

TDC/AIRNETS EXCLUSIVE AGREEMENT



TDC is now working with Airnets International to offer you the best available net fare prices and ticket services in the marketplace with **exclusive TDC benefits!** (TDC no longer has an exclusive consolidator agreement with Intair.)

Airnets offers plenty of options to meet all your domestic, transborder and international ticketing needs. You can book both net and published fares with a huge selection of airlines two ways:

1. Online at www.tdcnets.com
2. Through your Apollo GDS to keep your segments

TDC's exclusive Airnets website offers you these amazing benefits:

- Net fares at \$10 per ticket service fee (already included in the fare you see)
- You keep commission on published fares less \$5 per ticket
- No charge for issuing tickets with non-commissionable published fares
- You maintain all segments when bookings are made through your Apollo GDS

Make sure you are getting the best fares for your customers! Remember ... without the air component you can't close the sale on the cruises, coach tours, FITs and other tour components that earn you top revenues!

FARE TYPES

1. Published Fares – Commission Paid

Airnets has commission contracts with over 30 airlines! You will earn full commission on all fares less \$5.00 per ticket. Check the Commission Grid on the Airnets website to see if commission applies to the airline and/or class of service you are booking.

Airnets is not included on the extranet commission grid.

2. Published Fares – Non-commissionable

Need a ticket on Singapore Airlines or Cathay Pacific? Or perhaps your clients are going on an African safari and want to fly Precision Air or Kenya Airlines?

If you need to ticket an airline you can't sell because you don't have the IATA plate or you don't participate in BSP, Airnets will issue it for you at no cost! **Exclusive to TDC!**

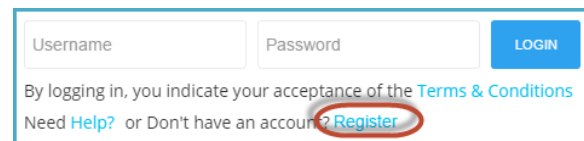
The published fare will always appear on the ticket. Any markups on published fares are treated as a service fee and the credit card merchant fee will be deducted (3% on Visa and Master Card; 5% on American Express).

3. Net Fares

Check the Airnets booking engine for net fare availability and prices. The ticketing fee is already included in the prices you see. Simply add your markup and book online or indicate it in the remarks field of the Apollo PNR. Net fare availability is always indicated on the Airnets Commission Grid.

GETTING STARTED

To register at www.tdcnets.com and create your logon, click [Register](#) on the homepage and complete the online form.



AIRNETS COMMISSION GRID

Access the Commission Grid (strictly confidential for TDC Members only) from the TDC Airnets website at www.tdcnets.com.



The Commission Grid applies to both online and Apollo bookings and lists all airlines that have commission agreements with Airnets. If an airline also has Net Fares, they are indicated in red:

EK - EMIRATES (NET)	4%
JL - JAPAN (NET)	5%
EY - ETIHAD AIRWAYS (NET)	4%
GF - GULFAIR	8%

Airnets is also able to ticket many smaller airlines not included on the grid at no cost to you.

IMPORTANT! The Airnets Commission Grid is HIGHLY CONFIDENTIAL and not to be printed or shared with anyone outside of TDC. This is to be used as WEB ACCESS ONLY.

Commission Grid Definitions

Reverse commission

Commission is paid for travel originating in a country outside Canada.

Paper nets

This indicates that net fares may also be available but are not loaded into the reservation system; contact Airnets for details.

Bulk Fares

The published fare may be marked up and shown on the ticket; this is an exception

THE AIRNETS BOOKING ENGINE

Access the exclusive TDC booking engine at www.tdcnets.com. Display one-way, return and open-jaw trips; select a specific airline; or display all previous bookings. Even if you plan to book on Apollo, use the booking engine to compare fares and display the right class of service you need to book the best fare. Here are examples of what you'll see:

NEW BOOKING	MY BOOKINGS	LOGOUT						
Show All								
Select Airline	AB	TK	KL	LX	AC	DL	OS	AA
Non Stop								
1 Stop	1404	1921	1961	1990	1993	2006	2019	3812
2+ Stops	1461							3847

Published Fare – AA connecting to Air Berlin commission is 3% (take the lower commission rate).

ADT CAD	Fare: 452.00 Tax: 963.36	CHD CAD	Fare: .00 Tax: .00	INF CAD	Fare: .00 Tax: .00	PUB	total CAD\$1415.36
---------	-----------------------------	---------	-----------------------	---------	-----------------------	-----	-----------------------

Net Fare – Fare already includes the \$10 service fee to Airnets. You will add in your markup during the booking process.

ADT CAD	Fare: 1359.00 Tax: 696.26	CHD CAD	Fare: .00 Tax: .00	INF CAD	Fare: .00 Tax: .00	NET	total CAD\$2055.26
---------	------------------------------	---------	-----------------------	---------	-----------------------	-----	-----------------------

Class of Service

If you're planning to book on Apollo, note that the correct class of service is indicated with the flight options:

Date: March 16, 2016			
	7524	YTZ - YUL (K)	March 16, 2016
	864	YUL - LHR (K)	March 16, 2016

Online Bookings

To ensure your booking is successfully completed when using the booking engine, do not:

- Open multiple Tabs
- Press the back button during the booking process
- Take more than 5 minutes to complete the booking.

Apollo GDS

Use the booking engine to look up the fare you want to book and find the right class of service. Then click the Apollo Instructions button on www.tdcnets.com for the steps to book and queue your PNR to Airnets (steps are also included in this document).



In a hurry? Book the flights you want in any class of service and Airnets will rebook flights in the least expensive class, add fare remarks and queue the file back to you – all within an hour.

Unlike many other consolidators, you receive full credit for all the segments you book through Apollo. When a booking is queued for ticketing, Airnets will have full control of the PNR until it is ticketed and queued back to your agency. When you re-claim ownership, Airnets no longer has access to your PNR. The responsibility is yours to monitor queues for schedule changes and inform your customers.

All Apollo PNRs should be queued to COQ/28Q9/75 for ticketing.

PAYMENTS AND TICKETING

It's always best to apply payment immediately when you make the booking either online or through Apollo.

Bookings on Option

Reservations may be placed on option but remember that airlines are constantly updating fares and prices are never guaranteed until ticketed. Airnets will not take responsibility for airfare increases or cancelled reservations before payment is applied.

If you do place an **online booking** on hold, you can apply payment on the [My Bookings](#) Tab of the booking engine. Just click on the correct PNR and use the [Payment Option](#) box to apply payment

For Apollo bookings, remember that according to PCI Compliance, credit card numbers must never be emailed or entered into the Remarks field of a PNR. Always enter the credit card number in the Form of Payment (F-) field.

Contact Airnets for authorization if you are applying a payment by cheque.

Retrieving your eTickets

eTickets can be retrieved at viewtrip.com within three business hours after payment has been applied. Go to www.viewtrip.com and enter the reservation number and traveller's last name to view the reservation.

Changes and Refunds

There is a \$40 charge plus GST for changes and refunds plus any difference in airfare or recall commission.

RECEIVING YOUR COMMISSION

Invoices will be sent to you by email the next business day following the booking.

All outstanding commission cheques and payments will be sent every two weeks. Electronic Funds Transfers will be implemented over the next six months.

NEED HELP ...

with complicated fares, commission verification, and airlines not included in the grid? Use the handy e-mail form in the footer of the Airnets website to expedite your requests.

You can contact Airnets at 1.866.247.6387 or info@airnetsinternational.com. During office hours, maximum hold time is only three minutes!

FAQ

Do the same change fees apply to both online and Apollo bookings?

Yes, there are no differences.

Are Airnets fares exclusive to TDC?

Yes, that is why TDC has an exclusive website. All details must be kept confidential.

Who receives credit when PNRs are booked in Apollo and queued to Airnets?

Unlike many other consolidators, your agency will receive credit for all segments booked. However, Airnets will no longer have access to your PNRs. This means that the responsibility for any changes made by the airline is yours so queues must be diligently monitored on a regular basis.

What commission applies when I book a through fare in different classes of service?

Normally the lower commission applies but you can contact Airnets for verification. The only exception to this rule is for domestic travel on Air Canada and WestJet.

Is Airnets able to ticket other airlines not included in the commission grid?

Yes; however published fares may not include commission.

Are there any major carriers with which Airnets does not have an agreement?

Yes, Airnets is able to ticket Air New Zealand but is not able to secure commissionable or net fares.

If I make a booking in Apollo, will credit card numbers be masked?

Yes; TDC has ensured that all processes are PCI Compliant as long as the credit card number is entered into the Form of Payment field and not as a remark.

Is a recorded webinar available?

Yes, check the Training Library on the extranet.

APOLLO QUEUING INSTRUCTIONS

Simply book your PNR and queue it to Airnets. If you are looking for the least expensive fare, but don't know the class of service, let Airnets know and they will rebook it for you within an hour – just add a comment in the Remarks field. Follow these guidelines to make your Apollo bookings:

Step	Example	Description
1	N:SMITH/JOHN MR P:YYCR/403 555 2222 P:YYZE/SARAH.LONG//MARLINTRAVEL.CA D-MARLIN TRAVEL[]1212 MAIN ST[]TORONTO ON[]416 555 0000 F-AX0000000000028/D0320 []:5AN/TOTAL NET FOR FILE IS \$3028.71 []:5AN/TOTAL TO CHARGE IS 3128.71 []:5AN/MY COMMISSION FOR THE FILE IS \$90.00 PP	Build the PNR as you normally would and include: - agency e-mail (P:YYZE/) - agency delivery address (D-) - form of payment (F-) - remarks for ticketing with secondary qualifier AN ([:5AN/)
2	R:MARY+ER	Receive, End and Retrieve the PNR
3	IR	Ignore and Retrieve the PNR to add the airline locator
4	COQ/28Q9/75	Queue the PNR to Airnets PCC queue 75 for ticketing
5	Optional:	Airnets will queue the PNR back to you and confirm the fare if necessary
<p>When a booking is queued for ticketing, Airnets has full control of the PNR until the ticket is issued and queued back to your agency in Queue 99. You must claim back PNR ownership to receive schedule change notifications. Monitor your queues on a regular basis; schedule changes are your responsibility. Follow these steps to reclaim the PNR.</p>		
	QC/99	Monitor your PNRs in Queues; Queue Count queue 99 (optional)
	Q/99	Access the PNR in your agency Queue 99
	R:MARY+ER	Receive and end the PNR to reclaim ownership of your PNR

Important PNR Notes:

- **Agency/agent email address (P:YYZE/):** The e-ticket and invoice will be sent to the email address in the PNR. Prior to ticketing, ensure that the only email address on the PNR is your email address and that the customer's e-mail address is removed. (use // for @ and - - for underscore)
- **Delivery Address (D-):** Indicate the agency address in the Delivery Address field (D-) and include the main agency phone number. The customer address should not be on the PNR prior to ticketing.
- **Form of Payment (F-):** The credit card number must go in the Form of Payment field so that it is masked and PCI compliant. Do not put credit card numbers in a Remarks field.
- **Remarks field ([]:5AN/):** Use the Airnets secondary qualifier (AN) to highlight Airnets remarks. For Net fares, include the following details in the Remarks fields and any other remarks for ticketing (net and published):
 - Net Fare
 - Total Fare
 - Commission claimed per passenger (includes \$10 ticketing fee)

After ticketing, these fields can be removed and/or changed to include the passenger's contact information.