

RTA Commission Structure Changes



10/24/2008

A number of new and exciting improvements to our current program were announced Saturday, October 18 in both live First Class Training events and through online videos of the First Class Training. This training includes travel-related information only. The online First Class Training is now available in the Travel Portal.

YTB continues to make every effort to provide a clear separation between the RTA and REP opportunities. The 10% override to the PowerTeam leader has been discontinued, effective Saturday, October 18. This is the only part of the YTB Marketing compensation plan changing as a result of the new commission structure.

New RTA Commission Program

1. Description of Commission Structure

Q: What is an "Affiliate?"

A: An Affiliate is an individual who purchases a travel website, is able to personalize their website with a travel store name (except in Canada), books travel only on their website, and receives 60% of the travel commissions paid to YTB Travel Network for the travel booked on their website. Affiliates may apply for an "Affiliate" credential card after \$1,500 in travel sales have been booked through their travel store. Personal travel booked does not qualify in meeting this requirement.

Q: What is a "Referring Travel Agent" (RTA)?

A: A Referring Travel Agent is an Affiliate who has paid for and successfully completed the online First Class Training. The RTA is allowed to complete off-line and group travel bookings, and receives 70% of the travel commissions paid to YTB (this 10% increase in travel commission is in lieu of the 10% PowerTeam override). RTAs may apply for an "RTA" credential and are not required to meet the \$1,500 travel production requirement. It is important to note that RTAs (Affiliates who take the First Class Training) are not required to meet any travel production requirements to apply for the RTA credential.

Q: What is a "Travel Agent?"

A: A Travel Agent is an RTA who has paid for and completed all YTB Travel Network E-campus travel training modules. More details about the rewards and benefits of the "Travel Agent" designation are yet to come. Successful First Class Training completion is a pre-requisite.

Q: What effect does this new structure have on the 10% override paid to the Certified Power Team Leader?

A: It is important to maintain a clear separation of the YTB REP and YTB Travel Affiliate/RTA positions; therefore the 10% override to the PowerTeam leader must be discontinued to maintain compliance. YTB Travel Network's sole responsibility is the sale of travel. It is our intent to provide easily accessible travel training to our Affiliates/RTAs to help generate more travel sales and subsequently generate an increase in travel commissions. The 10% override in question will now be paid to the RTA as an additional 10% travel commission after successful completion of First Class Training.

2. Cruise Lines International Association (CLIA)

Q: Are there changes to qualifying for CLIA?

A: CLIA requirements have not changed. You must complete one CLIA course and enroll in their 2-year certification program for \$65.00. Please check your Travel Portal for more details

Q: Are there changes to production requirements in California for CLIA?

A: The \$1,500 (for YTB Credential) and \$2,500 (for CLIA) production requirements still apply for California.

Q: Are there changes to requirements in the U.S. for CLIA?

A: RTAs will be required to successfully complete the First Class Training (replaces CRTA) and meet the CLIA's training requirements to be eligible for a CLIA ID card.

3. CRTA Training Fee Reimbursement

Q: If I have three RTAs who paid for CRTA or First Class will I receive reimbursement of \$149?

A: The previous reimbursement program will continue for any RTA who, **prior to October 18, 2008** had previously paid for and completed CRTA or First Class Training. Once these participants have a total of three **RTAs direct to them**, who have paid for and completed CRTA or First Class, the RTA will receive the \$149 reimbursement. Only RTAs who have paid for and completed the CRTA or First Class Training prior to October 18 are eligible for this program.

4. Supplier Brochures

Q: As an Affiliate, can I still order supplier brochures From YTB?

A: Of course. Supplier brochures are helpful and are a great visual aid for travel clients. In addition, they are an excellent training resource for the new agent. Many of the travel suppliers represented on your YTB booking engine offer brochures. Please send your order to vendorbrochures@ytb.com.

5. Agent Registration Log-Ins With Travel Suppliers

Q: As an Affiliate, can I obtain agent registration log-ins with individual travel suppliers?

A: Agent registration log-ins are required by some travel suppliers for direct booking. Agent Registration Log-Ins are provided by YTB and will be available upon request to all RTAs who have successfully completed First Class Training.

New First Class Training

On Saturday, October 18 YTB Travel Network released the new online version of First Class Training (FCT). Registration and access to this training is made through your Travel Portal. Once there, you can view the new training program, take the test, and receive all the First Class benefits.

1. First Class Training Content

Q: What will the new training include?

A: The FCT is all about travel! Included in the video presentations are training on technology, suppliers/vendors, sales and marketing, group travel, ethics and more. The training will be updated as new travel features are developed.

2. First Class Registration and Fees

Q: What is the cost for first time attendees?

A: First time students of First Class Training will register, pay \$149, view the online class and take a brief test.

Q: What is the cost for people who paid and attended First Class Training from August 23 through October 17?

A: Attendees who have completed and paid for a First Class event since Saturday, August 23, 2008 may register and complete the new First Class Training and pay no additional fee.

Q: What is the cost for people who paid and attended CRTA?

A: Attendees who have paid for and completed a CRTA Training may take the new First Class Training for a nominal fee of \$39.

Q: How do I access the registration?

A: You may register for online First Class Training through your Travel Portal.

3. First Class Training Benefits

Q: What are the benefits of completing the First Class Training?

A: Successful completion of the new First Class Training:

- Allows the RTA to book travel directly with travel suppliers.
- Allows the RTA to book group travel.
- RTA becomes eligible to enroll in CLIA's certification program (in California the RTA must book \$2,500 in travel)
- Provides access to enhanced features in the Travel Portal
- RTA receives 70% of the travel commissions paid to YTBTN for travel booked (rather than 60%)
- Ongoing access to the First Class Training videos for review

4. Future First Class Training Program

Q: Will live trainings occur after October 18?

A: Although there were a number of First Class events scheduled through the end of the year, there will not be any live First Class Trainings conducted after October 18. **First Class Training is available online.** Events scheduled after Saturday, October 18 will not occur as First Class Training events. These may be replaced with YTB marketing events and will be announced in the BizReport.

Q: What will be different about the online First Class Training?

A: You will now register and pay for FCT through your Travel Portal. You may view the online training at your leisure. You may stop any time you wish and return at your convenience. The training content will be exclusively on travel topics provided by pre-recorded video links. After you complete the course and pass the test, your First Class benefits will be activated.

5. First Class Training Test

Q: Do I have to pass a test to receive the First Class Training benefits?

A: After viewing the online travel training modules, you will complete a test covering the information. The test will be graded and, if necessary, you will have an opportunity to go back and retake the test. Once you pass the test, your First Class benefits will be activated.

6. First Class Training in Canada

Q: Will the new First Class Training be available in Canada?

A: Not at this time. Due to varying compliance issues in Canada, modifications will need to be made to the FCT prior to launching the program there. Stay tuned...