

Customer Support

Business hours: Mon-Fri 8:00am-8:00pm

Phone: (877) 404 - 4169

Email: pinSIGHT@TravelLeaders.com

- WHAT IS pinSIGHT?

pinSIGHT is the online hotel booking tool developed with state-of-the-art technology for easy, flexible booking. pinSIGHT earns you more while saving your time.

- HOW MANY HOTELS ARE IN pin SIGHT?

pinSIGHT offers over 1 million hotels worldwide.

- WHO DO I CALL FOR 24/7 EMERGENCY CUSTOMER ASSISTANCE?

Emergency customer assistance service varies per the supplier booked, if the pinSIGHT Customer Service Team is not available, please follow the guidelines below:

Expedia: Emergency Number is listed on the voucher

HotelBeds: Emergency Number is listed on the voucher

Bonotel: Emergency Number is listed on the voucher

Select & Worldwide: Please contact the hotel directly.

- HOW WILL pinSIGHT HELP ME DO MY JOB?

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.

- I DON'T HAVE ACCESS TO A GDS CAN I STILL USE pinSIGHT?

Yes, pinSIGHT is available for agents not connected to the GDS to explore the Worldwide and Select programs.

- WHEN I AM ON pinSIGHT AND I SEE GDS RATES CAN I BOOK THEM EVEN THOUGH I DON'T HAVE A GDS?

Yes, you can book any rates you see on pinSIGHT even if you don't have a GDS.

- WILL I GET SEGMENT CREDITS FOR BOOKINGS MADE ON pinSIGHT?

No, you will not get segment credits for GDS bookings made through pinSIGHT.

- HOW DO I DISABLE AGENT ACCOUNTS?

Agent accounts can be disabled by the agency administrator. Visit the ResourcePage here for more information.

- CAN I STORE MY CUSTOMER PROFILES WHEN I USE PINSIGHT?

pinSIGHT enables you to store profiles for your customers.

REGISTRATION & SET-UP

- WHAT IS THE REGISTRATION PROCESS?

Go to your agent intranet to register and complete the registration form. It is the agency administrator's responsibility to keep agents up to date **Please note if the agent leaves agency, the administrator must remove the agent via the admin back office.

- WHERE CAN I FIND THE pin SIGHT TERMS OF USE?

pinSIGHT Terms of Use can be found here: <https://book.tlgpinsight.com/terms>

- [IS THERE AN AGREEMENT?](#)

The participation agreement is included in the electronic registration form.

- [IS THERE A USER ID AND PASSWORD REQUIRED FOR AGENCIES TO REGISTER?](#)

Yes, each agency will be provided with a username and password once your registration for pinSIGHT has been processed.

- [HOW DO I START USING AND MAKING RESERVATIONS ON pinSIGHT?](#)

Once your agency is registered for pinSIGHT you will be sent an invite to set up your password and start using pinSIGHT immediately.

- [IF I FORGET MY USER ID AND PASSWORD, WHAT DO I DO?](#)

Your password can be reset on the log in page.

[SUPPORT CENTER:](#)

- [HOW DO I GET ASSISTANCE WITH EXISTING RESERVATIONS?](#)

Please contact the pinSIGHT support team (pinsight@travelleaders.com) for assistance with existing reservations.

[CREATE RESERVATION AND ACCESS RATES](#)

- [WHAT ARE THE HOURS OF OPERATION?](#)

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- [HOW DO I CREATE A HOTEL RESERVATION?](#)

Enter point of interest including city, address or landmark and select from the dropdown the location that matches your entry; Select dates from the calendar. 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, Trust You rating, hotel amenities, hotel chain, rate type and room type.

- [ARE ALL RATES ON pinSIGHT PRE-PAID?](#)

All wholesale and web rates are pre-paid but we also offer Select & Worldwide rates that just require a credit card to guarantee the reservation. Use the filter located at the top of the page to narrow options to pre-paid wholesale and web rates.

- [ARE ALL PRE-PAID RATES ON pinSIGHT NON-REFUNDABLE?](#)

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. Use the filter located at the top of the page to narrow options to refundable rates.

- [HOW MANY HOTEL VENDOR RATE TYPES PARTICIPATE IN pinSIGHT?](#)

[These are the current hotel rate types on pinSIGHT:](#)

Internova negotiated rates:

Select: GDS postpaid rates for high end properties, amenity focused, paying from 10% to 25% guaranteed commission.

Worldwide Hotel: GDS postpaid rates with over 50,000 participating properties and great deals, paying from 10% to 25% guaranteed commission.

Bonotel: Internova's own prepaid wholesale content. Great deals in all the major cities and vacationing spots, paying 17% guaranteed commission.

Additional Prepaid content:

Expedia rates: Earn 9% guaranteed commission booking the rates your customers are seeing at this online retailer.

Hotelbeds (Bedsonline): Earn 12% guaranteed commission booking the rates over 400,000 properties at this online retailer.

- [WHAT ARE pinSIGHT'S DIFFERENT BOOKING PAYMENT METHODS?](#)

[You can book three different ways based on the vendor you choose:](#)

Guarantee Late Arrival: Available at Select and Worldwide rates. The client's creditcard is taken at booking 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.

Deposit: Available at Select and Worldwide rates. 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 nonrefundable.

Pre-paid: Available at Bonotel, Expedia and Hotelbeds' rates. 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.

- [CAN I ADD AN ADDITIONAL HOTEL?](#)

Yes, you can add each hotel to your cart and then checkout for all hotels in one easy step.

- [CAN I USE MORE THAN ONE CREDIT CARD TO PAY FOR A ROOM?](#)

You can use a different credit card for each room you reserve, however you cannot use multiple credit cards to pay for one room.

When booking the maximum amount of rooms in one booking (8 rooms), you can use up to 8 credit cards.

- [CAN I INTEGRATE pin SIGHT INTO MY WEBSITE?](#)

pinSIGHT is currently only for usage by travel agents booking on behalf of their clients.

- [CAN I BOOK MORE THAN ONE HOTEL STAY IN A SINGLE TRANSACTION?](#)

Yes, you can add each hotel to your cart (up to 8 hotel rooms) and then checkout for all hotels in one easy step.

- [HOW MANY ROOMS CAN I RESERVE IN ONE BOOKING?](#)

You can reserve up to 8 rooms per booking.

- [WHAT IS THE MAXIMUM BEDDING ARRANGEMENTS THAT CAN BE MADE IN ONE BOOKING?](#)

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.

- [DOES pinSIGHT QUOTE CHILDREN RATES WITH ADULT RATES STAYING IN ONE ROOM?](#)

Yes, you can search for rooms for up to 7 occupants. When searching for rooms with children you will need to enter their age. Please ensure the room type you select allows the number of occupants you enter.

- [HOW IS FRAUD HANDLED?](#)

Under certain circumstances pinSIGHT support staff may call the agent agents to confirm that the booking activity under their accounts is valid. Some of the reasons for a follow-up phone call may include:

- Unusual destinations and/or travelers names, not aligned with the agency/agent profiles
- 3rd party traveler—purchasing ticket for another person
- When unable to verify credit card info with the issuing bank
- Invalid billing info and invalid phone numbers).
- When the credit card status is DO NOT HONOR or PICK UP.
- Unusual booking activity from multiple IPs in distant locations or fraud hotspots, or sudden high volume of reservations with close travel dates.
- Supplier alerts.

DISCLAIMER: Access to pinSIGHT might be suspended due to suspicion of fraud or blocked permanently in case of unusual amount of fraud is occurring through a particular participant.

[CANCELLATIONS, CHANGES, REFUNDS](#)

- [HOW DO I FIND THE HOTEL'S CANCELLATION POLICIES?](#)

The cancellation policies for each rate listed are available on the rates page. Click on the Cancellation Policy link to see the cancellation policy for the rate you selected

- [WHAT IS THE CANCELLATION POLICY?](#)

There are different policies based on the property and rate booked. 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.

- **HOW DO I CANCEL A BOOKING?**

In the admin section click on Reports -> Reservation. Find the booking you wish to cancel and click on the Trip ID. Click on the Process Booking tab and click on Cancel Booking button. Review the cancel policy and click Cancel.

- **CAN I MODIFY AN EXISTING RESERVATION?**

Modification policies vary by hotel and Supplier. pinSIGHT Support will attempt to make name or date changes for reservations if the supplier website allows subject to hotel policy and availability. For any other modifications please create a new reservation with updated information and cancel your original booking. 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.

- **WHAT TYPE OF WRITTEN CONFIRMATION DOES THE CLIENT RECEIVE?**

pinSIGHT generates a customer confirmation that lists all pertinent information including the hotel name, address, dates of stay, cancellation policy and total cost. On pre-paid reservations, pinSIGHT generates a voucher with hotel name, address, dates of stay and a map of the hotel location. You can generate a new confirmation in the Admin section by navigating to Reports -> Reservation. Click the Trip ID of the booking you want to reprint. In the upper right-hand corner of the display click on Email Communication and choose the document to re-send.

- **IF I CANCEL A BOOKING, DOES THE BOOKING AGENT RECEIVE AN E-CANCELLATION NOTICE?**

pinSIGHT will send an email cancellation notice to the email listed on the booking.

- **IF I GENERATE A BOOKING ON DEPOSIT OR PRE- PAID RATE 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?**

Refunds are processed when a booking is canceled and should appear on the customer's statement within 7-10 days after cancellation.

ADMINISTRATION:

- [HOW MANY ADMINISTRATIVE LEVEL ACCOUNTS CAN I HAVE FOR MY AGENCY?](#)

You can select 2 staff members per agency to have administrative permissions.

- [CAN I PULL REPORTS?](#)

Yes, you can pull reports in pinSIGHT by navigating the Admin section and clicking Reports -> Reservation and then the Export button on the reporting page.

- [HOW DO I MODIFY AN AGENT'S INFORMATION?](#)

On the Admin page click on Organization -> Profile -> Contact Information

- [HOW DO I DELETE AN AGENT ACCOUNT?](#)

In the back office click Intranet - > Search Agents. In the search box enter the agents name. When you find the agent on the list click Delete. Please note: Owners are responsible for keeping their agency access up to date.

- [IS THERE A WAY TO REACTIVATE A DELETED AGENT ACCOUNT?](#)

If you have disabled the user, you can reactivate them, but if you have deleted the users you will need to add them back to the agency.

- [WHERE DO I TRACK MY RESERVATION SALES?](#)

In the Admin section click Reports - > Reservation to view all bookings

- [WHERE CAN I VIEW MY EXPECTED COMMISSIONS?](#)

In the Admin section click Reports -> Reservation to view the reporting on your bookings. There is a column that displays your commission. You can also click on the specific booking and click the "Your Earnings" tab to view any commissions/markups.

- [IS THERE AN ADMINISTRATION TOOL WHERE I CAN MANAGE MY AGENCY'S USER IDS AND PASSWORDS?](#)

Administrators have access to all agents in the Admin section, but agents can change their own password when logging in.

- DURING THE QUOTING AND BOOKING PROCESS, WHAT ARE THE CURRENCIES IN WHICH pinSIGHT MANAGES

pinSIGHT is available to quote and book in USD or CAD. When you start a search simply select what currency to display and the booking will be done in that currency (**As a note, Select and Worldwide bookings are charged by the hotel in the local hotelcurrency).

*International conversion charges may apply.

- IS pinSIGHT INTEGRATED WITH AGENTMATEE?

Yes, pinSIGHT is integrated with AgentMatee.

- WHAT NAME WILL APPEAR ON THE CREDIT CARD CHARGE?

If you book **Bonotel** or **Hotelbeds** rates on pinSIGHT, Travel Leaders Group pinSIGHT will appear as the merchant on your customer's creditcard.

- If you book **Select** or **Worldwide** rates on pinSIGHT, the individual hotel will charge your customer directly.

- If you book **Expedia**, **Expedia** will appear as the merchant on your customer's credit card.

- WILL THE HOTEL SEE THE BOOKING IS FROM MY AGENCY?

- When booking **Select** or **Worldwide**, then your division will be listed with the hotel.

- If you book **Bonotel**, **Expedia** or **Hotelbeds**, they will be listed at the hotel, not your agency.

- IF I CANCEL A BOOKING DOES THE BOOKING AGENT RECEIVE ANE-
CANCELLATION NOTICE?

pinSIGHT will send an email cancelation notice to the email listed on the booking.

- 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 CREDITCARD?

Refunds are processed when a booking is canceled and should appear on the customer's statement within 7-10 days after cancellation.

COMMISSION SETTLEMENT:

Internova negotiated rates:

Select: GDS postpaid rates, from 10% to 25% guaranteed commission.

Worldwide: GDS postpaid rates, from 10% to 25% guaranteed commission.

Bonotel: Internova's own prepaid wholesale content, 17% guaranteed commission.

Additional Prepaid content:

Expedia rates: Earn 9% guaranteed commission.

Hotelbeds (Bedsonline): Earn 12% guaranteed.

Commission will be paid in US Dollars on consumed reservations.

You can also add a service fee to any booking.

- DO I EARN COMMISSION ON A CANCELED NON-REFUNDABLE BOOKING?

Commission is only paid on completed reservations, not on canceled reservations regardless of whether a refund is given or not.

- HOW AND WHEN DO I GET PAID?

Commission is paid out to your business unit as follows:

Bonotel, Expedia and Bonotel: Commission is sent to your business unit generally within 30 days after your customer completes their travel.

Select and Worldwide: Commission is sent to your business unit directly from the hotels. Hotels generally pay commissions 30-90 days after your customer completes their travel.

- WHAT IS THE PROCESS FOR GDS COMMISSION INQUIRIES?

If a reservation is less than 90 days post guest check-out please allow additional time as most hotels pay commission within 30-90 days after guest check-out. Please allow at least 90 days for receipt.

If you booked one of these rates and you have not received commission within 90 days after completion of your customer's stay, please email hotels@travelleaders.com and we will ensure the hotels send payment.

- WHO PAYS MY COMMISSION

Commission will be paid to your business unit and will be distributed by them.

- WILL I BE ABLE TO VIEW HOW MUCH COMMISSION I WILL EARN pinSIGHT

Yes, the commission amounts are clearly displayed on pinSIGHT.

- HOW DO I ADD A SERVICE FEE?

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.

- WHEN I CANCEL A BOOKING TO CHECK I ADDED A SERVICE FEE WHAT HAPPENS TO THE SERVICE FEE?

If the booking is outside the cancel penalty period, the service fee will be refunded. If the booking is within the penalty period, no refund will be issued.

- HOW MUCH OF THE SERVICE FEE I ADD ON pinSIGHT WILL I RECEIVE?

pinSIGHT passes 90% of the service fee to your agency.

- I WANT TO GIVE MY DIVISION MY BANKING DETAILS, WHAT DO I DO?

Contact your Travel Leaders Group business division's Membership Services for instructions.

- IF I BOOK ON pinSIGHT AND MY AGENCY LEAVES TRAVEL LEADERS GROUP, WILL I STILL GET MY COMMISSIONS FOR BOOKING THAT OCCUR AFTER THE AGENCY TERMINATES ITS CONTRACT?

In order to receive commissions on bookings your agency must be a member in good standing with Travel Leaders Group.

- **ARE WE GETTING THE BEST RATE IN pinSIGHT?**

pinSIGHT allows you to choose from multiple inventory types ensuring you have access to the most competitive rates available.

- **WHY DID MY RATE CHANGE WHILE MAKING A BOOKING?**

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 hotel, rate or room type has become available.

- **HOW DO I MAKE A SPECIAL REQUEST FOR MY CLIENT?**

For **Bonotel**, **Expedia** and **Hotelbeds** rates, please contact the pinSIGHT Customer Service Team.

For **Select** and **Worldwide** rates, please contact the hotel directly for special requests.

- **CAN I SAVE A BOOKING/QUOTE?**

Yes, you can save your quotes after you send it by clicking the "Save Trip" box next to the "Send Quotation" box and entering a Trip Name. To find the quote after saving click on the My Trips link under your user profile on the far-right side of the page. Once the My Trips page appears, enter the Trip Name and click apply. Find the trip from the results list and click View at the bottom of the trip and it will bring you back to the trip cart so you can complete the checkout.

- **CAN I BOOK CAR RENTALS, ACTIVITIES OR TRANSFERS?**

Currently only hotel can be booked on pinSIGHT. Check back in the future for updates.

- **CAN I BOOK GROUPS?**

Currently only individual reservations (up to 8 rooms per booking) can be booked using pinSIGHT. Check back in the future for updates.

- **WHEN WILL MY CUSTOMER'S RESERVATION BE AT THE HOTEL?**

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.

- **CAN MY CLIENT EARN FREQUENT STAY LOYALTY POINTS?**

If you are booking a **Select** or **Worldwide**, please enter the Loyalty Points number under Additional Remarks section during the check-out process.

If you are booking **Bonotel**, **Expedia** or **Hotelbeds**, 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.

MORE QUESTIONS ABOUT pinSIGHT:

- **WHY DOESN'T pinSIGHT SHOW THE SAME ROOM DESCRIPTIONS AS THE HOTEL AND WHY CAN'T I FIND THE ROOM MY CUSTOMER WANTS ON pinSIGHT?**

pinSIGHT enables you to see rooms, rates and amenities 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 hotel's 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 meaning 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 to 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.

- **CAN I USE A FOREIGN CREDIT CARD TO BOOK A RESERVATION ON pinSIGHT?**

Yes, you can use foreign credit cards to book pinSIGHT. However, activity from red flagged countries or regions will be blocked for security.