

From: Marcia S. Wallach [mailto:worldtravel@comcast.net]

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I have been an Independent Contractor with Travelong since June 1999 when the agency I was working for laid me off because of the decline in their business. One of my fellow agents had started working for Travelong a few months earlier and said that I should contact them. The rest is history. I have been in the travel business for over 18 years.

Travelong was a great fit for me and my business as I do mostly corporate reservations. I know that they are there to help me out whenever needed. Having converted from Sabre to Apollo at my last agency came in handy. The extranet connection to Focalpointnet is great!! I have full access to all the same products as the agents in the office without leaving my house and I can ticket any time of day or night, according to my schedule. The quality check system built into the system helps me to make sure that I don't forget anything in my PNR.

Their generous override commissions with many airlines both domestically and internationally really help my bottom line. All the commission structures are loaded into profiles in the computer for me to access. They are also checked when the ARC report is done to make sure that I didn't miss any overrides. Their membership in Travelsavers also helps with discounts for my clients on car rentals and hotel rooms and I also earn extra commissions on selected products.

The staff is well established, each with their own area of expertise, all with many years of experience. My inside liaison, Arif, is terrific. He is always willing to help and I can tell he always has a smile on his face. His vast knowledge of international fares has helped me gain the trust and respect of a new corporate client. Arif was able to price a very detailed business class international itinerary thousands of dollars cheaper than what the client could find. This helped me turn some of that savings into extra commission. Now my client doesn't even try to make his own reservations anymore thanks to Arif!!

The accounting staff along with the back office accounting system calculates commissions monthly. They send me a check as well as a detailed report breaking down all the commissions paid for air tickets, hotel, car, tour commissions and service fees collected for the previous month. It is such a pleasure not to have to prepare statements as I did for previous employers.

In the years that I have been with Travelong, I have seen them grow and evolve to where they are today. I would recommend them to be your host agency.

If you have any questions, please feel free to contact me.

Marcia S. Wallach

Independent Contractor