

Incentive Connection Travel, Inc

Incentive Connection Travel Building

13029 North Cave Creek Road
 Phoenix Arizona 85022 T(602) 867 9606 Fax: (602) 867 9216
 MEMBERS OF ARC / IATA / CLIA / ASTA / MPI / NACTA / OSSN
 E-MAIL: harvey@ictravel.com WEB SITE: www.ictravel.com

Dear Agent:

Thank you for your inquiry to join our growing company. We are a personalized organization catering exclusively to the independent travel agent. We are not a fancy agency with glossy literature selling our program. Our overhead is kept low so that we can return to you the highest percentage of commission in the country.

We are aware that there has been much in the media lately about travel scams around the country promising all the benefits given to legitimate travel agents without the "inconvenience" of really selling travel. The tell tale sign of such a scam is the up front fee that is charged. Once they have your fee, they are no longer interested in your doing any business. This is not what we are about.

Why should you join the Incentive Connection Travel Family?

1. We service your needs 7 days a week, evenings and holidays.
2. We charge no membership fee of any kind.
3. Last year we paid out well over \$5,000,000 in commissions.
4. We have a State of the Art Retrieval System for Confirmations, Specials, Fams, etc. updated daily.
5. You receive **70% - to 80%** commission on all bookings **including all overrides**. Our agents average 12.6% commission on all bookings due to our preferred relationship with our suppliers. (15% Princess, Funjet, GWV, LTU, Apple Vacations, 16% RCCL Holland America, Oceania, Celebrity, Carnival, Travel Impressions, 17% NCL (Presidents Club), 18% Trafalgar Tours, Diamond Level with SuperClubs). We have over 100 Preferred suppliers and private contracts for commission levels much higher then can be advertised in this open manual. We also have many airlines offering as much as 15% commission.
6. Our Professional SABRE Reservation System or Amadeus Vista is yours to use, \$25 per month, unlimited usage with no long distance or time charges. We have MySabre with free Sabre Cruise and Sabre Vacations. We also offer Amadeus Vista with free Amadeus Cruise. Amadeus Vista is all "fill in the blanks" with a very fast learning curve.
7. Free SABRE and Amadeus Training
8. Travel benefits such as free/reduced air, Fam trip s, Seminars at Sea,discounted hotels and cars are available when you earn your IATAN card. IATAN currently requires \$5000 in commissions during any 12 month period, but any earnings from your previous agency are applied to this requirement. At 70% commission, this is about \$700 per week in gross bookings. Other companies promising these benefits immediately are the scams. Don't get caught!
9. We have the only Free On Line Video Training library (200), available 24 x 7.
10. We are a Select Travel Agency with Ensemble (formerly GIANTS) offering Group Space pricing, free cocktail parties, free shore excursions, Escort on board, prepaid gratuities (select departures), and more. There is no cost to you for this benefit.
11. Free Agent Port, Ensemble Select Traveler membership

12. We do not charge ticketing fees, document fees.....No hidden extras.
13. 356 agents have been with ICT for 7 or more years.
14. We have been in travel in Phoenix since 1981.
15. Your success is our success. We are truly "Partners in Travel".

Should you decide to join our travel family, please fill in and sign the applications in this manual. We will be happy to answer any questions you may have about our program. Please E-Mail Harvey at harvey@ictravel.com, or call 602 867 9606.

Best wishes for success in travel.

Robert Siamon
Owner

Incentive Connection Travel, Inc

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*If you decide that ICT fulfills your Hosting needs, please fax
the following forms located on our website at:*

<http://www.ictravel.com/courtesy.htm>

*The Support Package Application
Sabre/Amadeus/Apollo Software Application (Optional)
and
The Independent Sales Agent Agreement Page*

to

Incentive Connection Travel, Inc

Fax to 602 867 9216

*We must have these forms before we can accommodate your
travel bookings*

Be sure to give a physical address, not a PO box.

Questions? Please E Mail Harvey at Harvey@ictravel.com

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THIS 3/15/09 MANUAL SUPERSEDES ALL PREVIOUS INSTRUCTIONS AND PROCEDURES

Chapter 1

Introduction

Who We Are

Incentive Connection Travel is a Travel Documentation Center devoted solely to Outside Independent Travel Agents.

We are a professional, family owned and run organization utilizing state of the art Sabre and Amadeus Reservation and Information Management hardware and equipment. Sabre is the world's most popular reservation system. Our office is located in the Incentive Connection Travel Building at 13029 North Cave Creek Road, Phoenix Arizona and is physically open Monday to Friday 9:00AM to 5:00PM Arizona time (half the year Mountain and half the year Pacific time). We have been in travel in Phoenix since 1981.

Our affiliations

ARC (Airlines Reporting Corporation) #03 510 010
 IATA (International Air Transport Association) #03 510 010
 ASTA (American Society of Travel Agents) #900025396
 CLIA (Cruise Lines International Association) #03 510 010
 NACTA (National Association of Commissioned Travel Agents)
 MPI (Meeting Professionals International)
 OSSN Outside Sales Support Network

Our E-Mail Address: robert@ictravel.com or harvey@ictravel.com

Our State Registrations

California - 2013460-40
 Florida - Exemption Letter on File from State
 Nevada – 2002 0536
 New Mexico - 02-384518-00-0
 Ohio #TA-1269
 Oregon - 385
 Washington - 601 750 119

The commission split we offer our agents, 70% - 80% of all commissions, **including** all overrides, is the fairest and most generous in the industry. We are Top Producers with every major Cruise Line and Tour Operator, i.e. Presidents Club with NCL, Key Account with RCCL/Celebrity, Carnival, Holland America, Princess.....we get the highest commissions and best special pricing offerings of any agency.....you will never be at a competition disadvantage. And with our inclusion in the Ensemble Select Traveler program, the benefits you can offer your clients, **at no cost to you**, include blocked space pricing, free cocktail parties, free excursions, Escorted sailings, prepaid gratuities.....

There are no levels or tiers to attain to earn the 70% and no penalty for slow times. We pay on all bookings, large and small. Our goal is to encourage you to increase your business.....at \$250,000 in sales, your commission is 80%.

How we help you make more money

As one of the largest buyers of cruises and tours in America, we negotiate directly or through our consortium affiliation with the most reliable and quality oriented suppliers in the industry for higher commissions for our agents (please refer to our sample Preferred Supplier listing in Appendix). You benefit in many ways:

- 1.** By receiving higher commissions, i.e. 15% Princess, GWV, Apple Vacations, Funjet, 16% RCCL, Holland America, GoGo, Insight International, Travel Impressions, Celebrity, Carnival, CITS, 18% Trafalgar, Super Clubs Diamond Level and much more. Travel Insurance is commissionable at 40%.
- 2.** By having the ability to return part of that higher commission to your client in the form of a lower price, which gives you the competitive advantage to get that sale that other agents are competing for.
- 3. Bargain Finder Plus and Flight Finder.** Once an itinerary is booked, the Sabre reservation system will search on average 250 route variations, within a 2 - 6 hour time window, for the very lowest fare on every airline in its system that flies that route. This insures that if your client is a little flexible, you will offer the best fare, without any effort on your part. Flight Finder allows you to specify the price your client wants to pay, and Sabre will find the flights that fall within his price request. All within seconds.
- 4. MySabre.** The Sabre Premiere product with graphical interface that allows you the full functionality and cost efficiency of Professional Sabre without having to know most of the sometimes less than easily understood Sabre Res commands. It is ideal for any agent that is unfamiliar or uncomfortable with a reservation system. It is intuitive and allows booking of air, cruise, tour, hotel and car, and also gives you entree into the entire Sabre database for theater and sport happenings, major events all over the world and the information you need to fully service your client like Visa, passport and health requirements and so much more. Any or all these programs are yours for only \$25 per month....not each, but all.
- 5. Amadeus.** The system that is designed as a starter program for the new or inexperienced reservation system agent. Totally fill in the blanks. You also get Amadeus Cruise for all your Cruise bookings. This too is only \$25 per month.
- 6. Internet Web Site.** Through our Confirmations/Specials Retrieval System and our Web Site, you are kept up to the minute on all cruise and tour specials offering the best discounts in the industry (as much as 65%). We post over 150 per day. In addition to specials, you will find Fams, Seminars, Conventions and industry information for you, the agent. Retrieving your tour, cruise, hotel and car confirmations is easy as entering the confirmation number. The confirmation pops ups on your screen, which can then be saved on disk, printed, faxed or E-Mailed to your client. Specials can be narrowed to a specific supplier and destination. For example, you can retrieve all cruise specials received in the past 60 days, cruise specials only to the Caribbean, or cruise specials to the Caribbean but only on Celebrity.

Our web site has over 5000 pages of information. Everything you need to be successful, and links to find Hostels, Bed and Breakfasts, Railway Time Schedules, Subway Maps for major cities around the world, Bus and Rail Schedules, and so much more. All just a mouse click away.

7. Corporate Hotel Rate Program. We subscribe to the CCR, Custom Hickory, and Thor24 Corporate Rate Hotel programs, (no charge to our agents). With these programs, you will never be at a competitive disadvantage when quoting a hotel rate to your client against a “Mega” agency like Carlson, American Express or any of the giants. It can be booked by phone or on line in SABRE, as you would book any other hotel using our codes. With Incentive Connection Travel, you will never lose a client because of price.

8. Electronic Ticketing. Most Airlines offer Electronic Ticketing through SABRE, including Southwest. . This saves you and your client money. No time delays in receiving tickets and PTA fees are a thing of the past.

9. Video Travel Training. We have the largest video collection of Travel Training in the industry. Available at no cost to our agents, 24 hours per day, is every CLIA Cruise Video. We also have the full Carnival Bob Dickinson Cruise selling series. Other videos include IATAN, Destination, Cruise Line, Hotel, Meetings, Incentive and Convention, Personal Business and Professional Improvement....over 200.

10. Domestic and International Consolidated Rate Program. Offers an exceptional opportunity to offers deep discounts to your client, both Domestically and Internationally, while earning much higher commission than available through direct airline bookings.

11. Our extensive E-Mail support program. You will receive E-Mails many times each day with industry updates and special offers. You can also ask for Help from our very large agent base. For example, just recently an agent needed to know the “name of the hotel next to the casino at Niagara Falls”. We broadcast E-Mailed to our agents and she had her answer in 15 minutes. Our strongest resource is the extensive knowledge of our agents and their willingness to share and help. You too will become involved in this sharing process, and may wish to join one of the local ICT user groups or the ICT Help List. You will never be at a loss for help or information.

12. We are “**Key Accounts**” with every major supplier. More important then getting their highest commission is the support they give to make your client happy if something goes wrong. It is hard to gain a client, but so easy to lose one. We are DIAMOND Level with SuperClubs. Book through any of our Preferred Suppliers, like Delta Vacations, Travel Impressions, etc...get the ICT commission of 16% PLUS \$100 discount from the package for your client AND \$20 per day of the stay as bonus commission. A 7 day package gives you an extra \$140 in commission.

13. We have negotiated commission and override agreements with over 20 airlines. These commissions are in addition to any service fee you charge your clients.

14. We pay you a minimum of 70% commission on all bookings. If you earn \$30,000 on your 1099 from January 1 through December 31, we will give you an extra 5% commission bringing your total commission to 75%. If your 1099 is \$35,000 or more, we will give you an extra 10% bringing your total to 80% commission.

Extras:

- *Incentive Connection Travel Conventions, Fams and Seminars at Sea.
- *No extra charge emergency service, after hours, weekends and holidays.
- * Free Sabre and Amadeus training
- * Free unlimited use of SABRE or Amadeus Vista (25 booked reservations/week minimum)

Chapter 2 **How Do I Start?**

Making Reservations

Standard Industry Procedure is followed. You operate and book as you have always done except you use Incentive Connection Travel's accreditation. Our suppliers keep our profile either by our IATA number or by our telephone number. We suggest that whenever possible you book our Preferred Suppliers since they will offer you the highest commissions and best promotions, but more importantly, they will support you if a problem arises and resolve it as quickly as possible. We have very close relationships with these vendors, give them millions of dollars in business, so to be blunt.....they want to keep Incentive Connection Travel and it's agents, satisfied with their product and service. You can book via phone, not recommended since most every supplier, in an effort to cut costs, has developed on line booking engines which allows them to take reservations without human intervention and it's inherent overhead, and passes on some of the savings to you in the form of extra commission. This extra commission ranges from 1-6% additional. Your options to book electronically range from Sabre and Amadeus to the Mark Travel VAX program and each individual supplier's private booking engine.

This manual is not intended to be a tutorial, but rather an overview of methods and procedures used by Incentive Connection Travel. We assume you know travel.

All manner of travel can be booked through Sabre or Amadeus: Air, Cars, Hotels, Cruises, Tours, Show Tickets, Insurance and more. From your home you can print itineraries for your clients on your own letterhead, detailed to the point of what activities will be offered on their cruise and how to dress each night. You will be able to print, at home, maps of the city your clients are visiting....even exact directions on how to drive from anywhere to anywhere.

With either system, you are allowed to drive your own tickets. And, again, all this through our private Intranet system from anywhere in the world without any long distance or time charges, 24 hours a day.

All reservations, on either system, queued to us prior to 9 PM Arizona time, are completed the same day. With Ticketing privileges, you drive your tickets at any time, 24 hours per day.

Never Use Your Agency Name with Any Supplier
Use Only Incentive Connection Travel

We are available to answer your questions by phone Monday to Friday 9AM-5PM Arizona time, or by E-Mail anytime. Our preferred method of communication is E-Mail.

Emergencies: E Mail Robert, robert@ictravel.com and copy in Harvey, harvey@ictravel.com We always monitor our E Mail after hours, weekends and holidays for any urgent matters. Ticketing is available 24 hours per day when you run your own, or till 9PM Arizona time, every day of the week including Saturdays, Sundays and Holidays...yes, Xmas and New Years as well. We are here to support you.

Never make any payment directly to supplier other than by credit card over the phone. Then submit a Request for Payment form through Agent Access. Regardless of how many partial payments are made, in particular for groups.....only 1 RFP is required with the Initial Deposit so that your booking will be entered into our system, and a 2nd when Final Payment is made. If the Initial Payment is made in full, only 1 RFP is needed.

For reservations that require no action on our part, for example air when done in Sabre or Amadeus and paid for by credit card, car and hotel bookings (no vouchers are sent-the booking confirmation number is all you get), you will notify us by including the booking on your Commission Record submission through Agent Access.

Any reservation that **does** require ICT action, (make payments, notify supplier, receive and send documents, etc) must be reported to us on the **Request for Payment through Agent Access**, even if booked in Sabre, Amadeus or any Electronic means, except for air which never requires any reporting unless you request payment by check.

All confirmations sent by a supplier as well as updates or changes to your reservations will arrive by fax and can be retrieved by you from our automated Confirmations Retrieval Program on our web site by entering the confirmation number.

Reminder:

Whenever monies are to be sent to a supplier, use the Request for Payment Form. Find out how the supplier wants to be paid, (Check, MCO-Miscellaneous Charges Order, Tour Order, UCC-Universal Charge Card form, or direct call in of Credit Card) and when payment must be in their office.

If direct call in of Credit Card is allowed, you can call it in yourself **and** report it to us on the Request for Payment Form by checking off the box "Called in by Agent". Be sure to check with the supplier the following day to be sure the payment was received and recorded to the correct booking. Mistakes happen!

If any other payment method is needed, including check, it is done by us... again, on the Request for Payment form through Agent Access. Please indicate whether a check is needed (you send us your company check or money order-never your clients check unless it is certified), MCO or UCC. We will prepare the documents and in the case of an MCO, will E Mail the MCO number to you for you to call in to the supplier.

Very Important: Suppliers make mistakes. You must follow up the next day with the supplier to be sure that the MCO, CC or whatever was needed has been recorded and that nothing more is required. Client Credit Cards are often declined. It is also very strongly recommended that one week prior to the travel date, another call to the supplier be made to again reaffirm that all is in order. Be sure to note the name of the res agent who tells you "all is well". Supplier mistakes could cost you a valuable client.

Reminder: Always call the supplier just before your client travels to make sure there are no schedule changes. We E-Mail all schedule changes and place them on the Agent Access message page as soon as received

by us, so check your E-Mail and Agent Access daily. If the change comes in by Fax, it will also go on the Confirmations System under the confirmation number. Mistakes happen. Don't risk a disappointed client (translates to a lost client). This is part of the service you give to build and keep your business.

Waitlist Clearance: Again, some suppliers are very good about notifying of waitlist clearance. Others are not. It is good practice to frequently contact the supplier. **DO NOT RELY ON THEM!** Often, if you call, though your turn hasn't come for clearance, because you were concerned enough to call, they will give it to you before others. When Waitlists clear, they are usually faxed to us. They are automatically placed under the booking number, E Mailed and placed on the Agent Access Message page, so check these systems frequently.

Travel Insurance: You must either cover every client, other than standard air, car and hotel with Travel Insurance or have them sign a waiver that they have declined the insurance. The Waiver form follows. This protects you and ICT against a client who refused insurance and then claims it was never offered to them.

Chapter 3

How to Transmit a Reservation to Incentive Connection Travel

Methods of Transmitting Res Information to ICT

1. Whether done by Phone or Electronically - except for Air done in Sabre, Apollo or Amadeus, Car and Hotel unless we are to make payment or receive vouchers – Make the booking with the cruise line, tour operator, etc and submit a Request for Payment form through Agent Access for each reservation that requires action by ICT.

Example: No Form Required-Domestic Cars and Hotels usually do not require deposits nor do they send documents-no form from you is required; **Form Required**-Cruise, Tour, etc, even where you call in the credit card-when documents come in we send them to you or your client based on what you tell us to do. Or you can have the documents sent directly to you by E Mailing Heidi, heidi@ictravel.com and asking for a direct ship waiver code. Without you notifying us, we will not be able to identify you with the documents nor know where and how to send them.

2. Air Reservations are automatically completed when queued to us in Apollo, Sabre or Amadeus.

*****All final payments whether called in to the supplier or sent to ICT are to be the full amount of sale. Do not deduct commission in advance and be sure to itemize what and for whom the payment is being made*****

All Air and Amtrak reservations must be paid for by cash, certified funds or credit card. If other than credit card, funds must be in our office by the Monday following the day of booking or the reservation will be canceled and you will be responsible for any penalties. We accept only certified checks or credit cards for air bookings. Your check or credit card will be accepted for all other bookings that are over 30 days prior to departure. Closer than 30 days, only credit card or certified funds please. This is not a hard and fast rule. Many exceptions are made. We trust the agents that we know. New agents should call when an exception is needed.

We do not accept your client's checks unless certified. Please deposit their checks into your account and then send us your personal, company check or certified funds. Payments other than by credit card over \$500 must be certified funds unless ICT waives this requirement.

All support documents (i.e. discount coupons, travel vouchers, payment, etc) must be received before tickets can be delivered. These support documents must be in our office no later than 10 AM, the Monday following the reservation date. If you have discount coupons that you use regularly, we will keep them in your file for your use on demand. Again, many exceptions are made. Please ask.

Each supplier specifies how they are to be paid and which credit cards they will accept. We accept cash, wire transfers, money orders and your company check for reservations. We will convert this to the form of payment required by the supplier, such as our company check, MCO, etc. Never send your company check to any supplier. Call supplier for their requirement. Some suppliers do not accept all credit cards (airlines, tour operators, cruise lines, etc). Unless it is a Master Card, American Express or Visa, ask if the card in question is accepted. We cannot accept a credit card and convert it to cash. ****The form in which the payment comes to us is the way we must transmit it to the supplier (check for check, credit card for credit card)****

Many foreign carriers and some domestic carriers require you to call in ticket numbers, without which, the reservation will be canceled, even when made through the res system (American Trans Air, etc). Be sure to check with the carrier.

WARNING: All reservations, of any kind, must be canceled if not used. The airlines are installing very sophisticated software to track abuse in this area and will charge agents who do not comply.

It is the agent's responsibility to track when final payments are due on all bookings. You must notify us in advance how payment is to be made i.e. MCO, UCC, Check, etc. by submitting a Request for Payment Form.

Split Payments: - \$5.00 per ticket

Payment that requires 2 or more forms of payment for a given transaction, one of which is a CC, i.e. one airline ticket paid partially by CC and the balance by cash. Does not apply to a computer res that has 2 or more travelers, each paying differently for the full amount of their own ticket.

Please keep track of commissions paid to you. Researching commissions previously paid to you is very costly in lost time. We will charge to research previously paid commissions. It is also not possible to research commissions past 6 months. Suppliers, as a rule, will not entertain research requests over six months old.

Hand Written Tickets: We subscribe to the new ARC IAR settlement plan. This sophisticated Electronic Reporting system exacts a heavy penalty in labor to accommodate hand written tickets. We ask a \$10 fee for any hand writes requested.

Instructions or Changes to Instructions

Any instructions pertaining to any reservation or reservation related matter, or a change to instructions already given, must be E Mailed. We will not accept any verbal changes or instructions due to possible miscommunication.

Caution: For your protection, we provide a useful credit card authorization form that can be used if you are uncertain about the credit worthiness of your client. It is for your use. Do not send to ICT:

Reminder: If you call in a credit card, you must still send us a Request for Payment form. Always call the supplier to make sure the credit card was approved and credited to the proper account. **MISTAKES HAPPEN.** Don't lose a client because their credit card was declined and the Res canceled.

(COPY ON YOUR LETTERHEAD)

CREDIT CARD CHARGE AUTHORIZATION

PLACE CREDIT CARD INFORMATION IN THE SPACE PROVIDED. THIS IS FOR YOUR PROTECTION. KEEP IN YOUR FILES FOR FUTURE ORDERS.
DO NOT SEND TO US UNLESS REQUESTED

____ American Express ____ Visa

____ Master Card ____ Other _____

Passenger Name/s _____

Description of charge _____

Res # _____ Dates _____

Name as it appears on Card _____

CC # _____ Exp _____

Passenger Home Address _____

Phone _____

The issuer of the card identified on this item is authorized to pay the amount shown as TOTAL upon proper presentation. I promise to pay such TOTAL (together with any other charges due thereon) subject to and in accordance with the agreement governing the use of such card.

Signature of Card Holder _____ Date: _____

Chapter 4

Prepaid Ticket Advices (PTA)/Miscellaneous Charges Order (MCO)/TO

A Prepaid Ticket Advice, referred to as PTA, is used when a client needs an immediate ticket anywhere in the world and Electronic Tickets are not available. This is becoming infrequently used as most airlines have gone to E-Tickets. The airlines charge a fee ranging from \$25-\$100, depending on the airline and require 4 hours to process.

PTA's are accountable ARC documents, and as such have to be carefully safeguarded against fraud. There is more fraud associated with PTA's than with ticket stock. We will issue PTA's on your request but the following procedure must be strictly adhered to.

Procedure:

1. Book reservation by phone.
2. Fax us a completed PTA Request form (following page). E Mail Robert and Harvey
3. We will E Mail back the PTA number and Check Digit (a security number) after we get credit card approval.
4. Call the airline back *immediately* giving the number and check digit. Do not identify yourself as an Independent Sales Agent. Some airlines do not respect Independent agents as the professionals they are because of all the scamming associated with "Card Mill" agents. To avoid a problem, identify yourself, using your first name. Call res and ask for the PTA desk. Then say "This is Barbara with Incentive Connection Travel. Please pull up Record Locator. I would like to set this up as a PTA." If asked, you are calling from 602 867 9606. They might call to verify your authorization to set up the PTA. If it is after hours, we will take our voice mail off for 30 minutes to receive the call. If the airline calls and there is no live authorization, they will cancel the PTA, so if there is any delay in your calling in the number after business hours, be sure to let us know by fax so that we can again make arrangements to answer the PTA call. Be sure to know the airline's 3 digit code; i.e. Continental is 005.
5. Double check by calling the Airline 30 minutes later to be sure all is in order.

USE TICKETLESS AND ELECTRONIC TICKETING WHENEVER POSSIBLE ELIMINATING THE PTA CHARGE!

MCO/TO (MISCELLANEOUS CHARGES ORDER)

MCO's are used as a form of payment. Some suppliers insist on using MCO's. They are ARC accountable documents, and as such assure the supplier that they will be paid.

When an MCO number is needed for a supplier, check MCO on the Request for Payment Form. We will E Mail the number back to you after we get credit card approval.

Chapter 5 **Once Tickets are Issued...**

Any special handling of tickets issued in a given week (exchanges, voids, dollars off coupons-the ORIGINALS-NOT COPIES, etc) must be physically in our office no later than 10:00 AM on the Monday after the week's end in which the reservation was made (week ends midnight-Sunday) to be included in that week's ARC submission. Tuesday for reservations made on the weekend. Please call so that we can note the Tuesday extension.

Once issued, tickets must be paid for, unless voided prior to submission to ARC. Please use our Void Ticket Request Form in Agent Access. Only ICT will void tickets. **Do not do it yourself.** Coupons still must be pulled and taken out of the ARC Electronic submission system, IAR.

Exchanges

When exchanges are needed, use the Request for Ticket Exchange. ARC and airline regulations will not allow an agency to exchange a ticket that was originally issued by another agency or from an airline without airline permission.

An exchange can be one ticket for another with a change of date or itinerary, or an exchange of a discount coupon to be used as partial payment for a ticket. We will process the exchange when the Request for Ticket Exchange Form is received

For return of paper tickets, we suggest shipping by a traceable delivery service, such as UPS. If you choose to have us send you valuable documents by regular US mail, which is non-traceable, you must assume complete responsibility in the event the documents are either lost, or delayed in delivery. You must specify First Class Mail, US Mail or Regular Mail so that there is no misunderstanding.

Electronic Ticket receipts will be held until your next document shipment, or sent out weekly via regular mail unless you request them earlier. With SABRE, you have the ability to print itineraries in "traveler friendly" format. Instructions are on our web under SABRE Remote users. Print client itineraries for Electronic Tickets on your letterhead to maximize your agency publicity. You can also use Sabre's Virtually there to E Mail the Itinerary to your client.

Errors

We strive for 100% accuracy in the work we do for you. Travel is a very complex operation, with many opportunities for error and misinterpretation. If you follow our guidelines, the incidence of error will approach "zero".

If an error is found, notify us immediately.

If the error was ours, we will rectify the problem at our expense as expeditiously as is possible. Always check your documents upon receipt. Report any error immediately.

If the error was yours, we will do all possible to help you correct the situation, but any expense incurred will also be yours.

Receipt of Payment

Any coupons required for ticketing which we have not received by the Monday following ticketing will not be

processed through ARC.

All tickets will be shipped no later than Monday following ticketing if asked to be held for bundling. Bundling will save shipping costs. For one UPS charge, an entire week's ticketing and documents can be sent, reducing the cost to pennies per ticket, even more if you utilize Electronic and Ticketless travel.

Shipment of Documents: Whether paper tickets, cruise documents, etc., we will follow the delivery instructions you give ICT. In the absence of any instruction, we will use our best judgment in choosing a delivery method.

ACCEPTANCE OF AGENT BUSINESS CHECKS: We will accept your business check in payment of deposits and final payments for all manner of travel products, except airline tickets, where delivery of service is more than 30 days out, and payment is under \$500. If payment must be made within 30 days or is for more than \$500, only certified funds will be accepted. Acceptable certified funds are Money Orders, Bank Certified Checks, Wired funds through Western Union or Bank Transfers. (Call for exceptions)

Bank Transfers: Required Bank Information:

Bank	Bank One 32nd St & Cactus
ABA	1221 000 24
Acct	6401 15341
Phone	602 261 1327

Notes:

Where Are My Documents?

Documents are usually not sent to us by suppliers (Cruise Lines, Tour Operators, etc) less than two weeks prior to departure. They have found that many clients and/or travel agents will misplace these documents before travel. If you would like to have documents sent directly to you to save time and re shipping expense, E Mail Heidi, heidi@ictravel.com for a waiver code and you can request the supplier to send the documents directly to you. But, more and more suppliers are going to eDocs.....no mailing needed.

If sent to ICT, as long as you have sent us a Request for Final Payment Form, we will immediately send them to you upon their receipt by ICT. **Never** request the supplier to send these documents to you or your client, without prior approval by ICT.

Document shipping and Tracking Numbers for all carriers are placed on our web site daily. Please check our web site for your documents under **Tracking**. You will find all the information you need and there are also links to the various carriers, UPS, FedEx, Airborne etc so that you can enter the tracking number and immediately know where the package is and when it will be delivered.

On the rare occasion that you have not sent us a properly filled out Request for Final Payment form and we cannot identify you as the agent, we will hold these documents in a suspense file. If you do not receive your documents 10 days prior to your client's departure, E Mail Heidi at heidi@ictravel.com , **after** you have checked the web site **Tracking** Page for your Documents. Please, do not call. We will research your request and E mail a reply to you by the end of that business day.

Please be sure to include in your E Mail all pertinent data such as Supplier, Passenger Names, Departure Date, etc.

There is a search engine on the tracking page where you can enter the client name and links will come up to the correct page to find your documents.

Chapter 6

Payment of Commissions

Commissions are paid on the 20th of each month for all travel completed and paid for in the previous month, i.e., we will pay you in June for all travel completed by your client in May and for which commission has been received by us.

Agent Access. This very powerful computer database will handle all your bookings, tell you how much you have earned in commission on each sale, and total for the month, and once entered, your commission is queued for payment as due.

Please keep in mind that payment is made on two criteria:

1. That travel has been completed.
2. That commission from the supplier has been received by us.

All commissions due must be claimed within 6 months of the client's return of travel. We cannot trace commissions past this time limit

CLIENT SERVICE FEES

Client service fees for exchanges, refunds, special itineraries requiring extra time and/or expense, will be processed on your client's credit card for you with the same 70-30 split. Please use Service Fee Request Form or you can generate your own fee on Sabre or Amadeus.

Chapter 7 Preferred Suppliers

When booking any supplier always give our IATA and/or phone number. The override may be lost if booked and you do not state that you are an agent of Incentive Connection Travel. Always ask about methods of payment and commissions. See our full Preferred Supplier list on our web site. Following is a partial sample list. Many suppliers will pay 1 to 6% more if booked on Sabre or Amadeus. They also run promotions where the Sabre booking will qualify for bonus commissions as high as \$100 extra. Sabre is the smart, profitable and time saving way to book Air, Cruise, Tour, Hotel, Insurance, Consolidators, Car, Hotel, Sporting events, Theater Tickets and much more.

Some of our Preferred Suppliers are booked through our consortium Ensemble. A consortium is like a grocery co-op where agencies form an alliance for greater buying power and therefore can demand higher commission rates. Others are booked directly under our own contracts. Check our Preferred Suppliers list.

You must inform us of any special payment procedures or requirements since the supplier will often change their procedures without advance notice. Be careful. **Check your confirmations for the correct commission amount.** Suppliers do make mistakes. It is your earnings you will be losing.

When you book Preferred suppliers, be sure to identify yourself as an agent of Incentive Connection Travel with our ARC/IATA/CLIA number, 03-510-010 and telephone number, 602 867 9606. It is very important that at the time of booking you confirm your commission amount. Document the reservationist's name or agent sine who confirmed the override rate. Overrides are subject to change without notice, so verify. When booking by phone, please verify that they have ICT's correct information, address, phone and fax. (Supplier fax is 602 867 9216). **Never have a confirmation faxed to you.** The supplier will often change our profile to reflect your information and all future confirmations will go to you.

Note: Preferred Suppliers are the suppliers of choice (Cruise, Hotel, Car, Air, etc), because they give us increased commissions (due to the volume business we do with them) **but most importantly**, for their willingness to correct a situation in which a client is dissatisfied. But...you are free to book your travel arrangements with any supplier, anywhere in the world as an agent of Incentive Connection Travel. We have a working relationship with every supplier, without exception. They will pay their normal commission. All bookings must be made using ICT's IATA and/or telephone number.

Preferred Suppliers-Sample Listing

This listing is **sample** of some of our Preferred Suppliers. We have many more, but our private contracts do not allow us to publicize outside the ICT family. The listing below is the minimum paid. The complete list is on our web site and includes phone numbers, program codes, area of specialty and coverage.

CRUISES:

CARNIVAL CRUISE LINE	16%
CELEBRITY CRUISES	16%
COSTA	15%
CRYSTAL CRUISES	15%
DISNEY	15%
FIRST EUROPEAN CRUISES	15%
HOLLAND AMERICA	15%
MSC	15%
NORWEGIAN CRUISE LINE (NCL)	16%
ORIENT LINES	17%
PRINCESS CRUISES	15%
PRINCESS CRUISETOURSS	15%
ROYAL CARIBBEAN CRUISES (RCCL)	16%
SEABOURNE	14%
STAR CLIPPERS	13%
VIKING RIVER	15%
WINDSTAR CRUISES	14%
UNIWORLD	15%

INSURANCE:

CAREFREE TRAVEL	37%
CSA	20%
TRAVEL GUARD	35%
TRIP ASSURED	40%

HOTELS

CCR CORP RATE PROGRAM
CUSTOM HICKORY HOTEL PROGRAM
THOR24 CORP RATE PROGRAM

RAIL

GRAND CANYON RAILWAY	14%
RAIL EUROPE	12%
ROCKY MOUNTAIN RAILTOURS	14.5%

TOUR OPERATORS:

ABEL TASMAN	15%
AERO MEXICO VACATIONS	15%
ARICAN TRAVEL	14%
ALL ABOUT HAWAII/MEXICO	15%
AMERICA WEST VACATIONS	15%
AMERICAN AIRLINES VACATIONS	15%
AMERICAN TRAVEL ABROAD	13%
AIR JAMAICA VACATIONS	13%
AFRICAN TRAVEL	14%
APPLE VACATIONS	15%
ATLANTIC GOLF	13%
AUSTRALIAN PACIFIC TOURS	14%
AVANTI DESINATIONS	13%
BRANSON VACATIONS	15%
BRENDAN TOURS	14%
BRENNAN TOURS	14%
BRIAN MOORE	14%
CARAVAN TOURS	12-15%
CELTIC TOURS	LAND 12%, GROUP 15%
CIE TOURS	17%
CLASSIC CUSTOM VACATIONS	14%
CLUB MED	15%
COLLETTE TOURS	15%
CONTIKI HOLIDAYS	14%
COSMOS	14%
DELTA VACATIONS	15%
DER EUROPASS	16%
DER TOURS	16%
ETM TOURS	15%
EXOTIC JOURNEYS	15%
FUNJET VACATIONS	15%
FUTURE VACATIONS	15%
GENERAL TOURS	14%
GLOBUS	17%
GOGO TOURS	15%

Incentive Connection Travel

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GWV	15%
HAPPY VACATIONS	16%
HOMERIC TOURS-IC 223 5570	14%
INSIGHT INTERNATIONAL-C 582 8380	16%
ISRAM	16%
LATOOR	17%
KEY TOURS	14%
MAUPINTOUR	14%
MAYFLOWER TOURS	14%
MEXSEASUN	15%
MLT	14%
NORTHWEST WORLD VACATIONS	14%
PARK EAST TOURS	14%
PLEASANT HOLIDAYS	15%
PORT PROMOTIONS	11%
PRINCESS TOURS	15%
ROMANCING MANHATTEN	12%
ROYAL NORHTWEST HOLIDAYS	14%
SITA WORLD TRAVEL	12%
SPORTS EMPIRE	12%
SUNMAKERS HAWAII	15%
SUNQUEST HOLIDAYS	15%
SUPER CLUBS	DIAMOND LEVEL
SUNTRIPS	CRUISES 15% LAND 12%

TBI TOURS	14%
TOUR CRAFTERS	14%
TNT	15%
TRAFALGAR TOURS	18%
TRANS GLOBAL	15%
TRAVEL BOUND	12%
TRAVEL IMPRESSIONS	16%
TUCHMAN TOURS	14%
UNITED VACATIONS	15%
UNIVERSAL CITY VACATIONS	15%
USAIR VACATIONS	13%
VACATIONLAND TOURS	12%
VIRGIN ATLANTIC VACATIONS	15%
WESTOURS	14%
YA'LLA TOURS	13%
ZEUS TOURS	15%

Chapter 8

Travel Benefits

You, the productive Independent Contractor, are entitled to all the benefits the Industry has to offer. The industry, "ARC, IATA AND CLIA" have set down guidelines of minimum standards of productivity, which must be met to qualify for these valuable benefits.

Incentive Connection Travel is in the business of selling travel through Independent Outside Sales Agents. Since we charge no fee to work with us, we earn our money only when you earn yours. Your 70 - 80% commission split, including overrides is the most generous in the industry. Therefore, we want to work with agents who want to make a success of travel.

We do not sell or give away benefits. The industry is very well regulated in this regard, and we abide by the rules that govern us. If you are serious about making money, we will help, assist and guide. We want to work with you whether you are full time or part time. But...if you only want benefits, and there are many, and do not intend to make travel a productive endeavor, then we are all wasting our time.

As you know, the Travel Industry has gone through some very difficult times including tremendous media coverage of the abuses that have so scandalized our industry. Consequently, some important changes have come about that you should be aware of.

ARC is the regulating body for airlines and agencies operating in the US, and IATA regulates the rest of the world. IATA now regulates the reduced rate program for North America as well as the rest of the world, applying the same standards to all. All Airlines and most Hotels and Tour Operators have already adopted the policy that the IATAN card must be produced for any discount applied for, and the entire industry is following suite.

The regulations state that on a yearly basis, the dollar amount paid to you in commission must be \$5000. This is only \$86.00 per week, on average, in commission earned. With our generous commission split to you, this is equivalent to only an average of \$700 each week in gross bookings (half a cruise or tour).

Travel is fun, exciting and necessary for you to sell more by learning first hand of the many travel products. It is definitely a benefit you are entitled to, but to take full advantage of all the industry has to offer, you must have the card.

Obtaining the "Card"

Obtaining the "Card" is a two-step process.

1. You must first be on the IATAN "List". You will qualify after only 2 commission checks (the IATAN regulations state you must devote at least 5 hours per week to the sale of travel). E Mail Robert to prepare the required forms. Currently, this listing process has been taking about 2 months, so do it as soon as you qualify!
2. After you are on the "list" and have earned the required amount of paid commission, E Mail Robert to fill out the required forms. He will send you the forms and you will send it to IATAN with a passport size photo and a check for \$15.00 made out to IATAN. This also currently is taking about than 2 months. There has been imposed a 6-month waiting period for new agents.

Chapter 9

Working with Consolidators

We ask you to be cautious when choosing a consolidator. Many are financially unstable. Choose wisely. The travel industry is rife with horror stories of clients being refused boarding by the airline due to non-payment by the consolidator. Worse, when the boarding is denied on the return and your client is left stranded in a foreign country and forced to purchase a very expensive last minute one-way ticket home.

We have recommended consolidators on our Preferred Suppliers list with whom we do large volume and feel comfortable in using. Price alone should not be your only criteria. *Caveat Emptor*.

PROTECT YOURSELF AND YOU CLIENT:

1. Do not use any consolidator that will not accept a credit card. With payment by credit card, your client will receive a refund from the card company should the service not be performed.
2. Do not work with consolidators that will sell to non IATA affiliated agents. They will sell to anyone, even directly to your clients and are the least reliable.
3. Consolidators work with “net fares”. The price quoted is the price you pay. To this amount you must add your profit. There is no “profit” guideline. Add what you think is fair, but at least 15%.
4. Send us a Request for Payment Form so that should a problem arise, we can intervene on your behalf. Be sure tell us how and when the supplier wants to be paid and the amount you are adding to the cost of the ticket (your profit) so that we can deduct our commission split.
5. If you buy from a consolidator who will sell directly to you, which is not a good idea, because if you run into a problem, they will be more willing to rectify it for us (volume) than for you, send us a Request for Final Payment form detailing the transaction, and when finalized, our 30% commission share of your markup. Please do not try to by-pass us with commission. We offer tremendous support and deserve our share. If you do, you will be asked to leave ICT.
6. Protect yourself by booking through the Consolidators we recommend (See Web Site for details), or on line in Sabre. The fares are excellent, the commission possibility outstanding and the security of the supplier is assured.

Notes:

Chapter 10

When Attending Industry Functions and Fams

We encourage our agents to attend as many industry functions (seminars, conventions and trade shows) and Fam trips. This is the best way to gain product knowledge and network with your fellow agents.

There are certain guidelines of professionalism, that as an agent of Incentive Connection Travel, we insist upon.

1. When an RSVP is required, do so. Do not just “show up”.
2. If you have RSVP’d and find that you cannot attend, be sure to call and cancel.
3. Business attire is always in order at seminars, and conventions.
4. Do nothing that will cause embarrassment to you or us. Inappropriate behavior will be reported to us and you will find that future RSVP’s will be denied by the supplier. Word travels fast.
5. When things go wrong at an industry event, do not become too vocal. Suppliers are trying their best to make things right and do not appreciate agents who incite other agents to “action”.
6. Do show interest in the product spot lighted.
7. Do not miss any scheduled event or site inspection. The suppliers have gone through considerable expense to expose their product and want you to see it all. Remember a Fam is a business trip.
8. Do have fun and enjoy. Though a business trip, it does not preclude you from enjoying where you are and the hospitality shown.

Seminars always require business attire. Do not show up in jeans, shorts, etc.

Notes:

Chapter 11 ***Independent Travel Agent Program*** **Most Frequently Asked Questions**

How long have we been in the travel business? Since 1981.

Are we a member of any travel Consortiums? We are members of Ensemble (formerly called GIANTS). It offers conventions, Fam trips, continuing education, much higher commissions through their co-op buying power (think of a grocery co-op, whose members pool their buying power to get lower prices-we get higher commissions).

Why do we not charge a fee to work with us? We are not a “Card Mill”. We are a legitimate Support Agency, profiting exclusively from the sale of travel, not from a “start up fee” that promises, but does not deliver the “dream” of free travel. We make a profit only when you book travel through us. This is your assurance that your success is always our primary interest. We are truly your Partner in Travel.

What will my commissions be? We offer a commission program that gives you 70% to 80% of all earned commissions, including overrides which is the extra commission given to mega agencies, that most agencies do not get. We offer this minimum 70% on all reservations, air, hotel, tour, car, insurance, cruise, regardless of how you book it. Most of our competitors offer less and then only if booked through the res computer. If booked other than through the computer, they only give 50% of the commission or less. Most offer commission only on the base amount of 10%, keeping the overrides for themselves. These are the ones that offer “100% of the commission” Ever wonder how they can give away 100% of their commission and still earn a living and pay their bills? We share all commissions with you including overrides.

They also state that their commissions are as high as 22%. We have that too, and more. Our travel insurance always pays 40% and on occasion, several suppliers have promotions offering 45% commission (Asiana Airlines), 68% (Malaysian Airlines), but these are not the normal commissions paid. We will not mislead you by stating these numbers. Examples: Carnival 16%, Royal Caribbean 16%, Celebrity 16%, Travel Impressions 16%, Princess Tours and Cruises 15%, Apple 15%, Happy Vacations 16%, American FlyAway 14%, Travel Guard Insurance 35%. These are real, everyday commissions.

Do I have to pay extra to be a member of CLIA, ARC, IATA, etc? No. Others imply that they give you a “free” affiliation. When you work through us as your host agency, you and all our agents are covered under our affiliation.

Will I get an ID card? The only card recognized by the travel industry for free or reduced rate travel, is the IATAN card and this is the only card we issue. Our competitors play the “card” game, claiming that their card will give you all the industry travel perks. Prove it to yourself. Marriott has a “Famtastic” rate at their hotels of only \$49 per night, worldwide. Call them and ask if they will accept any card other than the IATAN card. Call any airline and ask for an agent discount, known as a 75AD (75% agency discount). Call the Best Western chain. You will always hear that the only card accepted is the IATAN card. The IATAN regulations state that you must earn \$5000 in commissions to get the card. These are the rules, and no agency can legally circumvent them.

We are a business. We are not selling the “dream” of free travel.

How will I get started? The very first thing you will do is write up a list of all your relatives, friends and business associates and acquaintances. The average agent list will be between 50 and 100 names. You will let them all know that you are now a travel agent and that you would like them to book their travel through you. If each one of a 50 name list books only \$700 in travel with you, that is enough to earn your IATAN card.

What about a Cruise Only agency? A Cruise Only agency has a limited audience. They do not book air or tours. When a client of yours (as a cruise only agent) asks for an air ticket or a tour, will you send them to the agency down the street? Who will get the cruise when they want to go after they have established a rapport with the other agent?

Do we charge a renewal fee? No, but there is a required yearly Support Package that includes Errors and Omissions insurance. It is \$195 for both. We earn only when you earn. Why should our competitors charge you a yearly fee when they should be making their profit when they help you make yours? We link our success to your success.

What reservation system do we use? We are on-line with SABRE.

Do you offer a booking engine for my Web Site? We offer Agent Port, free. Add to your web site with it's integrated Select Traveler Program (again, no cost to you), and you have the best site in the travel industry, updated daily for you with all the best specials and pricing of any agency.

What about continuing education? Aside from the extensive support you receive from our staff, we have “agency only” familiarization trips (example-Princess Cruises-\$20/day), conventions and seminars at sea, as well as conferences, conventions and familiarizations through our consortium, Ensemble, through our E-MAIL and Web Site, which is constantly updated to offer you all the specials from our suppliers as well as professional improvement articles.

References for Incentive Connection Travel. A personal referral is useless. No company can honestly say that they have satisfied every agent. If asked for an agent reference, would we give the name of someone that we have had a problem with, or one who loves us? We suggest you call the sales office of your choice of any cruise line, any tour operator, any airline and give them our IATA number, 03 510 010. Ask them, your most important links in the travel industry, about us. Or, ask the most respected organization dedicated to Outside/Independent Sales Agents, NACTA (National Association of Commissioned Travel Agents, a branch of ASTA), Joannie Ogg, President at 760 751 1197.

Why it makes sense to use only one Host Agency. Just as agents choose a preferred supplier for travel products, so too should that agent choose one host agency. A supplier will go the extra mile to resolve a problem for an agency that is loyal and generates good revenue for them. So too will a host agency call in favors to help an agent that gets into trouble. As we all know, it is not a matter of “if a problem will arise”, but rather “when it will happen”. Consider an agent that books 5 cruises with Carnival lines and asks for a favor as opposed to an agency like ours that does 5000 cruises a year.

This business is for the long term. If the host agency supports you, you should support it...for the long term. Without question there are suppliers that will assign pseudo numbers for you to book directly, and in some cases, you will be able to earn a point or two more. In most cases, though, when booking our preferred suppliers, you could not earn nearly as much on your own. For example, if you book RCCL on your own, you will get the full 10% commission. Booking

through Incentive Connection Travel, your 70% split earns you almost 13%. Which makes more sense?

Then there is the question of the IATAN card. A sponsoring travel agency issues the card to you. If you divide your loyalties, who will sponsor you?

Yes, in the short term, you may earn a very few dollars more, but.....

Chapter 12

Support Package

What is the one thing that causes a new or experienced agent the worst of nightmares? A law suit. It makes no difference whether the suit is justified or not. It still has to be defended...in court...with the aid and expense of an attorney.

Exactly what would prompt a client to sue his or her travel agent? Some areas of concern are real errors and/or omissions. We are human and do make mistakes. On a busy day, selling a honeymoon to Europe to a client that has never traveled abroad, we might not emphasize the need for a passport. The bride, when faced with a ticket agent telling her that this once in a lifetime event will not take place, might very well file a suit for “mental distress”, and if proven, could collect a substantial jury award. This is an example of a legitimate claim.

Then there are the frivolous ones, like the client you booked into the Presidential Suite at the Uptown Plaza to impress a sales lead, who is told that the hotel is over-booked and he will be accommodated at the Days Inn 3 miles away. Surely you should not be held responsible for an hotel over-booking problem, but everyone is entitled to sue for virtually any reason. Again, you must defend yourself with an attorney.

We have not even touched on the major catastrophes like cruise ships on fire, air crashes, even rental car accidents. Or less physically damaging, but potentially very costly events like a client checking in at a hotel while on tour and being told that the tour operator went bankrupt and never paid them and he will have to pay again for his accommodations. Or a supplier that goes bankrupt after accepting your clients money, and the tour never even starts. When these tragedies occur, everyone connected with the event is named and must defend.

No matter how careful and conscientious you are, errors and omissions do happen. Most can be corrected by working with the supplier. But, when that very irate, or truly damaged client sues, what a comfort to know that you are insured for both your legal fees and any award that could conceivably bankrupt you.

The Support Package includes:

Errors and Omissions Insurance

Coverage:

Bodily Injury and Property Damage (except automobile)

Professional Errors and Omissions

Personal Injury

Worldwide Occurrence

Amount of Coverage: \$1,000,000

**Support Package Application
Includes Errors and Omissions**

12 month fee:

1ST Agent at your agency	\$195.00
Each Additional agent at your agency	\$150.00

Total \$_____

Agent_____Agent_____

Agent_____Agent_____

Agency_____E-Mail_____

Address_____

City_____State_____Zip_____

CC#_____Exp_____Signature_____

Phone_____Fax_____

Chapter 13

Web Site/Confirmations Retrieval System

The best way to stay updated with the travel industry in general and Incentive Connection Travel in particular, is through our Web Site.

This is the place to check at least daily for the following:

1. Industry News and Notices
2. Fam Trips, Seminars and Conventions
3. Special Promotions from Cruise Lines, Tour Operators Airlines, Car Companies and Hotels
4. Software downloading to help you and your business
5. Professional Improvement section to help you grow your business
6. Hot List of web links to our preferred suppliers
7. Confirmation/Specials Retrieval areas

When you join ICT as a productive member of the ICT team, you will be given access to our complete web site. It is easy to use, even for the novice. For example, if you need to research current cruise special promotions for a client, you would go to our Confirmations/Specials Retrieval area:

1. For every special that has come into our office, you would click Cruise.
2. For only Cruise specials that have come into our office that go to Mexico, you would click Cruise and Mexico. All Mexico cruise specials would be found.
3. Your client wants to cruise to Mexico but only on Carnival, you would click Cruise, Mexico, Carnival and only Carnival cruise specials to Mexico would be found.

You can then print the special, save it on disk, E-Mail or Fax.

Cruise, Tour, Hotel, Car, Group and Ticketless Confirmations

Click Confirmations, enter your confirmation number/record locator and your confirmation appears which also can be printed, saved, faxed or E-Mailed.

Notes:

Sample Business Card

This is the suggested format

LUV TO TRAVEL

AN INDEPENDENT TRAVEL ASSOCIATE OF

INCENTIVE CONNECTION TRAVEL, INC

FULLY BONDED ARC/IATA/CLIA/ASTA

E-MAIL: LUVTO TRAVEL@USWEST.NET



Bobby Jones

Owner

**2389 E ALTOONA AVE
ANYWHERE, NEW HAMPSHIRE 87635**

**PHONE: 726 390 4827
FAX: 726 394 9246**

(COPY ON YOUR LETTERHEAD)

Give to ALL Clients

Consumer Disclosure Notice

PLEASE READ THIS NOTICE.

IT CONSTITUTES PART OF YOUR CONTRACT FOR TRAVEL RELATED SERVICES.

INCENTIVE CONNECTION TRAVEL, INC AND THE ABOVE NAMED TRAVEL AGENCY IS ACTING AS A MERE AGENT FOR SUPPLIERS (IDENTIFIED ON THE ACCOMPANYING DOCUMENTS) IN SELLING TRAVEL RELATED SERVICES, OR IN ACCEPTING RESERVATIONS OR BOOKINGS FOR SERVICES THAT ARE NOT DIRECTLY SUPPLIED BY THIS TRAVEL AGENCY (SUCH AS AIR AND GROUND TRANSPORTATION, HOTEL ACCOMMODATIONS, CRUISES, ETC.). THIS AGENCY, THEREFORE, SHALL NOT BE RESPONSIBLE FOR BREACH OF CONTRACT OR ANY INTENTIONAL OR CARELESS ACTIONS OR OMISSIONS ON PART OF SUCH SUPPLIERS, WHICH RESULT IN ANY LOSS, DAMAGE, DELAY, OR INJURY TO YOU OR YOUR COMPANIONS OR GROUP MEMBERS. UNLESS THE TERM "GUARANTEED" IS SPECIFICALLY STATED IN WRITING ON YOUR TICKETS, INVOICE, OR RESERVATION ITINERARY, WE DO NOT GUARANTEE ANY OF SUCH SUPPLIERS' RATES, BOOKINGS, RESERVATIONS, CONNECTIONS, SCHEDULING, OR HANDLING OF PERSONAL EFFECTS. TRAVEL AGENT SHALL NOT BE RESPONSIBLE FOR ANY INJURIES, DAMAGES, OR LOSSES CAUSED TO ANY TRAVELER IN CONNECTION WITH TERRORIST ACTIVITIES, SOCIAL OR LABOR UNREST, MECHANICAL OR CONSTRUCTION FAILURES OR DIFFICULTIES, DISEASES, LOCAL LAWS, CLIMATIC CONDITIONS, ABNORMAL CONDITIONS OR DEVELOPMENTS, OR ANY OTHER ACTIONS, OMISSIONS, OR CONDITIONS OUTSIDE THE TRAVEL AGENT'S CONTROL. TRAVELER ASSUMES COMPLETE AND FULL RESPONSIBILITY FOR, AND HEREBY RELEASES THE AGENT FROM, ANY DUTY OF CHECKING AND VERIFYING ANY AND ALL PASSPORT, VISA, VACCINATION, OR OTHER ENTRY REQUIREMENTS OF EACH DESTINATION, AND ALL SAFETY AND SECURITY CONDITIONS OF SUCH DESTINATIONS, DURING THE LENGTH OF THE PROPOSED TRAVEL. FOR INFORMATION CONCERNING POSSIBLE DANGERS AT INTERNATIONAL DESTINATIONS, CONTACT THE TRAVEL ADVISORY SECTION OF THE U.S. STATE DEPARTMENT, (202) 647-5225. FOR MEDICAL INFORMATION, CALL THE U.S. CENTER FOR DISEASE CONTROL (CDC), (404) 332 4559. BY EMBARKING UPON HIS/HER TRAVEL, THE TRAVELER VOLUNTARILY ASSUMES ALL RISKS INVOLVED IN SUCH TRAVEL, WHETHER EXPECTED OR UNEXPECTED. TRAVELER IS HEREBY WARNED OF THE ABOVE RISKS AS WELL AS POSSIBLE TRAVEL INDUSTRY BANKRUPTCIES AND MEDICAL AND CLIMATIC DISRUPTIONS, AND IS ADVISED TO OBTAIN APPROPRIATE INSURANCE COVERAGE AGAINST THEM, WHICH IS AVAILABLE AT AN EXTRA COST THROUGH THIS TRAVEL AGENCY. TRAVELER'S RETENTION OF TICKETS, RESERVATIONS, OR BOOKINGS AFTER ISSUANCE SHALL CONSTITUTE A CONSENT TO THE ABOVE AND AN AGREEMENT ON HIS/HER PART TO CONVEY THE CONTENTS HERETO TO HIS/HER TRAVEL COMPANIONS OR GROUP MEMBERS.

Network Selling

Network Selling in travel is the practice of having sub-agents work under and for you. The most common complaints of Outside Travel Agents is that they receive little or no respect from their host agency, do not get notification of all the seminars and conventions available, few if any perks, little financial award, no IATAN card and most important, they do not get paid on time.

Most host agencies are small, so their volume precludes them from getting any substantial overrides. Since the average outside sales travel agent earns only 30% commission on the standard commission of 10%, **not** the full override as we share with you, and often is denied the perks of the travel industry, it is easy for you to grow a network of agents that place all their business through you. As a sub-agent of yours, you can offer 40% commission, all the benefits of travel (Fams, Seminars, Discounts **and** the IATAN card), and keep the difference for yourself. For example:

Carnival Cruise \$2000 per Couple	Average Agency Commission 10%	\$200
	Outside Agent gets 30%	= \$60
	ICT Commission 16%	\$340
	ICT Agent gets 70%	= \$238

If you gave away 40% or even 50% of the standard commission of 10%:

50% of standard 10% = **\$100**

You Keep **\$138**

Your new sub-agent earns \$40 more, and has access to everything ICT has to offer, including an IATAN card.

There are two ways to do this:

1. You can have each agent place all their business through you and then to us, or
2. They can book directly with us, using your accounting code so that all commissions go to you and you then pay them their share. Commissions paid is a cost of doing business so no tax is incurred by you.

We will, with your approval, supply your agent, without charge, Sabre Remote (Professional).

You can gather your network of agents when meeting other agents at industry seminars, where most of the agents attending are Outside Sales Agents or through classified newspaper ads.

Remember, there are many potential clients in and out of your immediate geographical area who, for any number of reasons, you will never be able to meet or sell travel to. There are also many people you know or will meet who will know or will meet many of those same potential clients in or out of your area.

This can also be extended to friends and family in other parts of the country.

With 40 agents working under you, booking only one trip a week, at an average value of only **\$600**, your commission, without any effort is **\$36,000**.

REMEMBER-YOU CANNOT COVER EVERY AVENUE. UTILIZE THE PEOPLE AROUND YOU.

EARN YOUR IATAN CARD FASTER!

As you know, IATAN requires commissions paid of \$5000 in any 12 month period. Many agents have suggested that if we did not deduct any costs from your monthly commission checks, like shipping charges, SABRE, etc, that you could get to the required amount faster. At your option, we will charge all your monthly deductions to your credit card, so that your commission checks will reflect full commissions, adding up much more quickly for your IATAN card.

I (name) _____ of (agency) _____

authorize Incentive Connection Travel and/or Incentive Connection Travel School to charge, until

canceled, the below listed credit card for any miscellaneous charges incurred by me or my agency,

rather than have this amount deducted from my monthly commissions earnings.

CC# _____ Exp _____

Name on Card _____

Card Billing Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Signature _____

E-MAIL _____

Brochure Request

We stock a very large supply of brochures from all our Preferred Suppliers. As each new brochure comes in, we send out an E Mail notifying you that they are available. They are also placed on our web site under Brochures. To request any brochures, please E Mail Linda, Linda@ictravel.com with the name of the brochure as listed on the web site, the quantity requested and your full name, agency, full address and accounting code.

If you are looking for large quantities for a promotion, cruise or tour nights, etc., order from the supplier but use our name, phone and IATA. Have them sent to us with your last name and we will send them to you when received. Except as noted below, they will not send directly to you.

It is quick and easy to order brochures from some of our Suppliers and Tourist Authorities, and some will send directly to you. We have made arrangements with Princess, Carnival, RCCL and Celebrity to send directly to you. See our web site for additional suppliers that will ship direct. Other suppliers will only send to the office of record. Please do not ask them to "send to you, just this once". Invariably, they will change our profile and you will suddenly be receiving all our agents requests, documents, commission check and tons of brochures.

The final source is ICT. On our web site is a listing of all the brochures we have available. This page is changed as new brochures become available and old ones are outdated. We ship about 5000 brochures per day.

What Agents Have to Say About Incentive Connection Travel

See our Web Site for many more testimonials.

Hi Harvey,

I have been working with ICT for approximately +/- 4 years and have only had one problem over all those years. BUT I was the one at fault.

I have been able to count on Harvey, Robert, Karen and everyone one else at ICT at any time for anything that I could possibly need or answer any question (trust me, I can ask some dumb ones) from day one. I have never been mis-lead nor cheated by ICT in any way and am 99.99% confident that it will never happen.

If any agent thinks that they can get a better deal from anyone else, he/she hasn't done their research. For if they had, they would have found that ICT has the best "deal" anywhere and has the best support team. We get the best host/agent commission split, supplier commissions, travel specials, etc. that I have ever found. Find a host agency that gives an independent better than a 70/30 split and you'll find that they want lots of money up front to become part of their organization. What did ICT want from me? My business, that's it. They want my business, expect my loyalty and get both. It's a two way street folks.

I had to call the Sabre Help Desk last night and I spoke with a girl named Taylor. I was VERY impressed when I mentioned ICT and she immediately knew our pseudo city code and was very familiar with us. She said that "there must be a thousand of you guys".

I had no idea that ICT was that large or that well known but am very proud to be associated with such an organization. Maybe we don't say it enough (or at all) but thanks for all the fantastic support that you offer and all of the wonderful things that you do for us. I realize that you folks must put in some very long hours but it allows people like myself to be able to carry on a full -time or part-time profession at home that will one-day blossom into something bigger and better. My customers think it's great that there is a travel agent in the area that they can contact at THEIR leisure - not the agency's. It makes some late hours for me sometimes but it's starting to pay off.

Also, I was used to System One before joining ICT and then still wasn't that familiar with S1 as the agency I used to work through were not very helpful at all. I absolutely LOVE Sabre - it's got to be the greatest system out there. They have a fantastic support team, the SAI lessons are great...I just can't say enough great things about it.

Thanks again.

Kelly Francis

Sirius Travel, Ltd

Kelly--I couldn't agree with you more!! I have been with ICT for almost 4 years after being with another

agency before that. Believe me, ICT has been nothing but fair, friendly and exceptionally helpful to me. The previous agency was not only unfair but finally investigated by the federal government and was legally closed down. Finding the ICT family has been a blessing. They have offered me liability insurance which has been a mind easer and the commission is the best of any I have ever investigated.

Juleen, Destination: Paradise Travel

Hi Harvey:

After reading all the positive e-mail regarding ICT, I am motivated to put my "two cents" in. Before I became an agent with ICT, I researched other companies that offered Travel franchises. I made the mistake and called one of them for information only to be constantly bombarded with harassing phone

calls. The company needed \$4000.00 to start. The representative called me so many times at work that I eventually asked her nicely to stop calling and I'll call her with my decision. That still did not deter her so I angrily told her I was not interested. Because this has always been my dream to start my own travel business, I continued to look for a better company. One day I was feeling so fed up with the politics at my job I picked a travel magazine and low and behold ICT stuck out! I am also a strong believer and pray a lot, so I felt that my prayers were answered when I called and spoke to you. I especially liked

the fact that there was no franchise cost, which made it very easy to convince my husband.

I have only been with ICT for six months but I find that the support that all of you ICT have given me is incredible. I was so excited that I told my friend and now, she is also with ICT. Although my business has only begun to grow, I feel so much richer in my spirit. There are still good, honest people out there.

Thank you all and keep up the good work!

Ann Jennings,

Faith Travel

Hi Harvey

I got a call this weekend from an acquaintance of my mother's-she wanted to know what travel company I work with, as she is wanting to get started in a travel business too. She then informed me that she had done some checking on the internet and the only company that sounded both legitimate and reasonable was "this one called IC Travel."

She went on to extol the things she found so desirable about this particular company, one of which was the

fact that "They replied so promptly to my e-mail, and they're already sending me their manual". Of course when I finally got a word in edgewise, she was thrilled to hear that I was also with ICT.

Keep up the good work, all of you, its great to hear others sing your praises too, we all know how great you are already!

Cherie Jensen

Travel Bargains Hotline

Harvey,

I worked with a local agency for 10 years. It was convient because it was a half a mile down the street. It was not great when a client walked in and asked for me. The standard response was I didn't work there. Usually the client booked the trip and the host agency took the sale without my receiving any compensation.

Last year the agency merged with a huge mega agency in S. Calif. This agency has been buying small agencies and merging them into their central operation. I did a few small sales with them early in 1998. However, they were slow in paying commission also. Shortly after that all my business was switched to ICT. My former agency's latest venture is to discount air tickets with supplier coupons. However, the client does not get the face value of the coupon as a discount. Often the discount is less than half the coupon value. Certainly a practice that is not in the best interest of the customer. I.C.T. does not treat agents or clients this way.

I have found ICT to be honest and helpful in all my sales. They have immediately corrected any problems.

Peter/Peter Brown Travel

For more testimonials, please go to www.ictravel.com and click on the link at the bottom of the page.