Note - this is quick reference created for our community.
Please refer to section 5 of the Inteletravel Training Manual (in back office)
for full and official guidance on commissions.

Commission Split
Commissions run from around 6-16% across our preferred partners and back office. As a rule - average commission in the travel industry is 10%, so if a hotel cost £1000 - 10% therefore £100 of that would be commission.

You earn between 70 and 80% of the in built commission (most travel agencies start at 60/40 split). With our agency you start off on a 70/30 split - with 70% commission for you and 30% going to Inteletravel after fees (fees explained further down).

Once you hit earnings of £3500/$5000 in a rolling 12 month period - your split increases to 80/20 split in your favour. Of course there are no targets/minimums etc that you need to book - but a lovely incentive if you are making commissionable bookings. You will receive an email confirming that you have hit the higher %.

20/30% of the commission built into bookings will go to Inteletravel - our host agency. Without our host agency we wouldn't have access to the systems, the suppliers, the customer service team, the infrastructure, the legal team, the trainings, your own website etc so that's where the split comes in.

Commission is included in all the prices you see in our back office system. Our host agency collect the commission on your behalf as long as the booking is registered correctly on your system (note that bookings are registered automatically if using the back office 'Stays' function).

Commission Fees
In the UK when transactions are paid by your customer through a credit or debit card, the processor deducts their fee before they transfer the money to InteleTravel. The processing amount charged by providers is currently at 1.5% and this amount is shared between you and InteleTravel. Some cards cost more, some less. For expedience, we use a blended rate to do the accounting and calculate commissions. Our banks and credit card processors are major UK-based institutions and we are working with them to reduce this card processing fee. The 1.5% is calculated on the total cost of the holiday (before VAT) and even if your client makes multiple payments via a card, the 1.5% will not be applied for each payment transaction – it is only for the total gross cost of the holiday.

For MOR bookings where there is over a £10 commission earned, there is a £3.00 admin fee applied.

A sample calculation is as follows:
£1000 booking gross value
£100 gross commission
£3.00 admin fee since the gross commission earned is over £10.00
Current MOR processing fee 1.5% of the total gross amount before VAT
70/30% commission split = **£50.40 agent commission portion and £21.60 InteleTravel portion.**

Why Does My Commission Say Zero?
After registering a booking, a new entry will automatically appear in your commission report within the back office (see 'My Agency' menu > 'My Commissions). This is normal and the amount will not be shown until it has actually been paid to Inteletravel and is due to be paid to you on the next available commission run. Refer to the agent copy of your booking confirmation documents to see the amount of commission which is included in the booking you've just made.

I've Not Received My Commission or I Think My Commission is Incorrect?
Note that your commissions payment timings depend on the when supplier has paid Inteletravel. This can be up to 90 days after travel has ended.

If you think your commission payment is incorrect - you can request a breakdown from Inteletravel. In your back office go to 'My Agency' and select 'Commission Inquiry'.

Note there may be elements of the trip that are not commissionable within your booking - as an example, ski equipment hire.

Can I Add Extra Commission?
We are unable to add extra commission to prices in the back office booking system (the only exception is Expedia TAAP where we can add an additional service fee - see their webinar for details).

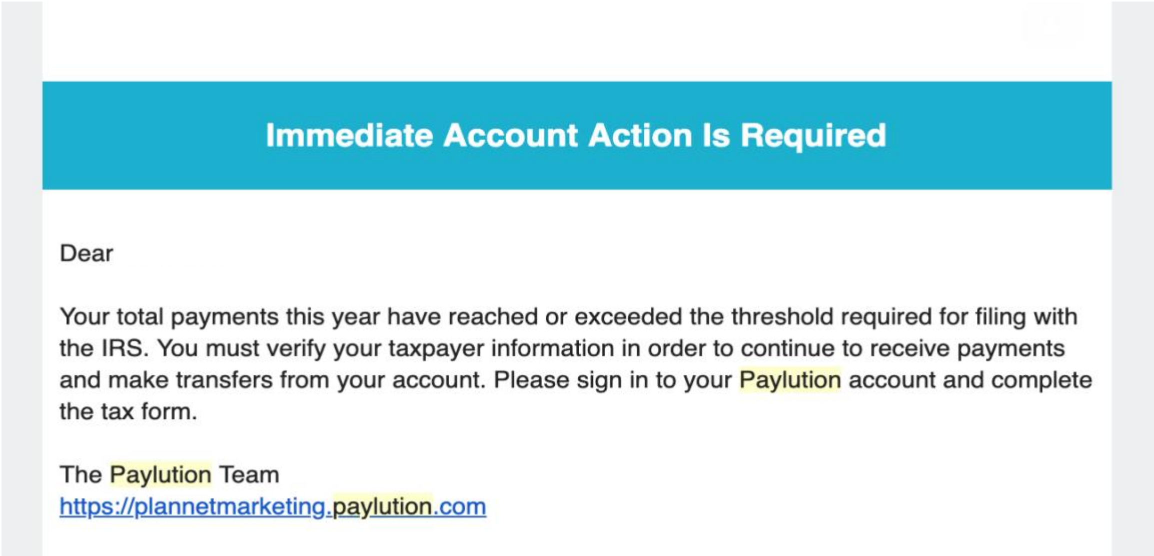
Commission for Direct Bookings
If you are speaking to a hotel or supplier directly (i.e. anything outside of the back office system) and they state that you need to add your own commission onto a rate that they have - explain that you are looking to book for a client and ask for the gross rate. It's impossible for us to work with a net rate and add our own commission separately, as a travel agency will not be able to collect commission from a hotel/supplier that hasn't included commission in the rate provided.

Non Commissionable Bookings
Agent industry rates can be obtained by you as a member of the travel industry through various different ways. There is no commission included in these agent only prices - as the commission has been removed and they are discounted rates.

These rates are always subject to availability and supplier discretion. Nothing is ever guaranteed but lots of us have had some amazing rates and upgrades!

How Do I Get Paid?
InteleTravel uses HyperWallet to pay your commissions to you for a monthly $2.00 fee. Commission is paid into HyperWallet every Wednesday. Once your commission is paid you will receive an email from HyperWallet saying the payment is ready, or for first time users to set up a HyperWallet account. Once you set up your account you will be able to select your preferred method of payment.

W-8BEN FORM



Immediate Account Action Is Required

Dear

Your total payments this year have reached or exceeded the threshold required for filing with the IRS. You must verify your taxpayer information in order to continue to receive payments and make transfers from your account. Please sign in to your Paylution account and complete the tax form.

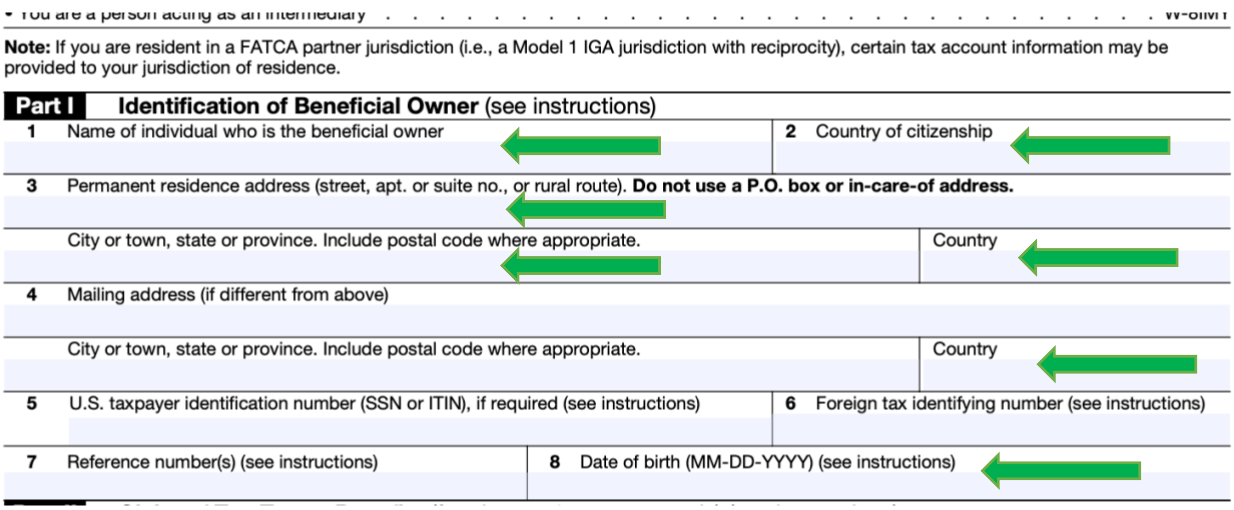
The Paylution Team
https://plannetmarketing.paylution.com

If you have received this email from either Paylution (where marketing income gets paid) or Hyperwallet (where travel commissions get paid), DO NOT PANIC!
W-8BEN FORM is a form used to confirm that you are not a U.S taxpayer and that there is no requirement to withhold taxes from your earnings. Your funds will be temporarily unavailable however, once your form is approved (which takes up to 48 hours), you will be able to access your funds immediately.

Please see the steps below to complete the form correctly.

1) Log into your Paylution/Hyperwallet account where you will find instructions to download the W-8BEN form. Get this printed off as you will need to fill the form out and sign it.

2) **PART 1: IDENTIFICATION OF BENEFICIAL OWNER**



• You are a person acting as an intermediary . . . W-8IMY

Note: If you are resident in a FATCA partner jurisdiction (i.e., a Model 1 IGA jurisdiction with reciprocity), certain tax account information may be provided to your jurisdiction of residence.

Part I **Identification of Beneficial Owner** (see instructions)

1 Name of individual who is the beneficial owner
2 Country of citizenship
3 Permanent residence address (street, apt. or suite no., or rural route). **Do not use a P.O. box or in-care-of address.**
City or town, state or province. Include postal code where appropriate.
Country
4 Mailing address (if different from above)
City or town, state or province. Include postal code where appropriate.
Country
5 U.S. taxpayer identification number (SSN or ITIN), if required (see instructions)
6 Foreign tax identifying number (see instructions)
7 Reference number(s) (see instructions)
8 Date of birth (MM-DD-YYYY) (see instructions)

- Before you fill out the W-8BEN form, log into your Payultion/Hyperwallet account, go to ‘settings’ and select ‘profile’. This is important as you will need to copy the **EXACT** information on your profile, onto the W-8BEN form. E.g if your profile says ‘LDN’ under the section ‘State/Province/Region’ then put ‘LDN’ on your form, **NOT** LONDON.

- Fill out the form where the green arrows are indicated. Ensure that when you are writing your date of birth, it is written in US format

- Fill out section 4 if the mailing address is different to the address you have already written for section 3.

PART 2: Claim of Tax Treat Benefits

Part II **Claim of Tax Treaty Benefits** (for chapter 3 purposes only) (see instructions)

9 I certify that the beneficial owner is a resident of ______ within the meaning of the income tax treaty between the United States and that country.

10 **Special rates and conditions** (if applicable—see instructions): The beneficial owner is claiming the provisions of Article and paragraph ______ of the treaty identified on line 9 above to claim a ______ % rate of withholding on (specify type of income): ______ .

Explain the additional conditions in the Article and paragraph the beneficial owner meets to be eligible for the rate of withholding: ______

Part III **Certification**

- Leave this section empty as you are not required to fill this.

Part 3: Certification

Part III **Certification**

Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true, correct, and complete. I further certify under penalties of perjury that:

- I am the individual that is the beneficial owner (or am authorized to sign for the individual that is the beneficial owner) of all the income to which this form relates or am using this form to document myself for chapter 4 purposes,
- The person named on line 1 of this form is not a U.S. person,
- The income to which this form relates is:

  (a) not effectively connected with the conduct of a trade or business in the United States,

  (b) effectively connected but is not subject to tax under an applicable income tax treaty, or

  (c) the partner’s share of a partnership's effectively connected income,
- The person named on line 1 of this form is a resident of the treaty country listed on line 9 of the form (if any) within the meaning of the income tax treaty between the United States and that country, and
- For broker transactions or barter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.

Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner or any withholding agent that can disburse or make payments of the income of which I am the beneficial owner. **I agree that I will submit a new form within 30 days if any certification made on this form becomes incorrect.**

Sign Here

Signature of beneficial owner (or individual authorized to sign for beneficial owner) | Date (MM-DD-YYYY)

Print name of signer | Capacity in which acting (if form is not signed by beneficial owner)

For Paperwork Reduction Act Notice, see separate instructions. Cat. No. 25047Z Form **W-8BEN** (Rev. 7-2017)

- Fill out the form where the green arrows are indicated. Ensure that when you are writing the date it is written in US format

3) Once completed, you can use a mobile device to take a picture of the form and attach this where indicated on Paylution/Hyperwallet. Or you can scan the document and upload it.

4) Please give 48 hours for your form to be reviewed and approved. Once you have received a confirmation email that your form is approved, you can access your funds immediately.

5) If you have received an email where your form has been rejected you can either email Paylution support team: support@paylution.com or use the live chat to find out which section of the form has been filled incorrectly. For Hyperwallet, you can email taxservices@hyperwallet.com for further support. You will not be able to access your funds until your form has been approved.