



Commission Tips

Are you looking for commission? Please follow these basic steps to help expedite your commission and research process.

COMMISSION REMINDERS

- All bookings must be registered in your Agent back-office site properly with the supporting document. We recommend Agents register all bookings at the time deposit is made to ensure it is done timely.
- IntelTravel pays commission **30 days AFTER travel is complete** regardless of if the Partner pays sooner. The reason for this is often booking change (promotions, bonus commission, nights added etc.). This ensures you are getting paid the proper amount.
- All commissions received, travel date has passed and matched properly to an Agent will be paid on the very next commission run.
- Commissions are paid weekly a month on each Wednesday. However, if the commission run date falls on a bank holiday the run date will be shifted to the prior business day.
- We strongly recommend using a Preferred Partner for ALL bookings as this ensures they are set up properly with our finance team and will help with tracking payments made. When possible, we suggest booking with a wholesale partner and not booking directly with a hotel or resort, to avoid additional steps & past due payments.

OK SO YOU HAVE DONE ALL THE ABOVE. NOW WHAT?

When the system cannot automatically match your booking number you registered with a booking number that was paid by a Partner, this can delay your commission. Often times Partners pay bookings in lump sums, with little or no backup listing what bookings are included in this payment, or their finance department alters the booking number/reference code slightly when payment is made which will now not auto match with our system. This can be due to several reasons and the next steps that will assist our team is researching and tracking down your commission if it is past the **30 days** of travel.

- Contact the Partner and simply ask if the commission has been paid. If they state yes, please ask for **date, check number or ACH reference code** and anything else that will help us track it.
- Open a commission inquiry in your back office. Go to help desk, select commission then commission inquiry. Fill out all the essential information needed and include any new or missing details you received from the Partner.
- Your commission ticket will start an email communication thread where updates, requests for more information or status will be shared with you. You can use this same email to communicate back to the commission team at any time. **NOTE: DO NOT OPEN MULTIPLE TICKETS FOR THE SAME ISSUE.** This complicates the process, clogs the system, and will delay your payment further.
- If your Team support ticket has been closed and you receive any new or additional information, you do not need to create another ticket, your original ticket can always be re-opened and updated. This will also ensure that all the history is included and will assist the team to resolve your request.

GROUP COMMISSIONS

So, you booked a group – YAY! Your “commission with a comma” is coming soon but here are some important tips to know when registering and receiving payment on a Group booking.

- Group Bookings should be registered according to the [Group Registration List](#)
- Group Bookings should have the Group Contract Uploaded when registered and adding the Final Group Summary at Final Payment.

BOOKING DIRECTLY WITH A HOTEL OR RESORT

When it is unavoidable for you to book a particular property with a Wholesale Partners and you needed to book directly, or a partner requires invoicing (Rail Bookers, Rate Hawk, Instant Breaks/Holiday/Packages, London Theater Direct, Major Travel), there is an extra step the Partner requires and we ask you take for us to track your commission.

- Be sure the Partner is a brand that IntelTravel works with already. Some small, privately owned, or boutique properties will require our finance department to reach out to them and get them set up properly in our system so we will be able to receive payments. Ask the Partner at the time of booking **“what they need to pay IntelTravel commission.”**
- If property needs an invoice submitted from IntelTravel to issue your commission. Then please ask Where the invoice needs to be sent (Email address is required).
- Once you have this information from the property directly, go to your back-office help desk> commission drop down> and select invoice Request. You will need to provide all the booking information for this property and be sure to include the email address where the invoice should be sent to as well as the currency issued.