

# Automated Waiver Management

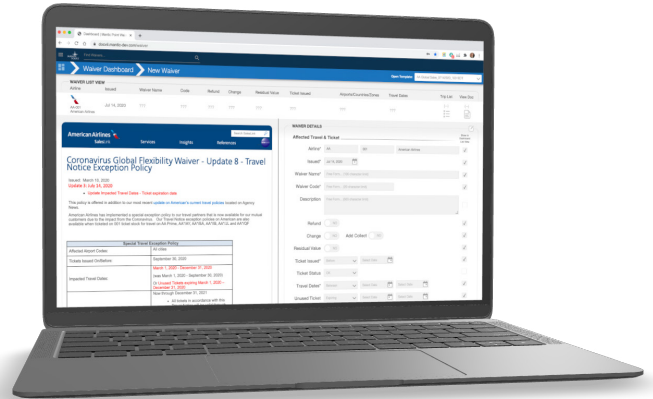
Capture, evaluate, act

Mantic Point's Waiver Autopilot manages the end to end waiver process



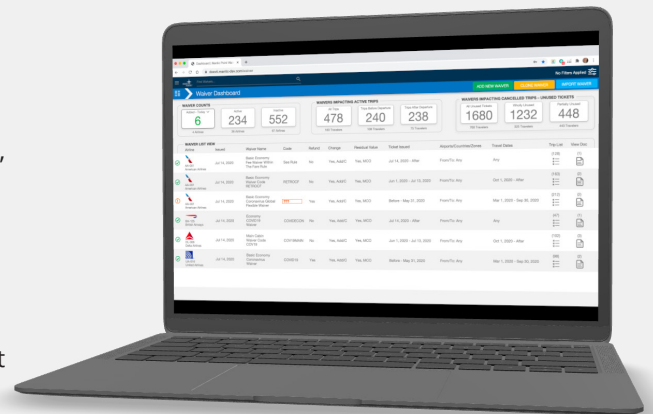
## Capture airline waivers effortlessly

- ▶ Collate your airline waiver data in one place
- ▶ Manage updates and changes centrally
- ▶ Consistent waiver information across the organization
- ▶ Publish structured, clear waiver content for all agents
- ▶ Minimize debit memos resulting from inaccurate data
- ▶ Improve agent productivity with direct access to waivers
- ▶ Export waiver data to external systems
- ▶ Improved agent productivity with centralized waiver repository



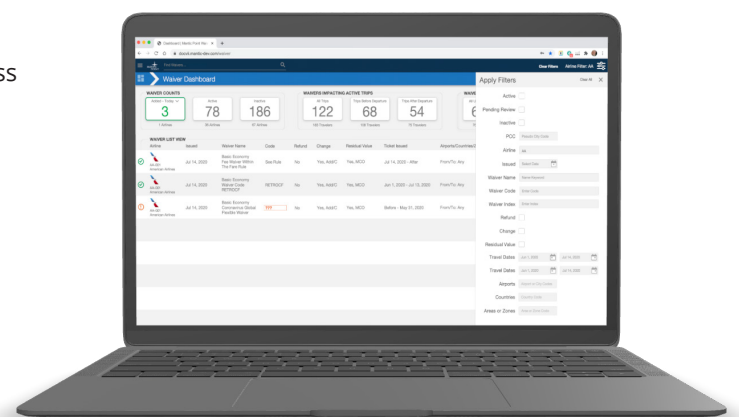
## Evaluate PNR's and Act

- ▶ Quickly view PNR's impacted by waivers
- ▶ Powerful search and filter capabilities across key PNR, ticket, and waiver data points
- ▶ Drill down to view the full waiver detail
- ▶ Apply waivers to unused tickets
- ▶ GDS write back so waiver codes and key details are at the agents fingertips
- ▶ Seamless access to all fare rules for ticket and waiver impact
- ▶ Proactively communicate with travelers to improve their travel experience



## Automate the end-to-end process

- ▶ Waiver Autopilot manages the end-to-end waiver process
- ▶ Touchless waivers, lets agents focus on the traveler
- ▶ Reduce the impact of debit memos
- ▶ Full audit reporting of changes made to the PNR
- ▶ Include all your key airline relationships
- ▶ Integrated with Mantic Point's unused ticket service
- ▶ Save time, resources and money



### About Mantic Point

Mantic Point is a leading provider of integrated traveler itinerary management solutions to the travel trade. Our white label mobile, email, online and social itineraries help TMC's and corporate clients ensure the right information gets to the right person at the right time.

[www.manticpoint.com](http://www.manticpoint.com)