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This fee schedule is subject to change in accordance with your agreement with Travel Planners International. The most current fee schedule will apply and can be viewed online in TPI Central. All fees will be deducted from your agent commission statement.

Ticketing Fee for Apollo/WSPAN (TPI Helpdesk issues the tickets) - Fee applies when an agent places an Air reservation in Ticketing Queue Monday - Friday between 9:00am and 6:00pm, EST	\$2.00 Per Passenger
PNR/TICKETING Fee for Amadeus/Sabre users (TPI Helpdesk issues the tickets) – Fee applies when an agent places an Air reservation in Ticketing Queue Monday - Sunday between 9:00am and 11:00pm, EST	\$3.50 Per PNR
Ticketing Fee (TPI Helpdesk issues the tickets) - This fee will apply when an agent uses the Amadeus E-Power Booking Engine to book an Air reservation Monday - Sunday between 9:00am and 11:00pm, EST	\$6.00 Per PNR
Manual Approval Codes – TPI does not allow the use of manual approval codes. Any transaction processed with such, without a supervisor's approval will be voided and the fee charged.	\$100.00
ARC Entries Not Invoiced, Repeated Invoicing, Improper Invoicing, Service Fees Not Invoiced, Adding Segments (car/hotel, etc.) to a PNR, Invoicing New Segments, Not Removing Accounting Lines, or Not Segment Selecting When Re-invoicing – all of these ignored entries involves extensive ARC changes. All PNR policies must be followed.	\$15.00
Void Fee (Processed by TPI Helpdesk) - This fee will apply when an agent <u>requests</u> an airline void by completing and submitting the void form and TPI processes the actual void.	\$15.00
Void Fee (Processed by Agent) - This fee will apply when an agent <u>processes</u> an entire airline void and submits the void form.	\$2.00
Exchange Basic (Processed by TPI Helpdesk) - This fee will apply if an agent requests an exchange on an unused airline ticket (the passenger has not flown any of the segments). The agent is responsible to build a new PNR, provide the airline penalty information and submit the exchange Form. PLEASE NOTE: THE \$2.00 TICKET FEE WILL APPLY, DUE TO A NEW TICKET BEING ISSUED.	\$15.00
Exchange Extended (Processed by TPI Helpdesk) - This fee will apply when an agent requests a partial exchange or the fare needs to be manually stored by TPI. The agent is responsible to build a new PNR, provide the airline penalty, fare breakdown information, complete and submit the exchange Form. PLEASE NOTE: THE \$2.00 TICKET FEE WILL APPLY, DUE TO A NEW TICKET BEING ISSUED.	\$25.00
Exchange (Processed by Agent) - This fee will apply when the agent processes the complete airline exchange and submits the exchange form.	\$2.00

Refund Basic (Processed by TPI Helpdesk) - This fee will apply when an agent <u>request</u> an airline refund by completing and submitting the refund form.	\$15.00
Refund Partial (Processed by TPI Helpdesk) - This fee will apply if an agent request a partial refund or the fare needs to be manually calculated by TPI. The agent is responsible for providing the fare breakdown, the penalty if applicable and submitting the refund form.	\$25.00
Refund (Processed by Agent) - This fee will apply when an agent processes an airline refund and submits the refund form.	\$2.00
Cancellation of HX Segments - This fee will apply if an agent builds and holds a reservation over 24 hours that is not ticketed, not cancelled and not eligible to hold over 24 hours, resulting in the airline changing the status of the airline segment(s) to a cancellation status of HX.	\$25.00
Group Ticketing (1-100 Passengers) - Regular void, exchange and refund fees will apply.	\$25.00
Group Ticketing (101-200 Passengers) - Regular void, exchange and refund fees will apply.	\$50.00
Group Ticketing (201-300 Passengers) - Regular void, exchange and refund fees will apply.	\$75.00
Group Ticketing (301-400 Passengers) - Regular void, exchange and refund fees will apply.	\$100.00
Group Ticketing (401+ Passengers) - Regular void, exchange and refund fees will apply.	\$125.00
PNR Quality Assurance Fee (At Ticketing level) - This will be imposed to agents who place incomplete PNR's on queue for ticketing. (for reference - see PNR prep form)	\$15.00
Exchange Non-Compliance Fee - This fee will apply for agents who process their own exchanges, but fail to complete and submit the exchange form within 24 hours.	\$15.00
Void Non-Compliance Fee - This fee will apply for agents who process their own voids but fail to complete and submit the void form within 24 hours.	\$15.00
Refund Non-Compliance Fee - This fee will apply for agents who process their own refunds but fail to complete and submit the refund form within 24 hours.	\$15.00
Format Call Fee - This fee will apply for agents who call the TPI Helpdesk for GDS Format Questions. In order to avoid this fee, agents should call the GDS helpdesk for these formats.	\$15.00
Debit Memo Fee - As soon as a debit memo is received in house and determined that the agent is responsible for the debit memo, TPI will deduct the full amount of the debit memo from the agent's commission. The agent has 10 days to communicate with the airline in attempt to resolve the debit memo. If TPI is not aware of any communication with the airline to dispute	\$15.00

the debit memo after 7 days, TPI will pay the debit memo and impose a \$15.00 Debit Memo fee to the agent. If the agent is communicating with the airline in dispute of the debit memo, TPI will hold off payment to the airline for the debit memo until further notification of the outcome from the airline. It is the responsibility of the agent to copy the ACH team on all communication regarding the dispute. If the airline complies with your request and the debit memo is no longer valid, TPI will reimburse your monthly statement for the total of the debit memo.	
TRAMS Standard Reports (1-3)	\$10.00 Each
Leisure Document Processing Fee – TPI will charge a \$5.00 fee (per reservation) for handling leisure documents that arrive in our office that agent wishes to receive. This fee will be added to the shipping costs of the documents. Agents wanting to avoid this fee should ask the supplier for electronic documents or the option to send documents directly from the supplier to the agent or customer. For the local agents, who wish to pick up documents in the TPI office, the same fee (\$5.00) will apply. TPI sends documents via USPS Priority Mail and FedEx.	\$5.00 Each
TRAMS Standard reports (4-10)	\$5.00 Each
TRAMS Standard reports (11-14)	\$3.00 Each
TRAMS Standard reports (15+)	\$1.00 Each
TRAMS Customized Report Creation	\$25.00 Each
Accounting Research Fee - This fee will apply for agents who are due commission from a vendor, but failed to submit booking information to our back-office accounting system and wish to get paid commissions received in house.	\$15.00
Document Fee - This fee will apply for agents, whose documents have been received by TPI, but the agent has failed to submit booking or agent information to our back-office accounting system and the agent wishes to claim these documents.	\$15.00
Transition From One GDS to Another - This will apply for agents wishing to change from one GDS to another.	\$95.00
IATAN Application/Renewals - This fee will allow an agent to be on the IATAN list. It will include the application for the IATA card at the applicable time and the 3 day Federal Express charge when the card is received by TPI. <i>This fee will be charged to your credit card on file at TPI, if charge is declined the application will not be processed.</i>	\$25.00
CLIA Application/Renewals – This fee includes the application for the CLIA card at the applicable time and the 3 day Federal Express charge when the card is received by TPI. <i>This fee will be charged to your credit card on file at TPI, if charge is declined the application will not be processed.</i>	\$25.00
Agent Assist Booking Fee - TPI agent books a reservation for the agent who failed to submit a vacation form.	\$15.00
Booking Transfer Fee - This fee must be paid by credit card prior to the booking being released. TPI will only release bookings under deposit status. No bookings under final payment will be released. Any agent with a	\$25.00

negative balance will not be allowed to transfer bookings from TPI.	
Booking Transfer Fee (Groups) - This fee must be paid by credit card prior to the booking being released. TPI will only release group bookings under deposit status. No bookings under final payment will be released. Any agent with a negative balance will not be allowed to transfer bookings from TPI.	\$150.00
Extended Agent Assist Booking Fee - TPI agent has to process/store phase IV and/or any extensive circumstances needed to finish the process of a PNR for the agent. (This excludes the agents on vacation that have submitted a vacation form.)	\$25.00
After-Hours Service Call Fee (Air, Car, Hotel) – This is the fee to CALL and speak with an after-hours reservation agent to create or edit any PNR (air, car, hotel).	\$18.00
After-Hours Service Ticketing Fee (Air, Car, Hotel) – This is the fee to have a PNR ticketed using the after-hours reservation service.	\$10.00
After-Hours Service Exchange Fee (Air, Car, Hotel) – This is the fee to have a PNR exchanged using the after-hours reservation service.	\$20.00 additional to call cost (per PNR)