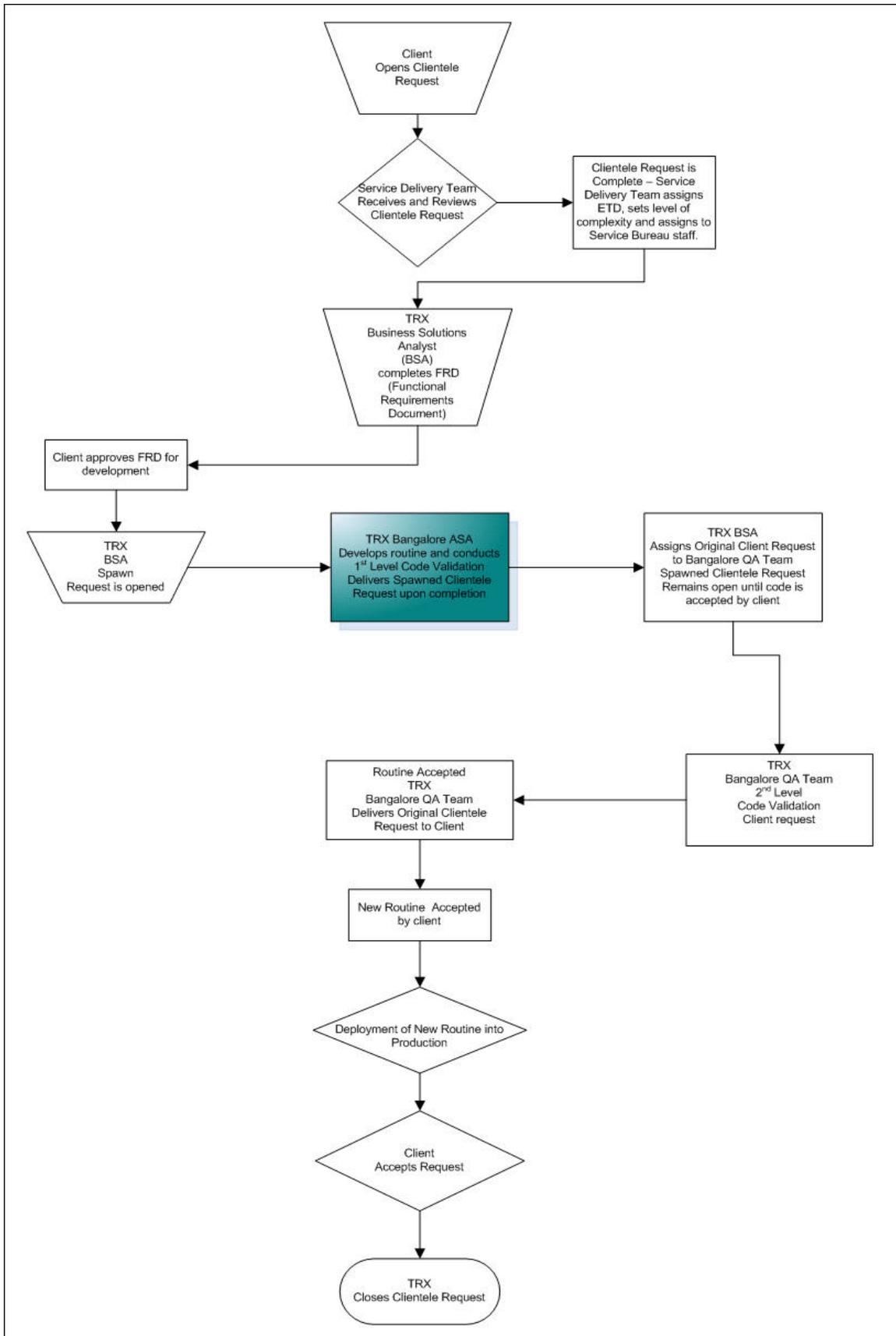
## Tickets/Requests

### New Routine

This is a routine that has not yet been built or requested by the client.

1. Client enters a ticket/request in Clientele.
2. Service Delivery Team assigns the ticket to a Business Solution Analyst (BSA).
3. BSA researches the issue and determines what needs to be done to fulfill the request.
4. BSA writes up the Functional Requirements Document (FRD) and sends to an Application Service Analyst (ASA).
5. ASA develops the code needed for the routine.
6. When the routine is complete, the ASA runs the routine through CORREX and then sends it back to the BSA. The BSA determines if the routine passed or failed and then sends to Quality Assurance (QA) for testing.
7. QA tests the routine.
  - a. **Pass**
    - QA sends the request/ticket back to the BSA who originally sent the call.
    - The BSA looks at the debug to make sure the tests that QA ran matches the PNRs and scenarios they sent for testing.
    - If the testing is correct, the BSA will send the call back to the customer in Clientele.
    - The customer tests the routine.
      - If they accept the routine, it's sent back to QA who will deploy it to production.
      - If the customer does not accept the routine, the call is sent back to the BSA that originally worked on the call. The BSA will then send it back through the system.
  - b. **Fail**
    - QA sends it back to the ASA to modify the routine and it goes through the process again.

The diagram on the following page illustrates the above process.



## Error Routine

When a routine has already been created and the client discovers an error in the way the routine works, they will send in a ticket in Clientele for an Error Routine. TRX cannot bill for any time worked on error routines.

1. Client enters a ticket/request in Clientele.
2. Service Delivery Team assigns the ticket to an ASA.
3. The ASA will determine what needs to be modified and then the First Response Team will make the changes.
4. QA tests the routine.
  - a. **Pass**
    - QA sends the request/ticket back to the BSA who originally sent the call.
    - The BSA looks at the debug to make sure the tests that QA ran matches the PNRs and scenarios they sent for testing.
    - If the testing is correct, the BSA will send the call back to the customer in Clientele.
    - The customer tests the routine.
      - If they accept the routine, it's sent back to QA who will deploy it to production.
      - If the customer does not accept the routine, the call is sent back to the BSA that originally worked on the call. The BSA will then send it back through the system.
  - b. **Fail**
    - QA sends it back to the ASA to modify the routine.

## Tools

### **CORREX**

CORREX is the tool where PNR routines are created and modified. Routines, also known as scripts, are programmed in this tool and are tested before sending them to the client.

#### **Example 1**

- GDS - SABRE
- Client - ABC
- Routine - SORT 1 VRFY/ABC company
  
- This routine checks that the 5Z\*S1- line is valid for the ABC account (given the guidelines provided by the ABC company). Many accounts use SORT 1 routines and they can be molded to fit any criteria set by the client. The routine will reject the PNR back to the agent if the line is incorrect, while also adding a message stating why the PNR was rejected.

#### **Example 2**

- GDS - WSPN
- Client - ABC
- Routine - ACCT NUMBER MISSING/ALL WSP

This routine verifies that the PNR does contain an account number. If no account number exists then the routine will add a message and reject the PNR back to the agent.

### **Clientele**

Clientele is a tool that allows TRX Support the ability to track, respond, and resolve any issues the customer would like to report about Service Bureau operations.

- The client version of Clientele allows them to enter all the information needed for a ticket.
- The internal TRX version of Clientele is different than the client's version.

## Support Positions

### Service Delivery Analysts

- Assigns the requests/tickets that come into Clientele.
- Manages open tickets and Not Accepted requests.

### BSA – Business Solution Analyst

- Gathers requirements for the request.
- Determines what needs to be done to fulfill the request.
- Fills out a Functional Requirements Document (FRD) that outlines what needs to be done for the request.

### ASA - Application Service Analyst

- Receives the FRD and makes additions or changes to routines (or creates new routines).
- Troubleshoots client Issues (including possible errors with existing routines, Agency/Account set-ups, and CORREX and email issues).
- Creates and maintains routine and module profiles.
- A Level 1 ASA works on the easier routines.
- A Level 2 ASA works on routines that are a little more complicated and may require looping (routines that search for certain information, and depending on the outcome of the search, may require the routine to go back to an earlier step and start again).
- A Level 3 ASA does ASA work as well as BSA work. They work on complex routines that require extensive architecture and design. They also travel to the different locations (Dallas, Milton, and Bangalore) to consult and conduct training.

### CIM – Client Integration Manager

- Manages operational and customer service issues.
- Manages client billing.

## Key Stakeholders and Contacts

- Darrin Deck – Vice President, Standard Processing
- Howie Honeycutt – Director, Standard Processing
- Daniel Gomez – Senior Manager, CORREX Service Bureau
- Sarah Hartman – Director, Solutions Management

## Clients

The largest clients that we have for the CORREX solution are:

- Client A
- Client B
- Client C
- Client D
- Client E

## Revenue for TRX

Most of our clients pay a fee for each unique PNR processed. The amount of the fee varies depending on the size of the client and the features/modules they've selected. For example, some clients may opt to do a few simple quality control checks like Trip Improvements or Pre-Trip Reporting, etc. Others may want 100+ quality control routines as well as auto-ticketing tied to their back-office.

We also typically charge clients for an implementation, which is a flat fee, and custom development/routine work and support, which is based on a per hour charge. Finally, some clients pay a monthly minimum or access fee.

## Interaction with other Solutions

- SELEX Exception Automation – SELEX Exception Automation does not interact with CORREX at the application level, however at the GDS level, transactions can move from SELEX Exception Automation to CORREX for processing.
- TRANXACT – TRANXACT Ticketing interacts with CORREX when CORREX runs routines on all tickets issued by the customer. If any PNR is rejected, CORREX will send the PNR to a reject queue where a TRANXACT agent will determine why it rejected, fix the problem (if possible), and send the PNR back through CORREX or manually issue the ticket.
- RESX - RESX does not interact with CORREX at the application level, however at the GDS level, transactions can move from RESX to CORREX for processing.

## Vision and Future Direction

Our ultimate goal is to be the reservation processor for 100% of all travel transactions, worldwide. Our goal in the short-term is to ensure our CORREX solution is well positioned to exceed our existing and potential clients' current and future expectations and surpass their in-house and other processing options.

## Glossary

### **Clientele**

A CRM tool which allows TRX Support the ability to track, respond, and resolve any issues the customer would like to report about service bureau operations.

### **ASA**

Application Support Analyst. This is a TRX representative that works with customers to resolve issues with their current application.

### **Answered**

Status to indicate Inquiry/Comment requested has been updated by ASA. This status is only visible after the request has been delivered.

### **Accepted**

The request has been completed as requested.

### **BSA**

Business Solutions Analyst. This is a TRX representative that creates the code for CORREX routines.

### **Complete**

Status to indicate the investigation of a Not Accepted is complete and is deemed to be unwarranted as the request has been coded correctly based on the Functional Requirement Document.. This status is only visible after the request has been delivered.

### **Client Hold**

Request has been delivered and the client requires additional time to finalize before deployment.

### **Client Testing**

Request has been delivered and the client requires additional time to conduct internal testing before deployment. This status is only visible after the request has been delivered.

### **Delivered**

Research & coding is complete, pending client testing and approval.

### **Development**

Coding of approved request in progress. Any new requirements or modifications for current request will halt all coding. Opening of a new request is required and the current request will be closed.

### **Looping**

A procedure within a routine/script that requires a return to a previous step in the routine.

**Not Accepted**

Status to indicate unacceptable results during client testing of coded routine based on the Approved Functional Requirements.

**Open**

Request status pending TRX's update.

**Pending**

ASA is waiting for client response.

**Research**

ASA is currently researching the error or modification.

**Responded**

Status to indicate to ASA that client has responded to pending question or supplied additional information.

**Routine**

A routine is a list of commands that can be executed without user interaction. CORREX provides a simple programming language with which to write these routines. Routines are also known as scripts.

**Testing**

ASA is testing the finished code.