

Booking & Accounting Policies & Procedures

Fraudulent bookings / Know your clients

Do not book any air, cruise, tour, etc. reservation unless you are dealing with a known client. If you have a question regarding the validity of a booking, please consult with your office manager or email accounting. We can determine if the traveler has used WTS in the past. If the person calling in the reservation states they were referenced our agency by a friend or business acquaintance, please consult with our client to determine that they know the person calling in the new reservation. If you really think the client is legitimate, please have them come into the office with a credit card or cash in order to pay for the reservation.

Approved Travel Suppliers

During these economically challenging times we must be cautious of tour, cruise, hotel, airlines, and travel suppliers of all types falling into financial risk and compromising our clients travel dollars. We are custodians of our clients' money and must book with vendors who are financially sound and have a history with WorldTravelService. Do not use any vendors who do not have a sanctioned relationship with WorldTravelService and a history of quality service to our company and our clients. WorldTravelService stands behind our approved vendors as well as all Virtuoso vendors. Should default occur with an approved vendor WorldTravelService will split the cost of the clients loss with the independent contractor provided the independent contractor pays their portion of the loss.

Recently we have been approached by several travel suppliers asking WorldTravelService to "sign on" with their company and utilize their services. Others have been seeking recommendation for Virtuoso membership. Without pre-authorization, booking with non approved vendors is at your own risk and is not recommended. If you are unsure of any travel suppliers history with WorldTravelService and approved status please contact Peter Sapolsky, Controller.

Accounting Procedures

By adhering to the following procedures you will allow accounting to more efficiently research commission checks received, will allow accounting to accurately track commissions not paid by vendors, will allow independent contractors to receive credit for all commissions due them, will allow WTS to accurately measure sales and allow us to negotiate increased commissions by providing vendors with accurate sales data.

Invoicing

It is necessary to properly enter the passenger names and travel dates in every CB+ invoice or booking record form. When accounting receives a commission payment from a vendor, we search Trams (our accounting system) for the invoice by looking at the confirmation number, traveler name, and the travel dates. If we are not provided an accurate confirmation number (often the vendor does not include the confirmation number) then we search by the traveler's name and the travel dates. If these are not entered in the CB+ invoice or booking record

form then we are unable to apply the check to the correct invoice. Therefore, the independent contractor (IC)/outside sales agent or affiliate agent will not be credited with the commission and cannot be paid.

Invoice every sale at the time of the booking. This includes every arc air, non-arc air, cruise, tour, insurance, hotel and car sales (and any other sale I might have missed). Even, if it is only a hotel or car. Every sale must be invoiced even if it does not involve a commission. Accounting (Rekha) spends too much time attempting to receipt commissions for invoices/sales that do not exist. Accounting receives too many requests to research why an IC has not been paid, and then learns that the invoice has not been issued or that the invoice was issued after we received commission on the sale. Please note that accounting will send one email to notify the staff when we are unable to identify and apply a commission. If we do not hear back within 3 days, we will enter the commission as a "miscellaneous commission" and the agent that generated the sale will not be credited. Agent commission statements often are delayed because accounting is waiting to hear about unidentified commissions.

Cancellations or Refunds Please let accounting know when a sale has been cancelled or refunded. Accounting spends too much time calling vendors or researching commissions that have not been paid and then learn that the booking has been cancelled. Please do not invoice a sale more than once. If you have invoiced a sale more than once, you must notify accounting to void the duplicate invoice.

Booking Commission Amount

Do not show commission on a "deposit invoice" for a cruise or tour. The commission should only show on the invoice for the final payment. Do not show commission for a sale more than once. When changes are made to an existing reservation (after it has been invoiced) only reissue the invoice for the additional collection. For example, do not re-invoice the hotel and car segments again if they have already been invoiced and have not been changed. Every agent must use the entry that identifies themselves as an "inside agent" – even if you are an IC. This designation allows accounting to run reports in a consistent manner.

Check Requests

Only issue a check request if an invoice related to the request has been generated. Please completely fill out the check request form. The check amount must equal the invoice total less the commission. If this does not equal then Sharon or Rekha must call or email the agent and this process delays the issuance of the check. Also, please note that the mail is picked up for delivery in the Centreville office at approximately 12:00 pm – plan accordingly.

Group Invoicing

If you have assigned a group identifier to the invoice record, please be consistent when entering the name and make sure that the name is entered into every record and invoice. If you use "Sally's Wedding" as the group name do not also use "Sallys Wedding" or "Sally Wedding" or "Sally Group" or "Sally's Cruise" or "Sally."

Merchant charges

If you are billing a service fee or other charge to the client's credit card through the WTS merchant account you have to use "cc merchant" as the form of payment. If you do not use cc merchant as the form of payment the client's credit card will not be charged and

WTS will not earn the service fee.

If you have any questions regarding any of these issues, please do not hesitate to contact Peter Sapolsky, Controller or your office manager.

Accounting Staff

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**Controller
Accounting
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