

Prestige Agent Information Test

Please select the correct answer to each question and enter on the Agent Information Test Answer Sheet. Save the questions for your reference and return the Test Answer Sheet to Prestige Agent Network. Hints are provided to help you locate the answers.

1. What paperwork must I submit to Prestige Agent Network before I can be paid commission for my bookings?
 - a. Independent Contractor Agreement
 - b. W-9 Form
 - c. Agent Net Rate Acknowledgement Form
 - d. A completed Agent Information Test answer sheet
 - e. All of the above

Answer found in "Welcome to Prestige Agent Network" packet and www.hometravelagent.com

2. When am I eligible to receive my Prestige Photo I.D. Card?
 - a. After booking my first airline ticket, cruise or tour package and after sending in all of my paperwork listed in #1 above.
 - b. After sending in all of my paperwork listed in #1 above.
 - c. After making a hotel booking.
 - d. After making a car rental booking,

Answer found in "Welcome to Prestige Agent Network" packet

3. How can I earn money as a travel agent with Prestige Agent Network besides selling travel?
 - a. Refer people to the Prestige Agent Network to become an agent and earn referral fees and annual overrides on their travel bookings.
 - b. Sell Prestige Travel Club memberships and other travel club related sales opportunities.
 - c. Sell Travel Incentive Offers to businesses,
 - d. All of the above.

Answer found on inserts in the Start Up Membership Kit – "Agent Referral Program" insert, "Earn Extra Income Selling Travel Incentive Products" insert, and "Prestige Passport to Travel Club" envelope

4. How can I keep up-to-date on travel news, specials, and travel suppliers?
 - a. Subscribe to industry publications, such as *Recommend.com*, *Travel Agent* and *Travel Weekly*.
 - b. Frequently visit our website: www.hometravelagent.com
 - c. Subscribe to the NETAdvantage Program and receive emails directly from the travel suppliers you register with.
 - d. Surf the Internet.
 - e. All of the above.

Answer found in "Supplemental Resource and Information Guide" packet and www.hometravelagent.com

5. What information is found on www.hometravelagent.com?
 - a. Marketing Center including Advertising Guidelines, Our Incentive Offer Program, Marketing Articles, Special Programs, and Travel Club
 - b. Operations Center including Agency Directory & Procedures, Agency Forms & Worksheets, Newsletter, Supplier Directory, Agent Travel Specials, Webinars & Special Events.
 - c. Reservations Center including easy to use streamlined interface to research and book reservations for air, car, cruise, hotel, travel insurance, shore excursions and tour packages.
 - d. Resources Center including Business Services, Collateral, FAQs, Planning Tools & Travel Education.
 - e. All of the above.

Answer found on "Prestige Agent Only Internet Portal" insert and at www.hometravelagent.com

- 6. What is the Prestige NETAdvantage program?**
- It allows you, the agent to book air, car, consolidators, cruises, vacation packages/tours, hotels, rail travel and online.**
 - It provides access to familiarization (FAM) trip opportunities and additional travel agent booking tools and resources for education and marketing.**
 - Weekly Information Hotline updates with travel promotions and specials from a variety of travel suppliers.**
 - It gives you the opportunity to earn higher and/or bonus commissions from tour and cruise companies.**
 - All of the above.**

Answer found in "Supplemental Resource and Information Guide" packet

- 7. How do I get credit for bookings made via supplier sites?**
- Call Prestige Travel and tell someone about my booking.**
 - Wait until after travel is completed then send in a Booking Form/Worksheet to the agency.**
 - Send in the appropriate Booking Form/Worksheet to Prestige Travel immediately upon making the reservation.**
 - I won't need to send any documentation into Prestige because the suppliers will let Prestige Travel know about my booking.**

Answer found in "Supplemental Resource and Information Guide" packet

- 8. How do I gain access to travel agent only websites for cruise lines, tour companies, and air consolidators?**
- Subscribe to the Prestige NetAdvantage Program.**
 - Visit websites and register on my own.**
 - Call the Prestige Agent Network Support Center and one of the staff members will sign me up on the websites.**
 - Call the suppliers directly and ask that they give me access.**

Answer found in "Frequently Asked Questions" section of the "Supplemental Resource and Information Guide" packet

- 9. When do I get paid my share of commission for the travel I book?**
- Commission checks are issued the 15th of each month on travel completed if the commission payment that has been paid to Prestige Travel by the travel supplier and all proper paperwork has been received by you.**
 - As soon as I book.**
 - The next day.**
 - At the end of the year.**

Answer found on the "Independent Contractor Agreement" and in the "Policies, Guidelines, and Fees" section of the "Supplemental Resource and Information Guide" packet

- 10. It has been a month since my client traveled and I still have not yet received my commission check. What do I do?**
- Call Prestige Travel and yell at someone.**
 - Call the travel supplier and yell at them.**
 - Submit a completed "Commission Research" form to Prestige Travel either via fax or online through the Agent Portal, www.hometravelagent.com.**
 - If it was a hotel or car booking, be patient for another month as these commissions may not be paid as quickly by suppliers as are cruises, tours, air and insurance.**
 - Both c. and d.**

Answer found in the "Policies, Guidelines, and Fees" section of the "Supplemental Resource and Information Guide" packet and www.hometravelagent.com

- 11. When should I submit my Booking Forms and Worksheets?**
- When it's convenient for me or when I get around to it.**
 - After my clients travel.**

- c. I don't need to.
- d. As soon as a booking has been confirmed or when money has been deposited or paid in full on the booking

Answer found in "Agent Training Manual" in Travel Reservations Procedures sections

12. If my clients want to take a trip where do I start my research to find a vacation package for them?

- a. Check the Preferred Suppliers list in the "Supplemental Resource and Information Guide".
- b. Call Prestige Travel for assistance.
- c. Surf the Internet by destination but don't book online.
- d. Be a subscriber to Prestige NETAdvantage or go to www.hometravelagent.com
- e. Any of the above

Answer found in "Supplemental Resource and Information Guide" Packet and in "Agent Training Manual" in Travel Reservations Procedures sections

13. When my client pays for their tour or cruise using their credit card what do I need to obtain from my client?

- a. Verbal authorization.
- b. A completed and signed Credit Card Authorization Form.
- c. Several credit card numbers in case one does not go through.
- d. My credit card in case my clients' credit card does not go through.

Answer found in the "Policies, Guidelines, and Fees" section of the "Supplemental Resource and Information Guide" packet and in "Agent Training Manual" in Travel Reservations Procedures sections

14. Why should I offer travel insurance/protection to my clients?

- a. It will protect your customer/client when they travel
- b. It will increase your income.
- c. It will decrease the chances of client dissatisfaction with you and the agency if problems arise.
- d. All of the above.

Answer found in "Agent Training Manual" in Travel Reservations Procedures sections and "Travel Insurance" insert

15. If my clients are paying for travel by check they need to

- a. Make the check payable to Prestige Travel Systems.
- b. Make the check payable to me, their travel agent.
- c. If final or full payment is made, client cannot submit a personal check; only a cashier's check or money order will be accepted.
- d. Answers a. and c.

Answer found in the "Policies, Guidelines, and Fees" section of the "Supplemental Resource and Information Guide" packet

16. How can I check or book car or hotel rates on my own?

- a. Visit our websites: www.hometravelagent.com and book online or register for Expedia TAAP and book online.
- b. Call car rental companies and hotels and book directly using Prestige Travel's ARC/IATA number.
- c. Use the car or hotel supplier's website using their travel agent section or by entering Prestige's IATA/ARC number.
- d. All of the above.

Answer found in "Agent Training Manual" in Travel Reservations Procedures sections

17. What is the standard service fee for issuing airline tickets NOT made via Farebuzz on www.hometravelagent.com but directly through Prestige Reservation Center?

- a. No fee, all airlines pay a commission to travel agencies.
- b. \$100 in addition to the airfare.
- c. \$20 or \$30 in addition to the airfare.

d. Depends on what the airlines tell us to add on.

Answer found in "Policies, Guidelines, and Fees" section of the "Supplemental Resource and Information Guide" packet and in "Agent Training Manual" in Travel Reservations Procedures sections

- 18. What is a benefit of booking air on Farebuzz through www.hometravelagent.com?**
- a. If I am at a 35% commission level or higher, I will earn my full percentage of the service fee and not be capped at \$8 or \$10.**
 - b. The service fee will be included in the quote of the airfare.**
 - c. I can book my clients airfare even if Prestige Travel is not open.**
 - d. All of the above.**

Answer found in the "Supplemental Resource and Information Guide" and www.hometravelagent.com

- 19. Which airlines pay commission to travel agencies for booking their air?**
- a. Delta Air Lines**
 - b. US Airways**
 - c. Continental Airlines**
 - d. Northwest Airlines**
 - e. None of the above**

Answer found in "Supplemental Resource and Information Guide"

- 20. Why can't I login to the Agent Only Internet Portal?**
- a. I did not register.**
 - b. It hasn't been 24-48 hours after my registration so my account has not been verified.**
 - c. I didn't note my username when I initially registered and I don't have it.**
 - d. I forgot my password that I created when I initially registered.**
 - e. All of the above.**

Answer found in inserts of Membership Start Up Package

- 21. What amount do I pay to the cruise line for my bookings?**
- a. The full gross amount.**
 - b. The total amount shown on the travel suppliers' client/guest confirmation.**
 - c. For deposit payments, the amount required by the travel supplier**
 - d. All of the above.**

Answer found in "Agent Training Manual" in Travel Reservations Procedures sections

- 22. If I am at the 50% or 60% level of commission with Prestige Agent Network what do I have to do in order to receive my full share of the travel commission?**
- a. Be nice to the Prestige Travel agent who is helping me.**
 - b. Follow the "Booking Guidelines and Requirements for Advanced Level or XTP Agents" procedures and do what is required of me.**
 - c. Nothing, I will receive my 50% or 60% no matter how much or little work I do on the booking.**
 - d. Send a letter of request to Prestige Agent Network.**

Answer found in Independent Contractor Agreement and "Advanced Level or XTP Program Booking Guidelines" packet

- 23. Prestige Travel Systems is a member of**
- a. Travel Leaders Network**
 - b. ASTA**
 - c. Cruise Lines International Association (CLIA)**
 - d. All of the above**

Answer found in the "Agency Directory" section of the "Supplemental Resource and Information Guide" packet and www.hometravelagent.com

- 24. Prestige Travel Systems is**
- a. Accredited by the Airlines Reporting Corporation (ARC)**
 - b. Approved by the International Airline Transport Association (IATA)**
 - c. A member of Cruise Lines International Association (CLIA)**

d. All of the above

Answer found in the "Agency Directory" section of the "Supplemental Resource and Information Guide" packet and www.hometravelagent.com

25. What are the requirements I need for a discounted travel agent rate through a cruise line or tour company?

- a. Just show my Prestige Photo I.D. Card.**
- b. Earn at least \$600.00 in commissions during a twelve-month period so I am on the IATAN Personnel Registration list with Prestige Travel Systems or eligible to apply for a CLIA ID Card.**
- c. Submit a Request for Agent Discount Form to our administrative department for approval and processing.**
- d. Both b. and c.**

Answer found on "Request for Agent Discount" form on www.hometravelagent.com

26. What do I need to qualify for an IATAN Card?

- a. You must be on our agency's IATAN list, devote a minimum of 20 hours per week to the business of selling travel, earn a minimum of \$5000 in net commissions in the prior 12 months, and be at least 18 years of age.**
- b. I just need to be a travel agent and there are no requirements.**
- c. Call Prestige Travel and tell someone you want one.**

Answer found in "Supplemental Resource and Information Guide" packet, Benefits & Discounts section

27. How do I qualify to renew my contract with Prestige Travel each year?

- a. Just call the Prestige Agent Network Support Center and tell them.**
- b. I don't need to earn any commission, I will be automatically renewed.**
- c. I must be actively selling travel and need to earn a minimum of \$100 in commission during the 12-month period of my Independent Contractor Agreement. I will receive an email notification from Prestige Travel approximately the 2nd week of my contract expiration month.**
- d. I need to earn a minimum of \$20 in commission during the 12-month period of my Independent Contractor Agreement.**

Answer found in "Policies, Guidelines, and Fees" section of the "Supplemental Resource and Information Guide" packet

28. What could be the reason I am not receiving the e-mailed newsletter or weekly supplier promotions?

- a. I have not visited www.hometravelagent.com and signed up for email updates**
- b. I haven't made sure that I have the ptstravel.com, hometravelagent.com, goprestigettravel.com or constantcontact.com domain set as a preferred or allowed sender of e-mail to my ISP.**
- c. My spam filters are not set to allow emails from Prestige Travel.**
- d. Any of the above.**

Answer found in "Frequently Asked Questions" section of the "Supplemental Resource and Information Guide" packet

OTHER IMPORTANT THINGS TO KNOW AND REMEMBER!

- ✓ When calling a cruise line or tour company to book a reservation, use your full name, FIRST and LAST name to identify yourself
- ✓ Prestige Travel is NOT affiliated with Orbitz, Travelocity or Expedia for consumers
- ✓ Recommend travel insurance/protection to all of your clients
- ✓ Advise your clients of any applicable cancellation penalties
- ✓ Never register on a supplier website without first contacting registration@prestigeagentnetwork.com
- ✓ Be sure to have your client's full name (as it appears on the I.D.) before making any reservations
- ✓ Do not give your home/business phone or fax and home/business address to any supplier
- ✓ All documents MUST be mailed to Prestige Travel Systems
- ✓ If a commission check from a supplier is sent in error to your home address, you must forward that check immediately to Prestige Travel for processing
- ✓ Refer your clients using their Preferred Customer ID to www.goprestigettravel.com to book online air, cruise, car and hotel reservations
- ✓ Read your Agent Training Manual and all information packets that are part of the Membership Start-up Package
- ✓ Notify Prestige Travel immediately any time a group contract is made for a tour, a cruise or air.
- ✓ If you have general questions, you may either call Prestige Travel Systems at 813-289-7772 or 800-359-0517 or send an e-mail to: ptsnet@ptstravel.com
- ✓ You will be issued a 1099 for annual earnings if you have been paid \$600 or more in commission, referral fees, etc. from Prestige Travel Systems
- ✓ Never accept checks made payable to you. All payments must be processed through Prestige Travel.
- ✓ Never send checks directly to travel suppliers.
- ✓ Remember to use the correct ARC/IATA/CLIA number (10709311) or if requested, the business telephone number (813-289-7772) for Prestige Travel when making your travel reservations.
- ✓ All active Prestige Agents are eligible to participate in Prestige agency sponsored FAM trips and training conferences.

**PRESTIGE AGENT INFORMATION TEST
ANSWER SHEET**

Agent Name _____ I.D. _____ Date _____

- | | |
|-----------|-----------|
| 1. _____ | 15. _____ |
| 2. _____ | 16. _____ |
| 3. _____ | 17. _____ |
| 4. _____ | 18. _____ |
| 5. _____ | 19. _____ |
| 6. _____ | 20. _____ |
| 7. _____ | 21. _____ |
| 8. _____ | 22. _____ |
| 9. _____ | 23. _____ |
| 10. _____ | 24. _____ |
| 11. _____ | 25. _____ |
| 12. _____ | 26. _____ |
| 13. _____ | 27. _____ |
| 14. _____ | 28. _____ |

**Mail to:
Prestige Agent Network
2803 W Busch Boulevard, Suite 105
Tampa, FL 33618
Fax: 813-968-3897**

Have you also included your.....?

- Independent Contractor Agreement**
- W-9 Form**
- Agent Net Rate Acknowledgement Form**