Frequently Asked Questions & Answers
pinSIGHT Web version & more!

For more information:
pinSIGHT Support Center: (877) 404 - 4169
Monday-Friday: 6:30am – 9:00pm Eastern
Saturday & Sunday: 9:30am - 6:00pm Eastern
pinsight@travelleaders.com

Q: What is pinSIGHT?
A: pinSIGHT is the brand new online hotel booking tool developed with agent feedback with state-of-the-art technology for easy, flexible booking. pinSIGHT earns you more while saving your time.

Q: How many hotels are in pinSIGHT?
A: pinSIGHT offers hundreds of thousands of hotels worldwide.

Q: Who do I call for 24/7 Emergency Customer Assistance?
A: Emergency Customer Assistance service varies per the supplier booked. Please consult the hotel booking voucher for assistance. For GDS Bookings, call the property directly.

- **GTA**: Tel: (+1) 800-364-1670
- **Tourico**: Tel: (+1) 407-212-3513
- **HotelBeds**: Tel: (+1) 786-292-3146
- **Priceline:** Tel: (+1) 877-477-7441
- **Expedia:** Tel: (+1) 800-319-4834 / (+1) 404-728-8787

Q: How will pinSIGHT help me do my job?
A: pinSIGHT eliminates surfing hotel booking options by combining wholesale, OTA and GDS rates into a single booking platform, while enhancing your decision-making process with easy-to-use interface displaying images, detailed maps, customer reviews, and multiple search features. With this content-rich booking format, including the ability to search by landmarks, neighborhoods and more, you will save time and earn more using this single hotel booking platform.

Q: When will the versions of pinSIGHT roll-out?
A: The roll-out for pinSIGHT Web and GDS (Sabre) versions began in Q12016, more details on the roll out and availability of the other GDS throughout 2016.

Q: When will the current Stream product be sunset?
A: Stream US sunset on March 31, 2016. Stream Canada sunset on June 30, 2016.

Q: I don't have access to a GDS can I still use pinSIGHT?
A: Yes, pinSIGHT has a website version for agents not connected to a GDS.

Q: When I am on the pinSIGHT for web version and I see GDS rates can I book them even though I don't have a GDS?
A: Yes, you can book any rates you see on pinSIGHT even if you don't have a GDS.

Q: Will I get segment credits for bookings made on pinSIGHT?
A: You will get segment credits for GDS bookings made through pinSIGHT, if you are on the GDS version. You will not get segment credits for making a GDS booking through the Web version.

Q: Can I store my customer profiles when I use pinSIGHT?
A: When you use pinSIGHT for GDS your profiles are stored in your GDS system and will transfer into the booking automatically. While we cannot currently store customer profiles on the pinSIGHT for web solution, we are working on an integration with ClientBase to store your customer profiles.

Registration & Set-Up:
Q: What is the registration process?
A: Go to your Agent Intranet to register and complete the registration form.

Q: Is there an agreement?
A: The Participation Agreement is included in the electronic registration form.

Q: Is there a User ID and Password required?
A: Yes, we will provide you with a username and password once your registration for pinSIGHT has been processed. You should plan on a maximum 10 day turnaround.

Q: How do I start using and making reservations on the pinSIGHT web version?
A: Once your agency is registered to book on pinSIGHT web version, the website for pinSIGHT is
https://agent.tlgpinsight.com

Q: I'm a host agency with Independent Contractors, is there a way to request User IDs and Passwords for multiple users in one transaction?
A: Yes, if you need to request multiple users please send an email to pinSIGHT@travelleaders.com with the host agency name and a list of all agent names and email addresses. The host owner must fill out the registration form and accepts on behalf of all IC's.

Q: If I forget my User ID and Password, what do I do?
A: Please contact the pinSIGHT support team if you have forgotten your Username or Password.

Q: Does pinSIGHT require me to reset my password and if so, how often?
A: No, You do not need to reset your password for pinSIGHT.

Support Center:
Q: How do I get assistance with existing reservations?
A: Please contact the pinSIGHT support team for assistance with existing reservations.

Q: Is there a support center to help me use the hotel program?
A: Please log into your company intranet portal and navigate to the pinSIGHT program page to find a detailed training document. You may also find the answers you need on the video webinar. You can view the webinar here:
http://www.screencast.com/t/PyFUTd5gO

Q: What are the hours of operation?
A: Standard business hours: Mon-Fri 6:30am-9:00pm Eastern, Saturday & Sunday 9:30am - 6:00pm Eastern;
(877) 404 - 4169 pinSIGHT@TravelLeaders.com

Create Reservation and Access Rates:
Q: How do I create a hotel reservation?
A: Enter any point of interest including city, address or landmark and select from the dropdown the location that matches your entry; Select dates from the calendar or use the + or – to add or deduct days. Select the number of Adults and Minors - If selecting Minors, another age field will appear. Click Search. On the search results page you can filter results by hotel name, address, price, star rating, Trip Advisor rating, hotel amenities, hotel chain, rate type and room type.

Q: Why do my clients see two (2) charges on their credit card?
A: When a reservation is made the system will place a temporary hold or authorization for the amount of the reservation on the credit card. Once the Reservation is confirmed with the Supplier, the card will be charged. The initial Authorization will fall off the credit card usually within 24 hours after the card was charged by the Supplier.

Q: Are all rates on pinSIGHT pre-paid?
A: All wholesale and web rates are pre-paid but we also offer GDS rates that just require a credit card to guarantee the reservation.

Q: Are all pre-paid rates on pinSIGHT non-refundable?
A: pinSIGHT offers you rates that are both fully refundable and non-refundable. The cancel policy is clearly displayed within the booking path when you make a reservation.

Q: How many hotel vendor rate types participate in pinSIGHT web version?
A: These are the current hotel rate types on pinSIGHT web version: **Amadeus GDS Hotel Rates**: These rates include the Travel Leaders Worldwide Hotel Program and Travel Leaders Select rates. **Expedia, Priceline and** online retailer offering over 435,000 hotels which have a pre-paid requirement. **Travel Leaders Net Rates (3 types)**:

1. 15% Commission Rate: This prepaid rate enables you to earn a large commission while still providing a great deal for your customer.
2. Friends and Family Rate: This rate is typically the lowest rate available and is for you to use for yourself or your friends and family. (Please note this rate is non-commissionable).
3. Flex Markup Rate: This is a net rate that gives you the ability to add a markup for any $ or % to earn unlimited commissions.

Q: What are pinSIGHT's different booking payment methods?
A: You can book three different ways based on the vendor you choose:
1) Guarantee Late Arrival - For GDS rates only. The client's credit card is taken to guarantee late arrival but the credit card is not billed until the client checks out at departure time –or- if the client no-shows his guaranteed reservation.
2) Deposit – For GDS rates only. Deposit policies vary based on each hotel. If the deposit amount is not specified in the hotel remarks or cancel policy you should assume the total stay will be charged. The deposit may be charged any time after the booking is made but before arrival at the hotel. Deposits are generally non-refundable.
3) Pre-paid – Client's credit card is taken at time of reservation and the entire length-of-stay is immediately billed to his credit card. No refund if client no-shows (fails to check-in) for his reservation.

Q: Can I add an additional hotel?
A: You are not able to have more than one hotel in a single booking. If more than one hotel is required you must make a separate booking for the additional hotel.

Q: Can I use more than one credit card to pay for a room?
A: pinSIGHT does not support split payments. One credit card is needed for all rooms in the same booking.

Q: Can I integrate pinSIGHT into my website?
A: pinSIGHT is currently only for usage by travel agents booking on behalf of their clients.

Q: Can I book more than one hotel stay in a single transaction?
A: No, you must book each hotel one at a time.

Q: How many rooms can I reserve in one booking?
A: You can reserve up to 4 rooms per booking.

Q: What is the maximum bedding arrangements that can be made in one booking?
A: The maximum bedding arrangements depend on the room/rate selected. Standard rooms have 1 or 2 beds but suites may offer additional bedding options. Please read the room description to ensure the number of beds match the requirements.

Q: Does pinSIGHT quote children rates with adult rates staying in one room?
A: pinSIGHT allows you to book up to 2 children per room. If you add a child you will need to select their age as well. If additional children will be in the room please book for 2 and contact the support team to amend the number of children.

Q: Can I request special handling at time I book a reservations? For example, I have 3 couples staying at the same hotel. How do I alert the hotel to reserve rooms on the same floor?
A: Yes, during the checkout process you can enter special requests under Room allocation and remarks section.

Q: How are fraud and chargebacks handled?
A: Under certain circumstances the fraud department may call the agent to confirm that the booking is valid. Some reasons for a follow-up phone call may include but are not limited to:
- Traveling within 3 days
- International travel
- 3rd party traveler –purchasing ticket for another person Contact the card holder to make sure they are indeed traveling under this reservation
- Email address on a black list – person that is flagged
- High dollar amount - $1000+
- Any time for the first booking for self-travel when we are unable to verify credit card info with the issuing bank.
- Any time for the first booking for 3rd party traveler with invalid billing info and invalid phone numbers or high dollar fare (over $500).
- Any time when provided information links to our negative file and there is high risk for fraud.
- Any time for the 3rd party traveler when the credit card status is now DO NOT HONOR or PICK UP.
- Any time when we have a record, which was attempt to be booked with 3 different credit cards and two of them are in a DO NOT HONOR or PICK UP status.
- If it is determined that an unusual amount of fraud is occurring through a particular participant, we may a tour sole discretion block access to pinSIGHT without notice

Cancellations, Changes, Refunds:
Q: How do I find the hotel's cancellation policies?
A: The cancellation policies for each rate listed are available on the rates page. Click on the icon.

Q: What is the Cancellation Policy?
A: There are different policies based on the property. For prepaid bookings you are able to cancel the booking and receive a refund less any hotel imposed penalty if applicable at time of cancellation. Hotel cancellation information is shown at the time of booking and is also listed on the confirmation email.

Q: How do I cancel a booking?
A: To cancel a booking navigate to Manage Orders and to the list of bookings. Select the booking you wish to cancel and click the **"I"** icon in the lower right hand corner. Once the booking information opens click the Cancel on the left side of the blue navigation bar.

Q: Can I modify an existing reservation?
A: Changes to hotel reservations require a rebook and cancel. For prepaid bookings you are able to cancel the booking and receive a refund less any hotel imposed penalty if applicable at time of cancellation. Hotel cancellation information is shown at the time of booking and is also listed on the confirmation email.

Q: What type of written confirmation does the client receive?
A: pinSIGHT generates a customer confirmation that lists all pertinent information including the hotel name, address, dates of stay, cancellation policy and total cost. Also, pinSIGHT generates a voucher with hotel name, address, dates of stay and a map of the hotel location. You can generate a new confirmation or voucher by going to Manage Orders and searching for your booking. Then click on the "**I**" icon in the lower left of the reservation. You'll find the Documents link to the right in the blue navigation bar.

Q: If I cancel a booking, does the booking agent receive an e-cancellation notice?
A: pinSIGHT sends a daily email to the agent of any bookings or cancellations made. pinSIGHT will send an email cancelation notice to the email listed on the booking.

Q: If I generate a booking on deposit or pre-paid and then have to cancel (within the hotel's cancellations policy), how do I know a refund has been processed to the client's credit card?
A: Refunds are processed when a booking is canceled and should appear on the customer's statement within 7-10 days after cancellation.

Administration:
Q: Can I pull reports?
A: Yes, you can pull reports in pinSIGHT by navigating to Manage Orders and clicking the little diskette that appears in the upper navigation bar. Then select Sales Report and CSV file in the bottom of the page and create report.

Q: How do I modify an Agent's information?
A: Open Manage Company - > Click Arrow next to agency name -> Scroll to agent username and then click User Details

Q: How do I delete an Agent Account?
A: You cannot delete an agent account but you can de-activate. Open Manage Company - > Click Arrow next to agency name -> Scroll to agent username -> Click User Details - > Click Disable - > Save

Q: Is there a way to reactivate a deleted Agent account?
Accounts are not deleted, they are just disabled. To reactivate open Manage Company - > Click Arrow next to agency name -> Scroll to agent username -> Click User Details - > De-select the box next to Disable - > Save

Q: Where do I track my reservation sales?
A: Under Manage Orders pinSIGHT allows you to view all reservations with various searches including view by a date range (booking date / arrival date), Order ID, agent, customer name or email. You can also close out the search box and view all bookings in date order with the latest booking at the top of the page. To see the full information on each booking click the blue I icon in the lower right hand corner of the booking. This will open the full information on each booking.

Q: Where can I view my expected commissions?
A: Under Manage Orders, access your reservation by one of the various search criteria. To see the full information on each booking click the blue I icon in the lower right hand corner of the booking. This will open the full information on each booking including expected commission.

Q: Is there an administration tool where I can manage my agency's User IDs and Passwords?
A: Yes, agency administrators have access to manage agent user ID's and passwords.
Navigate to Manage Company. Find the agent name on the list and click on User Details. When you do, a wrench icon appears above the section. Click on the wrench icon and it opens the password change box.

Q: During the quoting and booking process, what are the currencies in which pinSIGHT manages?
A: At this time only USD. While you can adjust your view for quoting in various currencies, all charges will be processed in USD.

Q: Is pinSIGHT integrated with ClientBase or Trams?
A: Currently pinSIGHT is not integrated with ClientBase or Trams but we are working on this for you.

Q: Does pinSIGHT have connectivity to any back office system?
A: Not at this time.

Q: Can I store my customer profiles when I use pinSIGHT?
A: When you use pinSIGHT for GDS your profiles are stored in your GDS system and will transfer into the booking automatically. While we cannot currently store customer profiles on the pinSIGHT for web solution, we are working on an integration with ClientBase to store your customer profiles.

Q: What name will appear on the credit card charge?
A: If you book a prepaid rate on pinSIGHT, Travel Leaders Group pinSIGHT will appear as the merchant on your customer's credit card.

- If you book a GDS rate on pinSIGHT, the individual hotel will charge your customer directly;
- If you book a web rate identified as Expedia, Expedia will appear as the merchant on your customer's credit card; for a web Priceline rate, Priceline will appear as the merchant on your customer's credit card.

Q: Will the hotel see the booking is from my
agency? A:
- If you book a GDS rate on pinSIGHT, using the GDS version of pinSIGHT your agency will be listed at the hotel;
- If you book a web rate identified as Expedia/Priceline, Expedia/Priceline will be the agency listed at the hotel;
- If you book a prepaid rate, one of our suppliers will be the agency listed at the hotel.

Commission Settlement:
Q: What commission will I earn?
A: Depending on the type of rate booked you can earn 10% for GDS rates, 9% for Expedia/Priceline web rates or 15% for 15% Net rates. In addition, you can book the Flex Rates that allow you to add a markup up to 100% of the purchase price that is opaque to your client. Commission will be paid in US Dollars on consumed reservations. You can also add a service fee to any booking.

Q: Do I earn commission on a canceled non-refundable booking?
A: Commission is only paid on completed reservations, not on canceled reservations regardless of whether a refund is given or not.

Q: How and when do I get paid?
A: For Flex Markup, 15% Commission, Expedia and Priceline rates, you will receive payment each month for completed stays the previous month. Commission for GDS bookings is paid each month for commissions received from the hotel the previous month.

Q: Will I be able to view how much commission I will earn on pinSIGHT?
A: Yes, the commission amounts are clearly displayed on pinSIGHT.

Q: Who pays my commission?
A: Commission will be paid to your business unit and will be distributed by them.

Q: I want to give my division of Travel Leaders Group my banking details, what do I do?
A: Contact your Travel Leaders Group business division's Membership Services for instructions.

Q: Once the client has checked-out of the hotel, when can I expect to be paid commission?
A: For Flex Markup, 15% Commission and Expedia/Priceline rates you will receive payment each month for completed stays the previous month. Commission for GDS bookings is paid each month for commissions received from the hotel the previous month.

Mark-ups and Service Fees:
Q: How do I add an Agent Markup?
A: If you select a Flex Markup rate you will have the ability to add a markup to the rate during the checkout process. You can add either a dollar amount or a percentage.

Q: How do I add a Service Fee?
A: Service fees can be added during checkout to any rate type but will appear as a separate charge on your customer's credit card. Service fees can only be in dollar amounts.

Q: Can I add a markup to all bookings made on pinSIGHT?
A: You can add a markup on wholesale net bookings made on pinSIGHT, all other bookings are commissionable to you.

Q: Is there a limit to the amount of markup I can add on pinSIGHT?
A: There is no limit on the amount of markup you can add to a reservation on pinSIGHT.

Q: How much of the markup I add on pinSIGHT will I receive?
A: pinSIGHT passes the entire amount of the markup to your agency.

Q: When I cancel a booking to which I added a Service Fee, what happens to the Service Fee?
A: The Service Fee will be refunded.

Q: How much of the service fee I add on pinSIGHT will I receive?
A: pinSIGHT passes 100% of the service fee to your agency.

More Questions about pinSIGHT:
Q: Are we getting the best rate in pinSIGHT?
A: pinSIGHT allows you to choose from multiple inventory types ensuring you have access to the most competitive rates available.

Q: Why did my rate change while making a booking?
A: The inventory within pinSIGHT is live. Therefore in rare instances a room type or rate may change during the booking process. Since the inventory is so dynamic it is always worth checking at a later day or time to see if a particular hotel, rate or room type has become available.

Q: How do I make a special request for my client?
A: Enter special requests under Room allocation and remarks section during the checkout process.

Q: Can I save a Booking/Quote?
A: There is not a way currently to save a quote.

Q: Can I book Car Rentals, Activities or Transfers?
A: Currently only hotel can be booked on pinSIGHT. Check back in the future for updates.

Q: Can I book Groups?
A: Currently only individual reservations (up to 4 rooms) can be booked using pinSIGHT. Check back in the future for updates.

Q: When will my customer's reservation be at the hotel?
A: Depending on your customer's arrival date, it generally takes a minimum of 48 hours before the reservation details reach the properties reservations system. In some cases, your customers name will not appear at the hotel until 72 hours prior to your arrival date. Rest assured, your customer's room is booked but some of our suppliers have a pre-negotiated block of inventory so names are not added until just prior to arrival.

Q: Can my client earn Frequent Stay Loyalty Points?
A: Due to the special inventory that we have, some suppliers are not offering loyalty points or miles. Advise your clients to register any loyalty program numbers at check-in to see if they are eligible. If you are booking a GDS rate, enter the Loyalty Points number under Room allocation in the remarks section during the check-out process.

Q: Why doesn't pinSIGHT show the same room description as the hotel and why can't I find the room my customer wants on pinSIGHT?
A: pinSIGHT enables you to see rooms and rates from multiple suppliers. This ensures that you have access to some of the most competitive pricing and policies in the market. Since these suppliers control their own inventory we don't have access to update their room type descriptions. This means that what is listed on pinSIGHT does not always match the hotels description or may not be as descriptive as you may like. Some items to note: If the room description lists something generic such as "Standard Double" this does not mean there are 2 double beds, it only means the room is a standard room that will sleep 2 but there is no guarantee on what the bedding will be. If you need a room that has 2 beds please look for a description that specifies 2 double beds in the rate description. ROH means Run of House which is an industry term means the guest will be assigned whatever room is available at time of check in. If your customer is asking for a room type that does not appear on pinSIGHT it means the hotel has not given any inventory to our suppliers to sell. All the inventory we have access through our suppliers will display when you do a search, if the room you are looking for does not display, pinSIGHT does not have access to it for the dates you are searching.

Q: Can I use a foreign credit card to book a reservation on pinSIGHT?
A: pinSIGHT only accepts North American (USA / Canada) credit cards for our pre-paid Friends & Family, Flex MarkUp and 15% Commission rates. Foreign cards can be used when booking an Expedia/Priceline or GDS rate only.

Q: What is the process for GDS commission inquiries:
A1: If a reservation is less than 90 days post guest check-out, please send the following statement:
The commission you are inquiring about is from a GDS reservation. Commissions for GDS reservations are sent directly from the hotel to (their division). Most hotels pay commission within 30-90 days after guest check-out Please allow at least 90 days for receipt.

If you have not received your commissions within 90 days please contact us and we will work with the collections team within (their division) to track down this commission.

A2. If a reservation is more than 90 days post guest check-out, please send the following statement:
The commission you are inquiring about is from a GDS reservation. Commissions for GDS reservations are sent directly from the hotel to (their division). We are sorry that the hotel has not yet sent payment. We are contacting the collections team at (their division) and will ask them to prioritize collection of your commission with the hotel. While we cannot promise when this commission will be paid, we do guarantee the collections team will work tirelessly on your behalf to obtain the payment from the hotel.

Then please send an email to the email address listed below and include the following:
•   Customer name
•   Hotel name
•   Hotel address
•   Hotel phone # if available
•   Dates of stay
•   Expected commission amount

Travel Leaders Network: Tzell Travel Group:
pinsightcommissions@travelleaders.com   landcomm@tzell.com

Protravel International:
landcommissions@protravelinc.com