



FAQ'S -- Frequently Asked Questions!!!

1. Q. *I'm not familiar with the Amadeus CRS. Does it also include reservations for cruises, insurance and tours in addition to air, hotel and car rental booking capability?*
 - A. Amadeus Central Reservation System is multifaceted and provides the independent contractor (IC) with the following:
 - AMADEUS AIR – Schedule information for over 700+ airlines and reservations capability for over 450 airlines. Last seat availability on nearly 300 airlines – more than any other airline.
 - AMADEUS CARS – Complete and up-to-date information on nearly 50 car rental companies with over 20,000 locations worldwide. Real-time car availability, rate information, and a guaranteed confirmation at time of booking with a dozen car rental companies.
 - AMADEUS HOTELS – 300 hotel companies with 50,000+ properties worldwide representing the largest selection in the industry! Real-time availability, rate information, and a guaranteed confirmation at time of booking for over 180 companies.
 - AMADEUS RAIL – Amtrak, BritRail, Norwegian Rail and Swedish Rail reservation capability with standard Amadeus formats. PNR fully integrated with back office systems for efficient selling of rail bookings.
 - AMADEUS TOURS – Amadeus TourSource provides direct booking access to over 30 tour operators. TourSource bookings are automatically integrated in the Amadeus PNR providing a single record of the traveler's itinerary.
 - AMADEUS CRUISE – Amadeus Cruise is a new browser-based, Graphical User Interface (GUI) application that enables agents to shop for and make real-time reservations with Carnival Cruise Lines, Royal Caribbean, Celebrity and Princess Cruise lines and others.
 - AGENT NET– A brief listing of some of the Content Providers:
 - AIRCRAFT CHARTERS – FlightTime.com – Worldwide air charter reservation system.
 - GOLF BOOKINGS – E2e Golf provides electronic booking through @Amadeus for tee times at more than 13,000 US golf courses.
 - FLIGHT TRACKING – Amadeus partnered with RLM Software to provide up-to-the-minute flight departure and arrival information.
 - CHECK MY TRIP – Offers traveling customers a personalized, secure travel web site that provides immediate and real-time access to trip plan information booked by an Amadeus Agent.

2. Q. *Does Amadeus allow you to print, fax and email itineraries from your home computer?*

A. Yes, you may print screen within Amadeus for your own hardcopy of your customer's itinerary as well as **fax** and/or **email** copies directly to your client. In the email and fax versions, the itinerary is displayed in an easy to read format.

3. Q. *Are commissions paid after receiving payment from the supplier or after client travel has completed?*

A. Actually, vendor commission is paid both ways. For example, with airline tickets having to be reported weekly and most tickets being paid for with credit card, then payment is immediate to the agency. Only on tour and cruise sales will the commission be sometimes delayed from the tour operator or cruise line depending on their commission payment policy.

Our policy is to pay the IC by the 15th of each month. With your check is a commission report listing all your sales for the sales period with invoice numbers, passenger names etc. If your sales production is above \$40,000 on average each month, we pay you twice a month - the first and 15th.

4. Q. *Are commissions calculated automatically or do we submit reports?*

A. Upon joining our program, your business entity (dba) is assigned an account number and agent code. As your bookings are paid for and confirmations received, invoices will be generated either by you would be invoicing each sale using your account number. TRAMS (the back office accounting system) tracks your sales via that account number and the sales & commission reports are generated for you.

Each invoice consists of 3 parts - White (passenger) Yellow (your copy) and Pink (copy for ITH).

ITH staff would mail your copies (Yellow copies) to you for your records. You would keep a "tickler file with these copies" and when you receive your commission check and report, you would then match the report against your open or active Yellow invoice copies. If no commission were received, it would normally be due to the hotel or car rental company not paying during that reporting period. By having your own copies to cross reference, you can monitor your records for follow-up with either ITH or the vendor.

5. Q. *What are the monthly costs ITH charges the IC?*

A. 0\$ - If the IC does not download the full Amadeus reservation system, then no monthly fee is charged. Amadeus Cruise is presently a free software product and can be used downloaded independently of the full Amadeus reservation system.

\$25 – If the IC requires the use of the full Amadeus reservation system for making air, hotel, car, rail type of reservations, especially for corporate travelers, then a \$25 per Amadeus Vista Certificate usage is charged to the IC billing on the first and pay by the 10th of the month basis.

Administrative User Fee – Corporate User or Meeting Planner -This monthly user fee ranges from \$0 to \$50 depending on the commission structure and type of business generated. IC'S specializing in corporate travel and requiring large utilization of itinerary/invoice forms and their respective mailing costs to send mail to their customers, would then be charged up to \$50 per month.

Co-op Advertising Participation – ITH is pro-active in placing newspaper advertising in the Houston Chronicle Travel Section of Sunday's paper and periodic travel inserts. IC'S may participate in this co-op advertising effort by paying a \$50 per month advertising fee to ITH. For this \$50 per month fee, each co-op ad lists an 800# in which the sales-leads generated from these ads are routed to those IC'S paying the monthly fee in a rotating basis. Sales closures would depend on the individual IC sales ability and knowledge of the travel supplier's product or service.

IC Individuality - ITH invoices are generic with no ITH agency imprint. When you join the ITH program, a company profile is set up in Amadeus for your company. This profile prints your company info on the right side outlined area of the invoice. This feature permits the itinerary/invoice to be personalized with **YOUR** company name and address.

Your customer's mailing address (if provided by the IC) is imprinted on the left or window side of the invoice. If you supplied ITH with window envelopes with your company name imprinted, then the invoice with your company name is mailed in an envelope with your company name, thereby establishing your travel business identification with your client. When you make the reservation and complete the PNR, you will be able to use a code to tell ITH staff what distribution method you want used for that transaction - mail to you? Mail to your client? Overnight Express? Standard mailing costs are included, but Express Mail or courier charges are charged to the IC'S account.

ITH has established accounts with FedEx and Airborne in which they bill ITH direct and these charges are deducted from the monthly commission check with full backup of the billing from the express mail service. ITH identifies the charge by matching the bill against the your account number.

6. Q. *How do I qualify for reduced rate travel and educational familiarization trips?*

A. **IATAN** – International Airlines Travel Agent Network is the airline conference that administers the travel agent industry personnel list for reduced rate travel which is applicable for air, car rental, hotel cruise and tour modes. Upon joining the ITH program, the IC completes an IATAN Agent Registration Form that is faxed to IATAN in Montreal. IATAN adds the IC to their database as the first step in a two step process. Six months from IC sign-up, IATAN sends an application to the IC for the second step of eligibility. To qualify for reduced rate travel you must be registered with IATAN (step one), and work in the industry a minimum of 20 hours a week and earn \$5000 a year in commissions. IATAN then issues a photo ID card at a cost of either \$20 for one year, \$35 for two.

7. Q. *What is the cost of the optional 24/7 emergency reservation services for my traveling clients?*

A. Presently \$20 per month, but with restrictions additional per-call charge.

8. Q. *Does ITH offer back-up coverage for when I'm on vacation or sick?*

A. The IC Agreement permits for the reversal of commission if you forward your in-coming inquiries to us for handling while you're away. Our experience has shown most leisure customers will wait until you return, while corporate clients would require immediate assistance. So, ITH reverses commission on any tour or cruise booking completed during your absence –70% to ITH & 30% to the IC, while charging a service fee for any airline ticketing. The IC would set their telephone line(s) to "call forward" to a designated ITH number(s) set-up specifically for these transactions in your absence.

9. Q. *How do I access supplier brochures?*

- A. Whether you are located in Houston, TX or not, it is wise to establish your own vendor library. ITH will provide the necessary access to vendors for you to write or email for their brochures. A few years ago, these vendors would only send their brochures to the agency. Now, the work from home idea is readily accepted by many of the vendors as long as you are affiliated with an agency.

10. Q. *Are you a member of travel industry associations and/or consortium?*

- A. Absolutely! ITH holds agency and/or individual appointments with Airline Reporting Corporation (**ARC**); International Airlines Travel Agent Network (**IATAN**); Cruise Lines International Association (**CLIA**); American Society of Travel Agents (**ASTA**); The Travel Institute – Formerly the Institute of Certified Travel Agents (**ICTA**); National Association of Commissioned Travel Agents (**NACTA**); and Outside Sales Support Network (**OSSN**).

ITH is affiliated with the "Results Travel Network", a member of the Carlson Travel Network Associates, Inc, a multi-billion dollar travel company. Results Travel Network offers a comprehensive preferred supplier program, and an aggressive national marketing strategy including access to exclusive cruise and tour products. As a member of ITH's IC program you have Internet access to the Results Travel Network intra-net site listing the preferred vendors, tour and cruise offerings, commission structure and marketing assistance.

IT also offers multi-faceted Internet tools including a Web site with booking engine, desktop broadcasting capability and electronic marketing programs. IT offers a web site development package to assist IC's in establishing their own site that could be linked via ITH and other vendors.

ITH has partnered with Amadeus in using Amadeus' booking engine for those customers who prefer to book online. This feature provides booking benefits to your clients whenever you are not available and the sales are commissionable.

