

# PINSIGHT

**WHAT IS pinSIGHT?** pinSIGHT is an online hotel booking tool created for easy, flexible booking. pinSIGHT earns you more while saving your time.

**HOW WILL pinSIGHT HELP ME DO MY JOB?** pinSIGHT eliminates surfing hotel booking options by combining wholesale, OTA and GDS rates into a single booking platform.

**WHO DO I CALL FOR 24/7 EMERGENCY CUSTOMER ASSISTANCE?** Emergency customer assistance service is indicated on the voucher provided for each reservation. For Internova Select & Worldwide rates, please contact the hotel directly.

**CAN I BOOK CAR RENTALS, ACTIVITIES OR TRANSFERS?** Currently only hotels can be booked on pinSIGHT.

**IS pinSIGHT INTEGRATED WITH AGENTMATE?** Yes, pinSIGHT is integrated with Agent Mate.

## REGISTRATION & SET-UP

**WHAT IS THE REGISTRATION PROCESS?** Go to your agent intranet to register and complete the registration form. It is the agency administrator's responsibility to keep agents up to date.

**WHERE CAN I FIND THE pinSIGHT TERMS OF USE?** pinSIGHT Terms of Use can be found here: <https://book.tlgpinsight.com/terms>

**HOW DO I START USING AND MAKING RESERVATIONS ON pinSIGHT?** Once your agency is registered for pinSIGHT you will be sent an invite to set up your password and start using pinSIGHT immediately.

**IF I FORGET MY USER ID AND PASSWORD, WHAT DO I DO?** Your password can be reset by clicking the forgot password feature on the log in page.

## BOOKING

**ARE ALL RATES ON pinSIGHT PRE-PAID?** On Pinsight rates can be prepaid, GDS deposit (partial or total rate will be charged by the hotel beforehand) and GDS credit card guarantee (The total rate will be paid at the hotel).

**I DON'T HAVE ACCESS TO A GDS CAN I STILL USE pinSIGHT?** Yes, pinSIGHT is available for agents not connected to the GDS to book Internova Select and Worldwide GDS rates.

**CAN I BOOK GROUPS?** Currently only individual reservations (up to 8 rooms per booking) can be booked using pinSIGHT.

## HOW MANY HOTEL SUPPLIERS PARTICIPATE IN pinSIGHT?

**Internova Select:** (guarantee or deposit) GDS rates for high end properties, amenity focused, paying from 10% to 25% guaranteed commission.

**Internova Worldwide:** (guarantee or deposit) GDS rates with over 50,000 participating properties and great deals, paying from 10% to 25% guaranteed commission.

**Internova Curated:** (guarantee or deposit) an exciting new collection of handpicked design-inspired properties for modern travelers, offering lifestyle experiences at a price value.

**Bonotel** (prepaid): Internova Wholesale content Great deals in all the major cities and vacationing spots, paying 17% guaranteed commission.

**Hotelbeds** (prepaid): Earn 17% guaranteed commission booking the rates over 400,000 properties at this online retailer.

**CAN I USE MORE THAN ONE CREDIT CARD TO PAY FOR A ROOM?** You cannot use multiple credit cards to pay for one room.

**CAN I BOOK MORE THAN ONE HOTEL STAY IN A SINGLE TRANSACTION?** Yes, you can add each hotel to your cart (up to 8 hotel rooms) and then checkout for all hotels in one easy step.

**WHY DOESN'T pinSIGHT SHOW THE SAME ROOM DESCRIPTIONS AS THE HOTEL AN WHY CAN'T I FIND THE ROOM MY CUSTOMER WANTS ON pinSIGHT?** pinSIGHT enables you to see rooms, rates and amenities from multiple suppliers. Since these suppliers control their own inventory, descriptions may not be as descriptive as you may like. If your customer is asking for a room type that does not appear on pinSIGHT it means the hotel has not given any inventory to our suppliers to sell. All the inventory we have access through our suppliers will display when you do a search.

**WHY DID MY RATE CHANGE WHILE MAKING A BOOKING?** The inventory within pinSIGHT is live. Therefore, in rare instances a room type or rate may change during the booking process.

**WHEN WILL MY CUSTOMER'S RESERVATION BE AT THE HOTEL?** Depending on your customer's arrival date, it can take a minimum of 48 hours before the reservation details reach the properties reservations system.

## CANCELLATIONS, CHANGES, REFUNDS

**ARE ALL PRE-PAID RATES ON pinSIGHT NON-REFUNDABLE?** pinSIGHT offers both refundable and non-refundable rates. The cancel policy is clearly displayed for each rate.

**HOW DO I CANCEL A BOOKING?** In the back-office section click on Reports -> Reservation. Find the booking you wish to cancel and click on the Trip ID. Click on the Process Booking tab and click on Cancel Booking button. Review the cancel policy and click Cancel.

**CAN I MODIFY AN EXISTING RESERVATION?** Modification policies vary by hotel and Supplier. Please contact pinSIGHT Support at [pinsight@travelleaders.com](mailto:pinsight@travelleaders.com).

**IF I CANCEL A BOOKING, DOES THE BOOKING AGENT RECEIVE AN E- CANCELLATION NOTICE?** pinSIGHT will send an email cancellation notice to the email listed on the booking.

**WHAT TYPE OF WRITTEN CONFIRMATION DOES THE CLIENT RECEIVE?** pinSIGHT generates an agent and customer confirmation that lists all pertinent information (hotel name, address, dates of stay, cancellation policy and total cost). On pre-paid reservations, pinSIGHT generates a voucher with hotel name, address, dates of stay and a map of the hotel location.

**HOW DO I MAKE A SPECIAL REQUEST FOR MY CLIENT?** For Bonotel and Hotelbeds rates, please contact the pinSIGHT Customer Service Team. For Internova Select and Worldwide rates, please contact the hotel directly for special requests.

**HOW IS FRAUD HANDLED?** Under certain circumstances pinSIGHT support staff may call the agent to confirm that the booking activity under their accounts is valid.

**DISCLAIMER:** Access to pinSIGHT might be suspended due to suspicion of fraud or blocked permanently in case of unusual amount of fraud.

## ADMINISTRATION:

**CAN I STORE MY CUSTOMER PROFILES WHEN I USE PINSIGHT?** pinSIGHT enables you to store profiles for your customers.

**HOW MANY ADMINISTRATORS CAN I HAVE FOR MY AGENCY?** You can select 4 staff members per agency to have administrative permission.

**CAN I PULL REPORTS?** Yes, you can pull reports in the back office by clicking Reports -> Reservation and then the Export button on the reporting page.

**HOW DO I DISABLE AGENT ACCOUNTS?** Agent accounts can be disabled by the agency's administrator.

**HOW DO I MODIFY AN AGENT'S INFORMATION?** In the back-office page click on Organization -> Profile -> Contact Information

**HOW DO I DELETE AN AGENT ACCOUNT?** In the back office click Intranet - > Search Agents. In the search box enter the agent's name. When you find the agent on the list click Delete. Please note: Owners are responsible for keeping their agency access up to date.

**IS THERE A WAY TO REACTIVATE A DELETED AGENT ACCOUNT?** If you have disabled the user, you can reactivate them, but if you have deleted the users you will need to add them back to the agency.

**WHAT NAME WILL APPEAR ON THE CREDIT CARD CHARGE?** For Bonotel or Hotelbeds rates, Travel Leaders Group will appear as the merchant on your customer's credit card. If you book Select or Worldwide rates on pinSIGHT, the individual hotel will charge your customer directly.

**CAN MY CLIENT EARN FREQUENT STAY LOYALTY POINTS?** If you are booking a Select or Worldwide, please enter the Loyalty Points number under Additional Remarks section during the check-out process. If you are booking Bonotel or Hotelbeds, suppliers are not offering loyalty points or miles. Advise your clients to register any loyalty program numbers at check-in to verify if they are eligible.

## COMMISSION SETTLEMENT:

**Internova negotiated rates:** Internova Select rates, from 10% to 25% guaranteed commission/Internova Worldwide rates, from 10% to 25% guaranteed commission.

Bonotel, Internova's own prepaid wholesale content, 17% guaranteed commission.

Hotelbeds (Bedsonline): Earn 17% guaranteed commission.

**DO I EARN COMMISSION ON A CANCELED BOOKING?** Commission is only paid on completed reservations, not on canceled reservations regardless of whether a refund is given or not.

**HOW AND WHEN DO I GET PAID?** Commission is paid out to your business unit as follows: Bonotel and Hotelbeds: Commission is sent to your business throughout the month after your customer completes their travel. Select and Worldwide: Hotels generally send commissions 30-90 days after your customer completes their travel.

**WHAT IS THE PROCESS FOR GDS COMMISSION INQUIRIES?** If you have booked one of these rates and have not yet received commission within 90 days after the completion of your customer's stay, send an email to [hotels@internova.com](mailto:hotels@internova.com). Internova hotel's team will then contact the hotel to request payment. Please note that our hotel's team will only pursue commissions up to one year prior.

**WHO PAYS MY COMMISSION:** Commission will be paid to your business unit and distributed by them to your agency.

**WILL I BE ABLE TO VIEW HOW MUCH COMMISSION I WILL EARN:** Yes, the commission amounts are clearly displayed on pinSIGHT.

**HOW DO I ADD A SERVICE FEE?** Service fees can be added during checkout to any rate type but will appear as a separate charge on your customer's credit card. Service fees can only be in dollar amounts.

**WHEN I CANCEL A BOOKING TO CHECK I ADDED A SERVICE FEE WHAT HAPPENS TO THE SERVICE FEE?** Unless a refund is requested to our Pinsight support team, the service fee will be paid to the agent.

**I WANT TO GIVE MY DIVISION MY BANKING DETAILS, WHAT DO I DO?** Contact your Internova Group business division's Membership Services for instructions.

**IF I BOOK ON pinSIGHT AND MY AGENCY LEAVES INTERNOVA GROUP, WILL I STILL GET MY COMMISSIONS FOR BOOKING THAT OCCUR AFTER THE AGENCY TERMINATES ITS CONTRACT?** In order to receive commissions on bookings your agency must be a member in good standing with Internova Group.