

ALTOUR

*Managing costs with
with personalized service*

ALTOUR Solutions

Independent Contractors 1/3

ALTOUR offers a unique collection of tools and resources to independent and home-based agents. Improve your productivity, effectively manage your business and offer your clients added value services they won't find elsewhere. Working with ALTOUR also provides you with the support of a highly professional team and the knowledge of 1000 of the strongest travel professionals in the industry.



Connect yourself to a powerful industry brand name and an impressive array of tools and resources for independent agents, including:

IC Manager

Full access to financial information and reporting for all your accounts

Monitor year-to-year performance, sales and profitability

Direct access to invoice copies and statements (with email/fax options)

On-demand client reports

Commission tracking tools

Market share and vendor analysis

Marketing Support and Business Development

Active assistance with presentations, bids for new accounts, and RFPs

Ongoing support to improve retention and expand business in existing accounts

Sales support materials – brochures, websites, presentations

Marketing department to customize sales materials, individual websites, etc.

Sales department to fully support retention and development of new IC business

ALTOUR Intranet

Daily company and industry news

Immediate updates on ALTOUR commissions and discounts

Latest vendor promotions and sales

Direct links to frequently used and airline websites

Independent Contractors

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Not only are Independent Contractors given all ALTOUR's tools and resources, but we offer ongoing support to make sure you can use them at maximum efficiency. Not just for making travel plans, ALTOUR offers a comprehensive suite of services to manage your business development.

Professional Support

Help desk for ALTOUR procedures and GDS

Rail Europe bookings

Hotel commission collection service

Passport and visa service

In-house technical support

Dedicated client reporting analyst

Support services department to process refunds and commission requests

Human resource consulting and support for IC agent employees

Centralized contract and commission information

International Rate Desk support

ALTOUR Group Desk – unique internal consulting resource to help build group business and maximize income

ALTOUR Cruise Group Desk – a resource to consolidate individual bookings from around the company to qualify for group/tour conductor additional income

The highest upfront commission agreements with air, cruise, and tour companies

ALTOUR Hotel Collection amenity program matching and beating any other similar program in the industry

ALTOUR Client Manager

Electronic profiles allow direct client access on the intranet

Client logs to track and report value added services, problems, resolutions

Client broadcasts to communicate directly with your clients and travelers

Online traveler surveys

Automated letters to manage new account implementation, profiles, and online booking

ALTOUR24 After-Hours Emergency Service

Staffed 24/7 by existing experienced ALTOUR agents

ALTOUR Companies

ALTOUR Air - offering unbeatable prices and commissions to help ICs regain loss of charter business to competitors

ALTOUR Limousine - offering unparalleled service in New York with highest commissions in the industry

Independent Contractors

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Independent Contractors are able to maintain their personal connections to their clients while utilizing ALTOUR's "big agency" advanced support, featuring IT support, exclusive website offers, and a partnership with the American Express® U.S. Travel Representative Network.

Destination Manager

Extensive in-house database on destinations, preferred hotels, and suppliers

Full listings of ALTOUR Collection Destination Management Companies

Recommendations for local drivers, escorts, guide, villas, and specialty cruises

Technology

State of the art computer desktop PC Technology

State of the art Intranet with unparalleled access to information through one central portal

IT support help desk and technicians

Access and training for client management tools

Websites

Leisure travel website featuring specialized agent profiles and travel offers

Vacation packages by destination, travel type, or supplier

Access to cruise vacation bonuses (discounted cruise rates, shipboard credits, stateroom upgrades) as well as land vacation bonuses (discounted car and hotel rates, food & beverage credits, exclusive resort credits)

After searching through the vacation database, clients have the option of calling the agency or sending an online reservation request for availability

Largest agency partner in the American Express® U.S. Representative Network

"Pay with Points" on behalf of your clients, which is fully commissionable

Become an American Express "Travel Specialist"; ALTOUR agents report incredible success in gaining new and profitable clients through this program.

Multiple American Express programs that offer agents a competitive edge, including the "Win with the Card" cruise and tour promotional offers, the Gold Card amenity program, Double Membership Rewards®, and more.

Access to the "AgentPort" cruise search tool which includes an "at a glance" display of special cruise deals
