

Trip Changes - Type Summary



Reservation Data

CORNERSTONE INFORMATION SYSTEMS

Invoice dates from 01Sep2008 to 05Sep2008

Type of Change

Description of Change	Class of Change	# of Occurrences	% of Total Occurrences
Traveler Info Change - Last Name Changed	Trip Info	512	46.93%
Trip Change - Ticket Number	Trip Info	94	8.62%
Segment Change - Fare Changed	Air	68	6.23%
Traveler Info Change - Break 1 Changed	Trip Info	40	3.67%
Trip Change - Air Charge Changed	Air	40	3.67%
Segment Change - Seat Assignment Changed	Air	39	3.57%
Hotel Change - Hotel Property Changed	Hotel	25	2.29%
Hotel Change - Room Type Changed	Hotel	25	2.29%
Hotel Change - Booked Rate Changed	Hotel	25	2.29%
Trip Change - Reason Code	Air	24	2.20%
Hotel Change - Confirmation # Changed	Hotel	21	1.92%
Hotel Change - Check-in Date Changed	Hotel	20	1.83%
Entire Trip Cancelled	Trip Info	17	1.56%
Segment Change - Flight # Changed	Air	17	1.56%
Hotel Change - # of Nights Changed	Hotel	16	1.47%
Segment Change - Class of Service Changed	Air	14	1.28%
Segment Change - Departure Time Changed	Air	13	1.19%
Segment Change - Arrival Time Changed	Air	13	1.19%
Segment Change - Origin Changed	Air	11	1.01%
Segment Change - Destination Changed	Air	11	1.01%
Number of Bookings Changed	Hotel	9	0.82%
Number of Segments Changed	Air	7	0.64%
Segment Change - Departure Date Changed	Air	6	0.55%
Segment Change - Arrival Date Changed	Air	6	0.55%
Number of Bookings Changed	Car	6	0.55%
Hotel Change - Hotel City Changed	Hotel	4	0.37%
Traveler Info Change - First Name Changed	Trip Info	2	0.18%
Traveler Info Change - Break 2 Changed	Trip Info	2	0.18%
Traveler Info Change - Break 3 Changed	Trip Info	2	0.18%
Trip Change - Validating Carrier Changed	Air	1	0.09%
Segment Change - Airline Changed	Air	1	0.09%
Total:		1,091	100.00%

Class of Change

Class of Change	# of Changes	% of Total	# of Trips with Changes *	% of Total	Average # of Changes per Trip
Trip / Traveler Info Changes	669	61.32%	161	100.00	0.4
Air Changes	271	24.84%	60	37.27	0.2
Car Changes	6	0.55%	6	3.73	0.0
Hotel Changes	145	13.29%	9	5.59	0.1
Totals:	1,091	100.00%	161 *	N/A	0.7

Total # of Trips in Data Set: 1,790

* Note: Trips with changes may have changes in any combination of Air, Car, etc. Therefore, they will NOT add to the total.