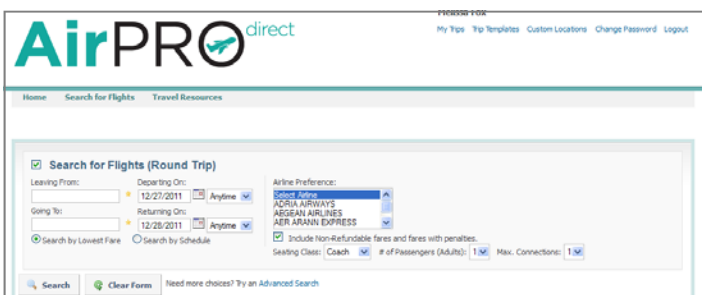


Technology QuickTip

Booking Steps: AirPRO Direct

AirPRO is an intuitive online booking engine, designed to help you quickly and efficiently book airline tickets. However learning any new system can be overwhelming, so we have designed this step by step guide to help you along. Each step below gives you detailed information about the process and is meant to move you forward in your booking. You will find that AirPRO makes it easy to compare and select flights. If you find you need more help, feel free to contact Member Services at (800) 843-0733.

1. Enter your Search Criteria



AirPRO gives you two options for searching for flights. You can either conduct a “Quick Search” for round trip flights right off the homepage or select “Advanced Search” to search for one way or multi-leg flights.

For both searches, AirPRO defaults to a round-trip ticket for one adult passenger, Coach class, with a maximum of 1 connection, orders your results based on lowest available fare and includes non-refundable and fares with penalties. You can change any or all of these defaults selections to match your passenger criteria, including searching based on schedule rather than price.

When you are ready, click “Search.”

2. Review Search Results



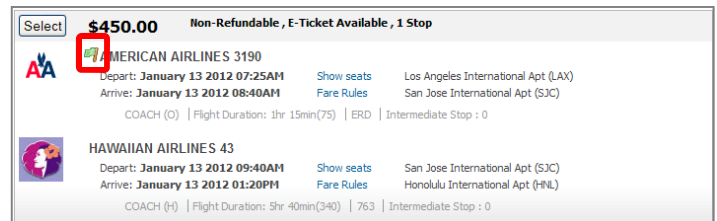
	HAWAIIAN AIRLINES	Multiple	ALASKA AIRLINES	DELTA AIRLINES	AMERICAN AIRLINES	US AIRWAYS	UNITED AIRLINES
Non-Stop	\$349.00	N/A	\$990.00	\$1,001.90	\$1,011.90	\$1,433.90	\$1,102.90
1 Stop	N/A	\$450.00	\$481.00	\$1,012.60	\$1,018.10	\$1,079.60	\$1,109.10
2+ Stops	N/A	N/A	N/A	N/A	N/A	N/A	\$1,109.10



AirPRO returns your results displayed on a high level matrix. The total fare displayed includes taxes and fees for all passengers (i.e. if the lowest cost ticket is \$450 per person and you searched for 3 passengers, the lowest cost option dis-

plays as \$1350) You can click on any of the airlines, number of stops or displayed fares to filter your search results. Or, you can scroll down the page and review your results. If you drill down to a specific carrier on the matrix, click “Display all Fares” to reload all available fares.

If you searched by price, you can re-sort your results by clicking on “Preferred Vendor,” or “Departure Time.” If you searched based on schedule, you can re-sort your results by clicking on “Preferred vendor,” “Arrival Time” or “Departure Time.”

Green flags indicate that the flight is on a supplier that offers commissions on some routes. If you would like to review the commission details click “contracts” on the right navigation panel. A new window opens, select the desired air carrier and review the commission contract details. For more information, review the FAQ on page 4 of this Quick Tip.



Select	\$450.00	Non-Refundable, E-Ticket Available, 1 Stop
	AMERICAN AIRLINES 3190	Depart: January 13 2012 07:25AM Arrive: January 13 2012 08:40AM COACH (C) Flight Duration: 1hr 15min(75) ERD Intermediate Stop : 0
	HAWAIIAN AIRLINES 43	Depart: January 13 2012 09:40AM Arrive: January 13 2012 01:20PM COACH (H) Flight Duration: 5hr 40min(340) 763 Intermediate Stop : 0

If available from that supplier, your search results include live seat maps, and you can also view complete fare rules prior to selecting your desired flights.

3. Select your Desired Flights

To select your desired flights, click the “Select” button next to the airline ticket cost. If you searched by price, you are ready for step 4. If you searched by schedule, read on.

If you searched by schedule, you must make a flight selection for each leg of the journey. Once you have selected your preferred flights, AirPRO automatically checks for lower cost alternatives to your selected itinerary.

If you would like to continue with your selected itinerary, you must re-select it. If you would like to change to an alternative, click the “Select” button for that option.

The screenshot shows a flight selection interface. The top section, labeled "Selected Option", features a blue header with a "Select" button and a price of \$1,581.90. It lists three flight options: US Airways 6966 (LAX to SAN), Alaska Airlines 891 (SAN to HNL), and United Airlines 460 (HNL to LAX). The bottom section, labeled "Alternate Options", shows two Hawaiian Airlines flights (HAWAIIAN AIRLINES 1 and 2) with prices starting at \$591.00.

4. Trip Purchasing & Booking

A) Traveler Tab

Once you have made your selection, you are taken to the customer information screen, the “Traveler” tab in the booking process. By default the form shows your demographic information. To purchase a ticket for someone else, select the “Book Trip for someone else” radio button. NOTE: If you do not change this option, your information appears on the form and cannot be changed.

Required fields are indicated with a red asterisk.

You must enter an “Itinerary Name,” we suggest you use client name and destination code. The Itinerary Name is how this itinerary is listed in the booking engine and having a common format will help you save time in retrieving a reservation.

The screenshot shows the "Trip Purchasing & Booking" form. It includes tabs for "Traveler", "Flight Booking", and "Confirm". Under "Traveler Information", there are radio buttons for "Book trip for yourself" and "Book trip for someone else". The "Itinerary" section has a field for "Itinerary Name". The "Primary Traveler" section includes fields for First Name, Middle Name, Last Name, Address, City, Country, Zip/Postal Code, and Phone.

Be sure to enter the appropriate TSA required information as it appears on their government issued ID they will be traveling with. Complete the information for the primary traveler first, then you enter secondary passenger information. In the “Address” fields, enter the billing address for the credit card the reservation is being purchased with. If there are children

included in the booking see “Trainer’s Tips” on page 4 for more information.

Under “Trip Accounting Information” you can enter a “Service Fee Amount.” Enter the amount in whole dollars, no symbols, to request the AirPRO Support Desk charge a service fee on the ticket. The amount of the Service

Fee Field is NOT included in any total dollar amounts in confirmation pages, system generated emails or E-Ticket receipts. Service Fees are charged as part of the ticketing process, the fee appears as a separate line item on the CC statement “Travel Agency Fee-Irving TX” and is remitted to your agency as part of the commission payment schedule.

The screenshot shows the "Trip Accounting Information" section with fields for "Service Fee Amount" and "Emergency Agency Contact Number" (7037504316). Below it is the "Special Request or Comments" section with a text area for "Comments (55 chars. max per line)".

In the “Emergency Agency Contact Number” field, please enter a telephone number for a point of contact at the agency. We recommend that this phone number be for the agency owner/manager. The AirPRO Support Desk will only contact the agency between 9am-8pm Eastern Time, Monday through Friday and 10:30am-6:30pm Eastern Time on Saturday.

The “Special Requests or Comments” fields allow you to request child or infant tickets (see page 4 for more information on ticketing children), vegetarian meals, handicap assistance requested, etc. Special Requests are appended to the ticket or acted upon by the AirPRO Support Desk as part of the ticketing process.

When you are ready, click “Continue” to move onto the next tab in the purchasing process.

B) Flight Booking Tab

Now that your passenger details are complete, AirPRO prompts you to confirm your flight selection, enter payment information and Frequent Flier numbers for all of your passengers.

AirPRO allows you to put a itinerary on hold, however, you must enter the credit card number that will be used to purchase the tickets on this screen. Credit card numbers entered cannot be changed or edited prior to purchase. (Saved trips appear on the homepage under “My Trip” in the top or right navigation pane.)

Fields for Frequent Flier numbers appear for each supplier in the booking, if your passengers have preferred status with that airline, the available seat options will reflect that.

NOTE: Pricing is not guaranteed until ticketing occurs. Ticketing occurs within 24 hours, within 3-5 minutes if tickets are being issued between 9am-8pm Eastern Time, Monday through Friday and 10:30am-6:30pm Eastern Time on Saturday.

When you are ready, click “Continue.”

Trip Purchasing & Booking
Follow each of the steps below to complete your booking process.

Traveler Flight Booking Confirm

Book your Flight (s)

If changes to air reservations need to be made, please contact AirPRO Prime at 1-88-579-8163 or send email to vconnect@nexion.com

HAWAIIAN AIRLINES #1, COACH, Non-refundable
Depart: Jan. 13 2012 08:55AM, LAX
Arrive: Jan. 13 2012 12:45PM, HNL

HAWAIIAN AIRLINES #2, COACH, Non-refundable
Depart: Jan. 20 2012 03:05PM, HNL
Arrive: Jan. 20 2012 10:25PM, LAX

Amount to be charged to card: \$591.00
Remove

Disclaimer: This is a courtesy hold. Your credit card will not be charged until you have requested your airfare to be ticketed. Please note that airfare is not guaranteed until it has been ticketed. Any changes or cancellations after ticketing could incur a fee.

* Denotes a required field.

Payment Options

Card Type: * Visa
Card Number: *
Expiration: * Select One Select One
Cardholder Name: *

Frequent Flier Numbers

HAWAIIAN AIRLINES
Frequent Flier Number for HAWAIIAN AIRLINES: HAWAIIAN AIRLINES

Once ticketing occurs (usually in 24 hours or less) you will receive an email confirmation. The email address that the AirPRO Support Desk has is the same one you use as your username for AirPRO. If you do not receive an email confir-

My Itinerary From Your Travel Pro

Name this Itinerary Print Itinerary Print Itinerary (No Prices) Email this Itinerary Export to Calendar

Itinerary Name: MFox-IAD (MXIABH)
Prepared for: MELISSA FOX
Date: December 26 2011 - December 31 2011

Travelers requiring changes to your reservation should contact your travel professional. Travel agents requiring assistance with this reservation should contact the AirPRO Support Desk.

Flight Information
Reserved - Ticket By August 23 2011
Purchase Ticket Cancel Air
Total Cost of Flights: \$451.40

US AIRWAYS Flight 6588
Reserved - Ticket By August 23 2011
E-Ticket Available - Non-Refundable
Select your seat

mation, please contact the AirPRO Support Desk at 1-888-579-8163 9am-8pm Eastern Time, Monday through Friday and 10:30am-6:30pm Eastern Time on Saturday.

6) Select Seats

If the supplier allows for seat selection at time of booking, click the "Select your Seat" button. Seat selection is completed for each passenger and for each flight. If no seat map is available, you can enter a general seat assignment request; i.e. Near Window, Near Aisle, etc.

C) Confirm Booking

Now that all the details are entered, review the selected itinerary and click "Confirm."

Go Back Please only click the "Confirm" button once. Clicking more than once can cause multiple reservations to be created. Confirm

Save as a Template

Template Name:

Email Address(es) (Optional): (Separate multiples addresses with a ",")

Message: (Optional):

Include price with e-mail

Save as Template and Send Email

Save as Template

At the bottom of the page you have the option to save the selected flight itinerary as a template so you can easily re-book the selected flights for a different set of travel dates. To save this itinerary, click "Save as a Template," and enter a title. If you would like this template to include default "To" addresses and a default message, enter that information and click either "Save as Template" or "Save as Template and Send Email." If you select the option to send an email it will be sent to the addresses you entered along with the default message.

My Itinerary From AirPRO Prime

Name this Itinerary Print Itinerary Print Itinerary (No Prices) Email this Itinerary Export to Calendar

Itinerary Name: MFox DCA-LAX (MKBHAK)
Prepared for: MELISSA FOX
Date: December 23 2011 - December 29 2011

Travelers requiring changes to your reservation should contact your travel professional. Travel agents requiring assistance with this reservation should contact the AirPRO Support Desk.

Flight Information
Ticket Pending - View/Edit FlightNotes
Total Cost of Flights: \$472.00

ALASKA AIRLINES Flight 5
Ticket Pending
E-Ticket Available - Refundable
Vendor Locator: ESIAPC
Select your seat

Your booking is now complete!

Within 24 hours you will receive a ticketing confirmation from no-reply@virtuallythere.com.

Confirm the reservation details, if you have any questions or concerns, contact the AirPRO Support Desk: 1-888-579-8163, 9am-8pm Eastern Time, Monday through Friday and 10:30am-6:30pm Eastern Time on Saturday.

5) Purchase Ticket

To complete your transaction, click "Purchase Ticket." This transmits the information to the AirPRO Support Desk. Pricing is not guaranteed until tickets have been issued.

If you do not click "Purchase Ticket" this itinerary will not be ticketed and will be stored as a Quote for 24 hours. If you would like, you can email a copy of the itinerary to any email address, print a copy or export the information to your calendar.

Frequently Asked Questions

How can I tell if my ticket is commissionable?

To validate that a ticket is commissionable, you need three pieces of information from your flight search results.

1. Operating Airline
2. Flight information
3. First letter of the Fare Basis code and class of service

Here's how to gather that information:

1. Operating Airline

The supplier is listed in your airline results. If you flight it operated by a different carrier it appears listed in the flight results. You'll want to know if your selected flights are a code share before you look at the contract, because otherwise you'll be looking at the wrong one! If your flight is operated by a different airline, it will be listed under the flight information, as "Operated By."

2. Flight Information

You'll need the departure and arrival date along with the city pair for the itinerary.

3. First letter of the Fare Basis code and class of service

Most airline contracts specifically state the required fare class and Fare Basis Code in order for the itinerary to be commissionable. For your desired search result, click "Fare Rules" to see the Fare Basis Code.

Now that you've gathered your information, check it against the appropriate airline contract. Be sure to review all parts of the contract information to ensure that your desired ticket is commissionable. If you need help, place your itinerary on hold and reach out to the AirPRO Support Desk, Monday through Friday 9am-8pm Eastern Time and Saturday, 10:30-6:30pm ET Eastern Time via phone at 1-888-579-8163 or via email at vcomdirect@nexion.com.

Taking a Reservation from "Hold" to "Booked"

AirPRO lets you easily create itineraries, even send your client's an email of the flights and then return within 24 hours and complete the booking. To hold a reservation you must enter a credit card number - no worries! It won't be charged unless you select "Purchase Ticket." The credit card number used to hold the reservation MUST be used to purchase the ticket, or else you must start over again.

To retrieve your held itinerary from AirPRO, from the top, right navigation bar, click "My Trips," a list of your currently held and booked reservations appear. Click the appropriate one, the itinerary loads on the Purchase Ticket screen. Click "Purchase Ticket" to complete the reservation.

Booking Children and Infants in AirPRO

If you reservation includes children, run your initial search for the total number of passengers in the booking, so if you have two adults and one child traveling, select "3" from the "Adults" drop down. Further along in the booking, on the "Trip Booking & Payment" screen, in the "Comments" field, enter the child's name and age and indicate if it is a "lap child" or "seat needed." The AirPRO Support Desk will make the appropriate adjustment to the reservation and email you the details.

Flight Notifications

Flight Notes is a fully integrated, flight status traveler alert system. The system pushes real-time updates to the traveler's mobile devices on their flight status, pre-flight, in-flight, and post-flight. You can also set up Flight Notes to notify you of the traveler's status. If the traveler's flight is delayed or the gate has changed, a message is sent to their email or cell phone. You can set up flight notes at any point before the passenger departs for their trip.

Once you've completed a reservation you will see "View Edit FlightNotes" at the top of your Itinerary page. Simply complete the alert information as de-

sired. You have the option of creating these alerts for all aspects of the flight; gate and baggage information, landed, diverted, cancelled, etc. You can enter both an email address and phone number if you want notifications to go to a traveler's phone.

Emergency Contact

When creating a reservation in AirPRO you are asked to enter an "Emergency Contact" for the reservation. This should be the agency owner/manager. In the event that the AirPRO Support Desk needs to inform the agency of a change, or rectify an issue, they will contact this person and notify them of who issued the ticket. When your agency registered for AirPRO the agency owners/managers was given "Travel Arranger" privileges, at the top left of their homepage, they can click the "Travel Arranger" link to make use of any of their agent's accounts for AirPRO. This way, the agency owner/manager can review the reservation and work with the AirPRO Support Desk to resolve the issue.

