



HOLIDAYS



viva! holidays



Trip FAQ

Q1: What does Trip stand for?

A: Travel Rewards and Incentive Program.

Q2: How do I access Trip?

A: You can access Trip via the Trip website, www.triponline.com.au.

Q3: What are Trip Dollar\$?

A: Trip Dollar\$ is the name of our loyalty Program. Registered Participants with Trip Dollar\$ can receive funds uploaded to a Trip Eftpos Gift Card as a reward for departed sales across our brands every month.

Q4: How are my Trip Dollar\$ calculated?

A: You can receive Trip Dollar\$ on your Trip Eftpos Gift Card for every A\$1 (One dollar) of Nett Departed Land Revenue booked with Qantas Holidays, Viva! Holidays, Rail Tickets, The Cruise Team, Seven Oceans Cruising, Insider Journeys, Sunlover Holidays and Territories Discoveries. In addition, you can also receive Trip Dollar\$ on Nett Departed Land Bookings with ReadyRooms from 01 January 2017 and Asia Escape Holidays from 01 July 2018.

Your earn rate is dependant on your tier level. Your tier level is determined by combining the departed revenue from the above listed brands calculated during the 12 month period prior to your Trip join date. Your earn rate will be based on your tier level as displayed below. Asia Escape Holidays revenue is included for new bookings from 01st July 2018 only.

Trip Dollar\$ are awarded on the nett land portion of an eligible booking.

Payment Excludes: Merchant card fees, GST, any portion of a booking related to air, and cruise taxes and gratuities.



Tier Level ¹	Combined Nett Departed Land Revenue	FIT/Cruise Earn Rate ²	ReadyRooms for Agents Earn Rate ³
Member	\$0 - \$45,000	0%	0%
Starter	\$45,001 - \$100,000	0.25%	0.15%
Explorer	\$100,001 - \$200,000	0.50%	0.25%
Jetsetter	\$200,001 - \$300,000	0.75%	0.35%
High Flyer	\$300,001+	1.00%	0.50%

¹ **Tier Level** is measured based on the combined Nett Departed Land Revenue for: Qantas Holidays, Viva! Holidays, Sunlover Holidays, Territory Discoveries, Rail Tickets, ReadyRooms for Agents, the Cruise Team, Seven Oceans Cruising, Insider Journeys and Asia Escape Holidays

² **FIT/Cruise Earn Rate** is the rate paid on the combined Nett Departed Land Revenue for: Qantas Holidays, Viva! Holidays, Sunlover Holidays, Territory Discoveries, Rail Tickets the Cruise Team, Seven Oceans Cruising, Insider Journeys and Asia Escape Holidays

³ **ReadyRooms for Agents Earn Rate** is the rate paid for the Nett Departed Land Revenue for ReadyRooms for Agents

Example a "High Flyer" with \$15,000 of Nett Departed Land Revenue from Qantas Holidays, Viva! Holidays, Rail Tickets, The Cruise Team, Seven Oceans Cruising, Insider Journeys, Sunlover Holidays Territory Discoveries and Asia Escape Holidays for a month would receive \$150 within 60 days of the booking departure date on their Trip Eftpos Gift Card.

If this same High Flyer had \$5000 of Nett departed land revenue booked through ReadyRooms the same month would receive \$25 within 60 days of the booking departure date on their Trip Eftpos Gift Card.

Q5: How do I register for Trip Dollar\$?

A: Simply visit www.triponline.com.au, click on the "Register for Trip Dollar\$" suitcase and follow the prompts to register. Once your registration has been received, a Trip Eftpos Gift Card will be generated and posted to the nominated address on the online form. Once the card is received, please revisit www.triponline.com.au and follow the prompts to activate your card.

Q6: What will I require to register?

A: You will require a Trip Consultant Number.

Q7: What is my Trip Consultant Number?

A: Your Trip Consultant Number is a unique 5 digit number issued to all travel consultants registered with Qantas Holidays, Viva! Holidays, Rail Tickets and The Cruise Team, ReadyRooms, Insider Journeys, Sunlover Holidays and Territories Discoveries. If you are not a registered consultant with these brands, you must contact us for a Trip Consultant Number via email: support@triponline.com.au

Q8: How do I locate my Trip Consultant Number if I am a registered consultant?

A: You will need to log onto Tango and to obtain your Trip Consultant number. Click on the home button located in the top left hand corner, this will then present a drop down with your name and Trip Consultant Number listed below

Example:



Q9: Do I have to advise my Trip Consultant Number when booking via Qantas Holidays, Viva! Holidays, Rail Tickets, The Cruise Team, Asia Escape Holidays and ReadyRooms to earn Trip Dollar\$?

A: No, you do not need to advise your Trip Consultant Number when making bookings via Tango, Cruisenet, Asia Escape Holidays or the Contact Centres. Once you are registered with Trip all Trip Dollar\$ earned for future departed revenue will automatically be captured and credited to your Trip Eftpos Gift Card.

Q10: Do I have to advise my Trip Consultant Number when booking via Sunlover Holidays, Territory Discoveries, Seven Oceans Cruising and Insider Journeys to earn Trip Dollar\$?

A: Yes, you will need to advise your Trip Consultant Number when making bookings via the above brands either online or via phone. Any departed booking that does not contain your Trip Consultant Number will not be eligible for Trip Dollar\$.

Q11: How do I advise my Trip Consultant Number online when making bookings with Sunlover Holidays and Territory Discoveries?

A: For all bookings made via the agent website, please enter your Trip Consultant Number in the designated area during the booking flow process.

Example:

The screenshot shows the Sunlover Holidays website interface. At the top, there are logos for Sunlover Holidays and Territory Discoveries. Below the logos is a navigation menu with tabs for Flights, Accommodation, Hire Cars, Transfers, Tours, Cruise & Rail, Attractions, Specials, Groups, Brochures, Agent Resources, and Destination Info. The main content area is titled "Itinerary" and displays details for a booking at Brisbane International Windsor. The details include: Provider: Brisbane International Windsor, Corner Lutwyche Road And Bryden Street Windsor QLD 4030; Check In: Wednesday, 1 Mar 2017; Check Out: Thursday, 2 Mar 2017 (1 night); Room Type: Deluxe Queen Room - Single Room; Guests: 1 Adult; Inclusions: [Show]; Important Info: [Show]; Cost: A\$139.00 with Instant Confirmation. There are buttons for "Add Another", "Change", and "Delete". Below the itinerary details is a "Total: A\$139.00" section and an "Add to your Itinerary" section with buttons for "Add Flight", "Add Accommodation", "Add Car Hire", "Add Transfer", "Add Tour", and "Add Attraction". The "Booking Details" section contains fields for "Lead Guest Surname", "First Name", "Title" (dropdown), "*Booking Name:" (TEST / T), "*Agent Email:" (agentsupport@aot.com.au), "Agent Ref:", "*Consultant:" (Michael), and "*Client Contact Number:" (Australia (+61) 07 3535 4431). A "TRIP Number:" field is highlighted with a green box and contains the text "TRIP". At the bottom of the form are buttons for "New Quote", "Save Quote", and "Book Now".

If booking via our reservations team, please advise your Trip Consultant Number to one of our team and they will ensure it's included in your booking.

Q12: How do I advise my Trip Consultant Number after a booking is made and at which point does this need to be added?

A: Please contact the Reservation Call Centre on 1300 730 039 or email support@tripline.com.au. You will have up until the booking is due to depart to advise your Trip Consultant Number. Once your booking has departed, your booking will not be eligible for Trip Dollar\$.

Q13: How do I activate my card?

A: Once you have received your Trip Eftpos Gift Card in the mail, simply visit www.tripline.com.au, select "Activate my card" and follow the prompts to activate. Once your card is activated you will start receiving funds on your Trip Eftpos Gift Card based on your tier level.

Q14: When can I start earning Trip Dollar\$?

A: As soon as you have activated your Trip Eftpos Gift Card you can begin earning Trip Dollar\$ for your eligible departed bookings, based on your tier level.

Q15: When are Trip Dollar\$ credited to my Trip Eftpos Gift Card?

A: Trip Dollar\$ for departed bookings will be uploaded to your Trip Eftpos Gift Card within 60 days of your booking departing.

Q16: How will I know if I have moved into a higher tier and when will this payment level take effect?

A: We will monitor your combined departed nett land revenue over each rolling 12 month period for you. When your revenue increases to a higher tier level we will notify you via email. Your new tier level will take effect from the next month. *Example: You're rolling 12 months combined revenue reaches \$102,000 in August 2018. Early in October 2018 we will contact you to advise that you have reached the next level called – "Explorer" level. This means your bookings departing from September 2018 onwards will all attract the new "Explorer" earn level.*

Note: Asia Escape Holidays revenue is included for new bookings from 01st July 2018 only.

Q17: Will I ever move down a tier level?

A: Yes, it is possible. All tier levels have an anniversary date of the 1st July each year. If your combined revenue over the 12 months prior to this time has reduced, then your tier level will be reset at the start of each new financial year to reflect your new reduced revenue. *Example: if you are a High Flyer and your 12 months combined revenue reduces to \$52,000 per annum your new tier level to commence the new financial year will also fall from "High Flyer" to "Starter".*

Q18: Will there be bonus Trip Dollar\$ promotional offers?

A: Yes, from time to time there will be promotions. These will be advertised via a Trip EDM and on the Trip website.

Q19: Do my Trip Dollar\$ expire?

A: No, unless a Registered Consultant's Trip membership is terminated and the Eftpos Gift Card is cancelled.

Q20: Does my Trip Eftpos card expire and will I incur any fees?

A: Yes, your Trip Eftpos Gift Card will expire and be replaced after 3 years. All cards that need to be replaced once expired will attract a fee of \$10.00 which will be deducted from the card balance. No other fees will apply if the Trip Eftpos Gift Card is used at least once every 6 months.

Q21: What happens if I don't use my card within a 6 month period?

A: Cards not used at least once every 6 months will attract a fee of \$7.50 to be deducted from the card balance. This fee will continue monthly until such time as the card is used again or the card balance reaches \$0.00.

Q22: How long will it take to receive my Trip Eftpos Gift Card after I have registered?

A: It will take approximately 30 business days to receive your card in the mail.

Q23: How do I check the balance on my Trip Eftpos Gift Card?

A: Click on the "My Trip Account" suitcase and log into your account. Your Card balance will be located on the home page.

Q24: How do I check the transactions on my Trip Eftpos Gift Card?

A: Once you have logged into your Trip Account, click on the Card Transaction Tab which is located on the home page. From there you will be provided with a list of all transaction on your card.

Q25: Can I earn Trip Dollar\$ when making a booking with a Qantas Holidays Gift Voucher?

A: Yes. Trip Dollar\$ will be awarded when paying with a Qantas Holidays Gift Voucher.

Q26: Do I earn Trip Dollar\$ on bookings that cancel or do not travel?

A: No. Unfortunately the booking needs to travel to be eligible for Trip Dollar\$.

Q27: Will I earn Trip Dollar\$ for bookings created and departed prior to registering with Trip?

A: No, Trip Dollar\$ are only earned on bookings that depart after you have registered with Trip.

Q28: Will I earn Trip Dollar\$ for bookings created but NOT departed prior to my registering with Trip?

A: Yes, Trip Dollar\$ are only earned on bookings that depart after you have registered with Trip.

Q29: Will I earn Trip Dollar\$ if I am not registered to Trip with my correct Trip Consultant Number?

A: No. Your bookings will be tracked against your Trip Consultant Number, therefore Trip Dollar\$ are only available if you have registered with Trip using your correct Trip Consultant Number.

Q30: Will I be notified when my Trip Eftpos Gift Card has been uploaded with funds?

A: You will receive an email whenever your card has been uploaded with funds.

Q31: Do I need to track my bookings for redemption purposes?

A: All booking details (including booking amendments) are tracked. As long as you are registered with Trip and you use your own Consultant Number when booking, you will be awarded the relevant Trip Dollar\$.

Q32: What happens to my Trip Dollar\$ if the value of my booking changes after it has been paid?

A: Your Trip Dollar\$ will always reflect the final value of the booking upon departure by the passenger. In some instances this may mean that the Trip Dollar\$ credited to a booking may not correspond to the value of the original booking.

Why? This may be related to changes in the value of the land product booked, or if you have changed any components in the booking prior to passenger departure which may result in an increase or decrease in the departed booking value.

Q33: What if one of my bookings is missing from my Trip payments?

A: Should you have any queries regarding a payment please email support@triponline.com.au

Q34: Can I transfer my Trip Dollar\$ to my agency colleagues at any time?

A: No. Trip Dollar\$ are strictly non-transferable.

Q35: What happens if I work in 2 agencies and have 2 consultant numbers?

A: You will need to register each consultant number via www.triponline.com.au. You will receive a Trip Eftpos Cards per consultant number and Trip Dollar\$ will be uploaded on to each card separately. These funds cannot be combined.

Q36: What do I do if my contact details or agency information has changed?

A: You must log onto your Trip Account and update your information with your new agency details.

Q37: What do I do if my Trip Eftpos Gift Card is lost or stolen?

A: Please call Card Support on 1300 079 267 (8am-6pm AEST, 5 days a week) or email info@giftcardplanet.com.au Please be aware any residual balance on a lost or stolen Eftpos Gift Card will also be lost to the card holder.

Q38: Is there a cost to replace a lost or stolen Trip Eftpos Gift Card?

A: Yes, there will be a \$15.00 fee to replace a Trip Eftpos Gift Card.

Q39: What do I do if I have any queries about my Trip Eftpos Gift Card?

A: If you have any queries regarding to your card, please call Card Support on 1300 079 267 (8am-6pm AEST, 5 days a week) or email info@giftcardplanet.com.au

Q40: What happens if your Trip Eftpos Gift Card is about to exceed a \$5000 balance?

A: If the balance on your Trip Eftpos Gift Card is about to exceed \$5000 you will be required by law to complete the Customer Identification form. This form is available via a "Know Your Customer" tab at the bottom of the Trip website www.triponline.com.au. We will advise you if your balance is approaching this amount. Any further upload to your card will be withheld until this form is completed.

Q41: What are the tax implications of the Trip Dollar\$ Program?

A: Qantas Holidays Limited, its related body corporates and its associated brands, Viva! Holidays, The Cruise Team, ReadyRooms, Rail Tickets, Insider Journeys, Sunlover Holidays, Territories Discoveries, Seven Oceans and Asia Escape Holidays accept no responsibility for any tax implications that may arise from the Trip Dollar\$ Loyalty Program. Independent taxation advice should be sought. Office Owner/Managers approval must be received prior to registering for the Trip Program.