

Frequently Asked Questions (FAQ's)

[What are the set up fees?](#)

[Are there any service fees for airline tickets that need to be charged to the client?](#)

[Are there any hidden charges?](#)

[What are the optional fees?](#)

[What other expenses will I be responsible for?](#)

[Does PNR Travel have the services of a credit card merchant?](#)

[What do I need in order to join?](#)

[Do you only accept home-based agents from California?](#)

[What is the commission percentage?](#)

[Can I apply for an IATAN card?](#)

[What If I have never used a CRS before?](#)

[Once I sign up, am I then on my own, or is there someone I can contact?](#)

[What do you offer that is different from another home based program?](#)

What are the set up fees?

We have a low set up fee of \$127, which includes software, E&O insurance for the first year and the initial E&O insurance set-up fees. Starting with the second year the annual E&O insurance is \$49 per year. There are other optional services that you may purchase.

Are there any service fees for airline tickets that need to be charged to the client?

Yes, we require a minimum of \$25 per airline ticket to be charged to the client. However, we do handle this fee as commission earned by you. You would then receive your agreed upon percentage.

Are there any hidden charges?

There are NO hidden charges. We are upfront with all of our fees and will inform you of all options before any contracts are signed.

What are the optional fees?

The following fees are optional; \$25 per month for access to the CRS, \$5 per month for access to a consolidator search engine. \$35 for individual Agentware or \$15 for a shared Agentware.

What other expenses will I be responsible for?

You will be responsible for any and all costs related to telephone charges, delivery costs and/or express mail services, (such as UPS & Federal Express) promotional materials and office supplies, fax charges and all other cost relating to the operations of your business. Other cost related to direct expenses include the following; personal liability insurance, taxes, workers compensation insurance, unemployment insurance, professional dues and licenses, professional entertainment and promotional expenses.

Does PNR Travel have the services of a credit card merchant?

Yes, the cost for utilizing this service is 3 ½ percent of which is passed on in the cost of sale. Remember this fee is only for utilizing a credit card merchant. If you are utilizing ARC or most other suppliers there are no credit card charges.

What do I need in order to join?

You need a computer with internet connection, a fax machine and your experience as a travel agent.

Do you only accept home-based agents from California?

Yes, at this time we are only accepting residents of California.

What is the commission percentage?

Different levels of commission can be earned depending on your level of assistance from PNR Travel. You will receive 60% if you require no assistance from PNR Travel and 40% if you do require some assistance. Commission is paid promptly on the last day of every month. For example commissions received in June will be paid on July 31st. A detailed report will be sent to you every month.

Can I apply for an IATAN card?

PNR Travel can put you on the IATAN list once you have shown that you are working a minimum of 5 hours per week towards the sale of travel. This can be done by receiving 2 commission checks. Once you have accomplished this you can be placed on the IATAN list. It is required that you are on this list for at least 6 months before you receive the IATAN card. You must also earn at least \$5000 annually to qualify for an IATAN card.

What If I have never used a CRS before?

We can offer you lessons that you can do at your own pace. These will teach you everything you need to know in order to make a booking. Assistance is always available to help if any problems arise or if you have any questions.

Once I sign up, am I then on my own, or is there someone I can contact?

You are definitely not on your own. You have a direct contact with one of our employees. They will help you with any questions you may have, even if it is a small question, they are there to help and solve any problems.

What do you offer that is different from another home based program?

We offer some great additional services. You will have your own secure log-in section on our website. Here, you will find travel updates, travel specials, Fam trips, Seminar information, a great selection of website addresses that will be valuable to you when booking travel for your clients, and all of the forms needed to conduct business such as check request forms and credit card authorization forms. We also have a section where you can add in your own travel specials. For example if you have booked a group tour and still have some seats left, we can advertise it for you.

PNR Travel also subscribes to a number of services and we offer these exclusively for our home-based agents. One such service is called Star Service Online. This is a company who provides an honest review of over 10,000 hotels worldwide. Their reviews include everything from quality of the rooms, décor in the lobby, commission information, rates etc. Another company we subscribe to offers a complete directory of website connections for the Travel Industry, for example, Convention and Visitor Bureaus, tourist boards, and tour operators.

You will be assigned to a full-time PNR Travel staff person who will help in all of your business needs. You will only be a phone call or e-mail away from help on any business matter. PNR Travel prides itself on the amount of experience each of our travel agents have. The average experience amongst all of the PNR travel agents averages over 20 years each. It is doubtful you will ever run into a situation that someone on our staff has not had first-hand knowledge. This is very comforting knowing that someone can almost always have solutions for any problems you may run into.

PNR Travel personnel are very well known throughout the industry. You can almost talk to anyone nationwide that knows of our integrity and professionalism. You can do business with PNR with full confidence that we will always be there for you.