

## Frequently Asked Questions (FAQs)

### Enrollment

**Q:** Do I need to sign an agreement?

**A:** Yes, each agency must sign an agreement prior to using the program. The electronic agreement can be requested via Agent Universe. The agreement outlines the agency's responsibilities as well as the ticket center's fulfillment obligations. A "Guaranty" form is also required as the final step in the enrollment process.

**Q:** Is there a cost to use AirPRO?

**A:** No, it is included in your AgentMate fee structure and is a value add, profit-earning feature.

### Administration Fees

**Q:** Are there administration fees for ticket issuance?

**A:** There is no administration fee for the original ticket issuance; however, there is a \$25.00 (per ticket) administration fee for refunds, and exchanges. The administration fee is levied by our ticket center for their expertise in ticket issuance on your behalf. Administration fees are above and beyond any airline penalties associated with a cancellation or change.

### Confidentiality

**Q:** Why is confidentiality so important?

**A:** A breach jeopardizes the program for all participants. Please adhere to confidentiality *at all times* by not sharing program details with anyone outside of your agency. This includes airlines, tour companies, cruise lines, vendors and non-affiliated Travel Leader agencies. A confidentiality breach carries a fine up to \$10,000 and/or loss of AirPRO agreement.

*Note: Travel Leaders signs a confidentiality agreement with each airline in the program and a confidentiality breach could result in the loss of a commission contract.*

### Airlines

**Q:** Is every airline featured in AirPRO?

**A:** Worldwide airlines are featured in AirPRO and worldwide itineraries including just about any domestic or international airport can be booked with confidence.

*Note: Southwest is restricted based on their lack of participation in the GDS. Additionally, they don't allow interline luggage transfers with other airlines.*

*Low cost airlines such as Frontier, Spirit, Jet Blue, Alliance, Sun Country, Norwegian Air and the newest low-cost airline, WOW from Dallas have up-sell pricing schemes for checked luggage, carry-on luggage, seating assignments, drink service, and are restricted.*

## Airfare Quoting

**Q:** What currencies does AirPRO use?

**A:** All airfares are USD and all tickets/fees are issued in USD. Agencies outside of the U.S. may need to convert to their currency prior to providing fares to customers within their country.

**Q:** What if my client finds a lower airfare elsewhere?

**A:** AirPRO has suppressed no-frills, discount airlines and fares that charge extra for overhead luggage storage, advance seat assignments and don't allow changes - even with a penalty. We recommend you advise your client that, as a travel organization, we do not recommend or encourage clients to book these fare types and, therefore, we don't offer them.

**Q:** What if the quoted airfare goes up before booking the ticket?

**A:** AirPRO offers the ability to hold a reservation for 24 hours without ticketing (if the fare allows). It is best to book and ticket at time of quote to guarantee the fare. If you quote a fare and don't book, make sure you communicate that quoted fares are not guaranteed.

**Q:** What if my client calls the airlines to make a change without me knowing?

**A:** It's hard to predict what airlines will do if your client is en-route. Before departure, the airlines usually advise travelers to contact their Travel Agent or issuing agency on the ticket. Your client should know that your agency is associated with Travel Leaders and that is the name of the issuing agency. After departure, airlines may reissue your client's ticket, causing your agency to lose some or all of the commission earned for that ticket.

*\*Refer to Commission Recall under policies and procedures contained herein.*

## Documentation

**Q:** Does my client receive a layman language itinerary for his airline purchase?

**A:** Yes, it will be generated by you in AgentMate along with other components booked.

**Q:** Does my client receive an e-Ticket notification to verify tickets were issued?

**A:** Yes, the invoice/itinerary housed in AgentMate will identify important ticketing elements and you will also receive a copy of the ticket invoice from the fulfillment team.

## Service Fee

**Q:** What is the service fee option?

**A:** The service fee option for AirPRO allows you to charge your client for the extra work involved with issuing tickets. It is up to your agency to charge what your service is worth.

**Q:** Is there a cost to generate a service fee?

**A:** AirPRO's built in merchant account assesses a 3.5% processing fee per credit card transaction. You will see this adjustment to your fees when commissions are paid.

*Note: Service fees are "per ticket" and are a separate chare. Services fees of less than \$20 will incur a flat .70¢ processing fee. The maximum fee allowed is \$500.00.*

## Commission Earnings

**Q:** What types of itineraries offer commission?

**A:** Some domestic itineraries offer commission but most commission earning opportunities are on international itineraries. The highest commissions are generally for international travel and upper-class bookings, but commissions can also be earned on some economy fares.

*Note 1: Commission earnings are shared with Travel Leaders to cover liability and the cost of employing air tariff/commission specialists to issue the ticket on your behalf.*

*Note 2: The commission share is: Agency 50% and Travel Leaders 50%.*

**Q:** How do I know if my itinerary qualifies for commission?

**A:** AirPRO normally advises gross commission earnings in the search results. However, there are times when the airfare or itinerary is too complex to deliver the commission calculation immediately. In those cases, a note appears: “commission to be determined upon ticketing” and the ticket center will manually calculate and advise commission upon ticket issuance.

*Note 1: Due to the complexity of contract terms, final commissions are qualified at time of ticketing. If actual commission is less than original calculation, the booking agent will be notified prior to ticket issue.*

*Note 2: Gross commission can vary based on routing, airline and class-of-service. Generally, the lowest airfares in economy class do not pay commission.*

**Q:** Why did Travel Leaders take back commission I had already earned?

**A:** Your client may have exchanged their ticket or requested a refund directly with the airline. If an airline refunds/reissues a new ticket, this can cause a commission recall.

**Q:** Who pays my commission?

**A:** Travel Leaders Network accounting department pays commissions to the agency twice per month and your agency pays you based on their rules for counselor commission payments.

**Q:** Who do I contact if I'm missing commission that is owed?

**A:** Please check with your agency owner/manager first. If escalation is needed, an email can be sent to [supportservices@travelladers.com](mailto:supportservices@travelladers.com) with ticket number, date of issuance, passenger's name, record locator and commission owed.

## Form-of-payment

**Q:** What form-of-payment is needed to generate a ticket?

**A:** AirPRO is designed for credit card bookings only. If your client doesn't pay by credit card, you can use your agency's credit card as the form-of-payment and collect cash or check from your client. Accounting reconciliation is settled via AgentMate by receipting check payment against the AirPRO transaction in the AgentMate reservation.

*Note: Split payments not allowed. Only ONE (1) form of payment per booking/reservation.*

## Credit Card Denial

**Q:** What happens if my client's credit card is denied and the ticket can't be issued?

**A:** Ticket center will advise the reason for denial by phone and by email. They will advise the ticketing limit required to issue that ticket. It is your responsibility to obtain a valid credit card with ample time for the ticket center to issue the ticket. The ticket center cannot issue the ticket until you advise a new credit card. There is a ticketing limit assigned by the airlines for each ticket and your reservation will auto-cancel if not ticketed by that time.  
*\*Airlines are never guaranteed until tickets are purchased.*

*Note: Credit card information must NEVER be sent via email. The ticket center will only accept this information by phone call.*

## Fraud Protection

**Q:** Does using AirPRO protect me against fraud?

**A:** No. The best practice for fraud prevention is to know and trust your client and have a signature on file for credit card transactions. Below are tips to help deal with a fraud attempt. In the end, your agency is responsible for any fraudulent activity.

**Tip 1:** Ask for documents (driver license, credit card & passport). Ask the caller to fax front and back of each document. Common with fraud is low-quality pictures and documents, fuzzy backgrounds, misspellings, no signature on back of credit cards, different banks on both sides of card, missing key information, such as, date of birth, same picture not on all document, etc.

**Tip 2:** Independently verify their identity by using Google to search for a phone number or domain. Try to confirm if their request is legitimate.

**Tip 3:** Reach out to a manager or senior staff to evaluate the booking request and documents. A one-way international itinerary and a request for ticket to be issued within 24-hours are red flags. If it doesn't feel right, pass on the booking to the owner for direction.

**Tip 4:** The best way to avoid fraud is not to book tickets for anyone you don't know or trust.

**Q:** What if I made the booking and after-the-fact realized it was fraud?

**A:** If the ticket has been issued, immediately email/call the ticket center to report fraud. Tickets can usually be voided within 24-hours of ticketing. After that and up until 4 hours prior to departure, the ticketing center can cancel the ticket. Once the passenger has checked in or departed, the ticket center can report it but won't be able to recover funds.

## Ticket Credit (Unused Value)

**Q:** My client cancelled his reservation, can he apply the ticket value for a later trip?

**A:** Non-refundable itineraries with an e-Ticket receipt must be cancelled prior to flight departure in order to retain any value. Failure to show for any flight or cancel a ticket prior to any ticketed flight departure forfeits the remaining value or total value of the ticket. Value for an unused ticket is determined by the ticketing rules and regulations including cancellations fees and financial penalties.

Note: Normally, a client keeps track of any value linked to an unused ticket. However, travel agents may also keep notes in the client profile or reservation as a best practice. It is also suggested to calendar client reminders prior to 1-year from original ticket purchase date term-of-use. This ensures the value is used before the time limit expires. Storage includes ticket number, date of issuance, passenger's name and unused value.

## Ticketing Transactions

**Q:** Can I hold a reservation without issuing the ticket?

**A:** AirPRO offers a 24 hour hold option. However, the best practice is to quote, book and ticket in the same transactionary flow to guarantee the quoted price. When a ticket is requested, the ticket center will issue within the airline's time limit. *\*Airfares are not guaranteed until tickets are purchased.*

**Q:** What if my client needs to refund his ticket?

**A:** First, check the terms and conditions to see if the ticket is refundable before you advise your client of any potential refund. If the ticket is refundable, send an email to the ticket center advising name, ticket number, date of issuance and record locator. The center will reply with refund value (less) airline tariff cancellation fees and penalties and applicable administration fee. Remember that most discounted airfares carry cancellation penalties. Always read the terms and conditions and advise your client of them at time of purchase.

**Q:** What if my client needs to make a change (prior to departure)?

**A:** For a previously cancelled reservation: Book the new flights in AirPRO for AgentMate and add a note for the ticket center with previous ticket info, including passenger name, original ticket number, date of issuance and record locator.

For an existing reservation: Email the ticket center with desired changes and include current booking confirmation/information.

In most cases, changes will result in a ticket exchange and a possible additional collection being owed by the passenger.

*\*Note: The ticket center never quotes refunds or exchanges over the phone. Communication is in writing for documentation purposes and emailed to the booking agent.*

**Q:** If I gave my approval to issue the ticket and decide to reverse the action, what do I do?

**A:** It is very important you proof your work as soon as notification is sent that ticket was issued. If you find the date was booked wrong or you misspelled your passenger's name, email ticket center immediately. Most transactions can be voided within 24-hours of booking.

*Note: If an error isn't reported within 24-hours, the ticket cannot be voided, and the transaction will go through to your client's credit card. Any changes thereafter will result in an exchange or refund with possible cancellation/reissue fees and/or penalties.*

## Trip Interruption

**Q:** What do I do if my client or a companion/family member becomes ill or passes away?

**A:** Refer to the Terms and Conditions of the ticket. Each airline has their own policy for such occurrences. Additionally, the fare purchased may have its own unique rules that apply.

You will need to email the information to the ticket center and include name, relationship and reservation information. They will do their best to assist with each situation.

*Note: Selling a comprehensive travel insurance policy can also protect your clients' airfare investment in many cases.*

## Schedule Changes

**Q:** What happens if my client's itinerary has a schedule change?

**A:** Ticket center emails the booking agent to advise of a schedule change. Changes that don't significantly affect the traveler's plans, will be automatically processed. If the change is significant, you will be given options to present to your client. You will then let the ticketing center know what your client chooses, and they will reissue the ticket with the same airfare. This is called an involuntary schedule change.

*Note: Airline schedule changes are worked daily by the ticket center and you must reply back within 72-hours after notification or by 72 hours prior to departure (whichever is soonest) to avoid any fees and to make sure your client is protected.*

## Support:

### For Functionality Issues:

Email: [supportservices@travelleaders.com](mailto:supportservices@travelleaders.com)

### For Issues with Existing Bookings Only:

Ticket Center - Contact Info & Hours

Email: [AgentMateAir@travelleaders.com](mailto:AgentMateAir@travelleaders.com)

For emergency during normal Hours: 1-866-228-1708

Hours: The ticket center is open Monday - Friday from 730am - 830pm Eastern Time Zone.

**After-Hours Phone Number: 866-985-8190**

**After Hours Service Fees: \$15/Call \$25/Ticket Issuance (In addition to any airline fees.)**

*Note: The passenger name and/or confirmation number listed on the “Res. Pricing Tab” for the air booking should be referenced when contacting the Ticket Center or After-Hours service.*

## **Policies, Procedures & Terminologies**

Access to AirPRO allows you to control your clients air purchases and guarantees you have control of their travel data; instead of surrendering this valuable information to an online retailer and/or airline website so they can market directly to your valuable asset - your client.

### Terms & Conditions

These are the air tariff rules which govern the ticket. The most important rules are: Advance Reservations or Advance Purchase - advises when a reservation must be booked and ticketed. The most restrictive rule always applies.

Penalties fall under two categories:

- 1) Cancellation: The “Cancellation” rule advises whether the ticket is refundable. If a non-refundable ticket is NOT cancelled prior to departure, the value of the ticket is lost.
- 2) Changes: The “Changes” rule describes what criteria must be met to amend the original ticket - including any financial penalties.

### Group Bookings

AirPRO doesn't allow group bookings. Eight is the maximum number of passengers that can be booked in one reservation. For group air, please contact the airline directly.

## Administration Fees

Administration fees are levied by our ticket center for some transactions such as refunds and exchanges or name corrections and are in addition to airline cancellation fees/penalties. These fees offset the cost of specialized agents trained in air tariff rules and regulations as well as to compensate for liability of issuing tickets.

## Passenger Name Record (PNR)

Upon completing an AirPRO booking, it creates a Passenger Name Record in the Amadeus GDS (Global Distribution System). This "record" controls all transactions meaningful to your client's flight reservation. Seat selection is noted, airfares are stored, tickets are issued, schedule changes are advised, special service remarks are created, and TSA details are advised.

***TSA requires that names match the passenger's passport or legal I.D.'s used for travel. What you type in AgentMate/AirPRO is what the airline will show. Be sure that ALL information is correct, so your client does not have any issues while traveling.***

**Record Locator:** This number is the PNR reference number that is assigned to each record via the GDS. This number will always be the reference number when you communicate with the ticket center.

**Airline Confirmation Number:** This number is unique to each of the airlines within the booking. It is used when checking in with each airline in the booking.

## Types of Availability Searches within AirPRO

There are 2 types of availability searches:

- 1) Contextual - Agent books AirPRO from existing cruise reservation within AgentMate. Behind the scene, Amadeus delivers schedules and airfares that fit the travel dates/times of the cruise itinerary. Booking agent can select any given air itinerary and complete the steps to purchase.

*Note: Contextual can be customized to accommodate alternative dates and/or cities.*

- 2) Custom - Similar to any web-based booking engine, the agent enters dates, city-pairs and selects option items such as airlines, cabin, etc. AirPRO delivers airfares and schedules based on the criteria entered. Agent Mate's internal profile system adds client's PNR elements to the booking. Amadeus assigns PNR (within the Amadeus queue table) for ticket issuance.

*Note: AirPRO does not offer net fares at this time. It currently features fares and schedules based on published airfares that are also offered via the airline websites and reservations centers.*

## Voids





In the airline world, a voided ticket means the transaction was erased and the client's credit card was not billed. From the time the ticket was issued, a 24-hour notice to the ticket center is required to void out the transaction. There are no exceptions to this rule.