

Travel Edge Network Call

March 2023



TRAVEL EDGE
NETWORK

Agenda

PARTNER OF THE MONTH
Air New Zealand

DESTINATION OF THE MONTH
Tourism New Zealand

NETWORK UPDATES
Nadiya Makarenko

MEMBER ENGAGEMENT UPDATE
Michelle Leal

PARTNER UPDATE | CRUISE & TOUR
Larry Garnett

PARTNER UPDATE | HOTEL + GROUND
Mary Kleen

PARTNER UPDATE | AIR + INSURANCE
Kristina Barrett

OPERATIONS UPDATE
Kate Richardson



Network Updates



Nadiya Makarenko
SVP, Travel Edge Network



Kia ora TravelEdge

AIR NEW ZEALAND 

A STAR ALLIANCE MEMBER 





Sabine Engelbrecht

National Account Manager West *AIR NEW ZEALAND* 

- Originally from Germany Sabine started her career in the travel industry as a travel agent before moving to the U.S. She has extensive experience working in the airline industry including Finnair, LOT Polish Airlines and Air Berlin. Prior to the aviation sector she enjoyed almost 10 years with an inbound tour operator and represented an Indian hotel company as well as a German cruise line.
- Outside of work Sabine appreciates the beautiful Southern California weather that allows her to go on hikes or do gardening pretty much year-round (her 2 cats couldn't agree more).
- She is always looking forward to travel, as it enriches lives in a variety of ways. Next up: A New Zealand vacation, a conference in Australia and visiting family in Germany.

Sabine.Engelbrecht@airnz.com
www.airnewzealand.com

More choice than any other airline



Coming in
2024



Business Premier Luxe



Business Premier



Premium Economy



Economy



Economy Stretch



Economy Skycouch



Economy Skynest



Hadyn Fitzpatrick

Premium Trade Manager



**100% PURE
NEW ZEALAND**

- Hadyn Fitzpatrick moved to the USA 5+ years ago to take up the of Premium Trade Manager with Tourism New Zealand. Prior to joining Tourism New Zealand Hadyn worked in sales and marketing for a number of New Zealand supplier partners – including AJ Hackett Bungy and Over the Top Helicopters.
- He works closely with New Zealand's travel industry to ensure that US travel trade and consumers are as educated as possible on New Zealand's unique offerings.
- Hadyn loves New Zealand's natural beauty, stunning diversity, rich culture and sharing stories about his homeland is his passion.

hadyn.fitzpatrick@tnz.govt.nz
www.newzealand.com



**100% PURE
NEW ZEALAND**





Upcoming Webinar:

Thursday, March 9, 2023 at 1:00pm ET / 10:00am PT

If You Seek - Aotearoa New Zealand

Discover a place of spectacular landscapes, a land of meaningful experiences, a destination that treats its manuhiri [visitors] like whānau [family]. Rewarding those who look a little deeper, go a little further, Aotearoa warmly welcomes all who are willing to embrace our distinctive spirit of manaakitanga [reciprocal hospitality].

Discover the 'Wonders of New Zealand' with Air New Zealand's latest route network plus product update. Tourism New Zealand will then preview their new 'If You Seek' campaign and show you how you can leverage this, and their other advisors tools and resources, to actively promote New Zealand to your clients.

Plus, Air New Zealand have an exciting **commission bonus** for Travel Edge travel advisors in the USA only. Valid from Mar 15-Apr 14. Join us to learn more!

Register here: <https://register.gotowebinar.com/register/9070911984595708512>

Members Engagement Update



Michelle Leal
VP, Member Engagement



Congratulations TEN Champions

We are thrilled to announce the advisors who will be representing Travel Edge Network:

- *Ajay Karah, Calgary, Canada*
- *Alli Allen, Atlanta, GA*
- *Angela Adto Tepper, New York, NY*
- *Anna Bright Schulte, Nashville, TN*
- *Amy Metzger, Atlanta, GA*
- *Brian Pentek, Chicago, IL*
- *David Hawkraven, Seattle, WA*
- *Debbie Kessler, Bay Area, CA*
- *Katie Carew, New York, NY*
- *Laura Kelly, Sudbury, Ontario*
- *Linda Janourova, Berkeley, CA*
- *Lisa Harris Boyd, Birmingham, AL*
- *Maru Hyndman, La Jolla, CA*
- *Shaiy Howard, Miami, FL*
- *Susan Zurbín-Hothersall, New York, NY*
- *Trisha Pergande, Minneapolis, MN*



Limitless

A World of Difference:

Fresh new places and perspectives from around the world

Wednesday, February 22, 2023

We want to take the time to thank you for participating in another successful *Limitless* event. The opportunity to come together as a community of travel experts is one we always cherish, and we look forward to being able to host you again. We hope you enjoyed a day filled with global travel experiences, exciting luxuries, a live panel, exceptional prize giveaways, exclusive industry updates, and 1:1 networking with premier partners.

Your honest words will help us to continuously improve, so we kindly ask you fill out our post-event survey below. **Completing the survey and visiting Rocco Forte's booth makes you eligible to win one of five exciting prizes.**

- Post event survey, [click here](#)
- Cvent link to visit booths and watch on-demand sessions, [click here](#)
- Partner contact list, [click here](#)
- Exclusive offers, [click here](#)



Upcoming Webinars:

2023 and Onwards with **Viking Cruises**, register [here](#)
Tuesday, March 7, 2023 at 1:00pm ET / 10:00am PT

If You Seek – Aotearoa **New Zealand**, register [here](#)
Thursday, March 9, 2023 at 1:00pm ET / 10:00am PT

Growing Your First Time to **Regent** Business, register [here](#)
Tuesday, March 14, 2023 at 1:00pm ET / 10:00am PT

Exciting Updates from **Qatar Airways**, register [here](#)
Thursday, March 16, 2023 at 1:00pm ET / 10:00am PT

On The Go Tours: Exciting Days, Comfortable Nights, register [here](#)
Tuesday, March 21, 2023 at 1:00pm ET / 10:00am PT

New Itineraries with **Seabourn**, register [here](#)
Thursday, March 23, 2023 at 1:00pm ET / 10:00am PT

What's New with **Holland America Line**, register [here](#)
Tuesday, March 28, 2023 at 1:00pm ET / 10:00am PT

Help Your Clients “Go Deeper” into their Bucket List Destinations with **Variety Cruises**, register [here](#)
Thursday, March 30, 2023 at 1:00pm ET / 10:00am PT

Partner Update: Cruise & Tour



Larry Garnett
Director Advisor Services Relationships



Oceania's NCF Pilot Program

Travel Edge was chosen to participate in
Oceania's NCF Pilot Program!

Beginning March 1, 2023, to Sept 30, 2023

Confidential within the Travel Edge Network

Applicable for NEW Bookings ONLY, no cancel and rebook

Average commission increase of \$200 per booking

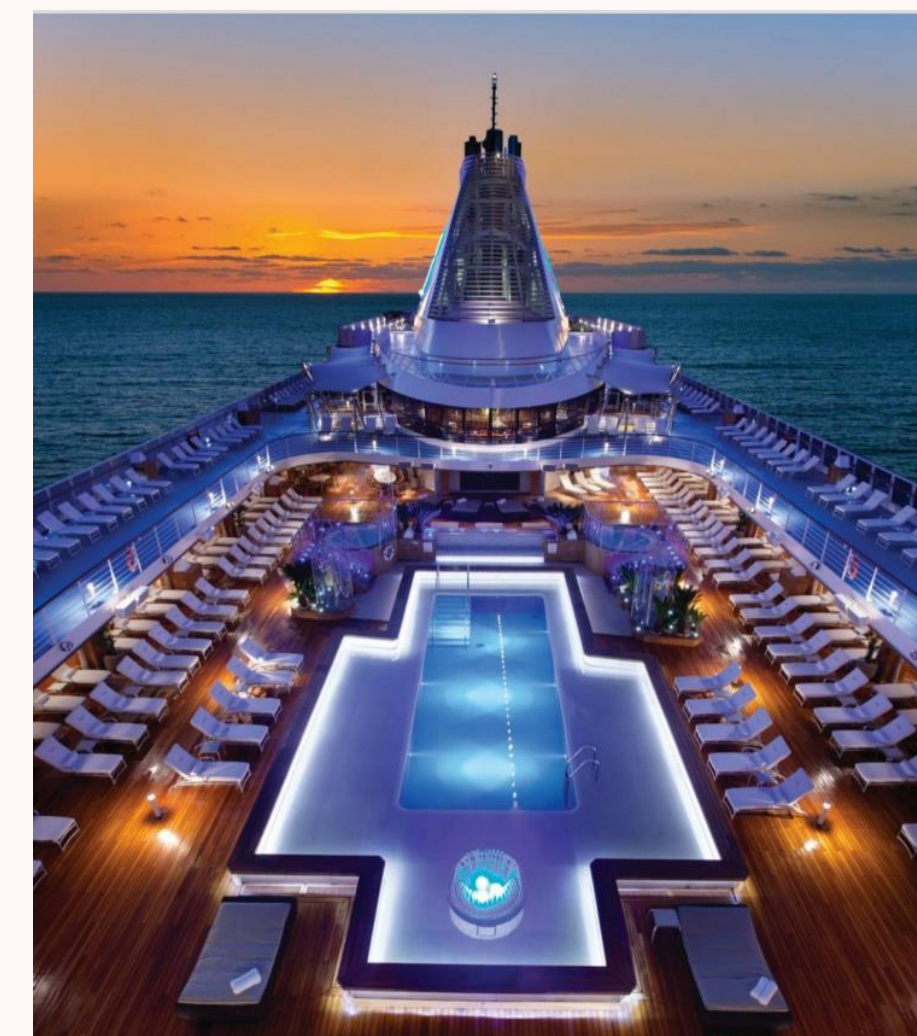
Booking Details

Booking with guest services

- Identify yourself as part of the "NCF pilot program"
- Promotion will be added to allow Commission on NCF

Booking online

- Look in "confidential" promotion area
- Select the promotion code with "NCF"
- Automated functionality is coming in April
- Additional training and collaboration will be coming soon!



EXCITING STUFF!

OCEANIA
CRUISES

MORE \$\$ FOR YOU!

**AVERAGE COMMISSION
INCREASE**

\$200 PER BOOKING



TE
TRAVEL EDGE
NETWORK

We are excited to announce our new and improved Travel Partner Portal

[Azamara Connect](#)

The new transition dates are:

March 16 - 19, 2023:

- Azamara reservations will not be accessible online through third parties, including Air and Shorex, during this black out period.
- Please contact their call center to create or modify any bookings.

On March 20, 2023:

- The new reservation system will go live and accessible via [AzamaraConnect](#).
- The all-new consumer website, [Azamara.com](#), will also launch this day.
- Bookings can be made by logging into Azamara Connect or through your GDS.
- In the meantime, please continue to book Azamara via your GDS or Espresso. No other actions on your part are necessary at this time.



Please visit [AzamaraConnect.com](#) to access the most recent information about Azamara

[Latest Offers](#)

Browse our latest offers with customizable flyers and marketing materials.

[Education](#)

Register for on demand webinars, read sales tips, and download the travel advisor selling guide, all designed to help you become an Azamara expert.

[Sales Team Contact](#)

Please feel free to contact us by email at SalesSupport@Azamara.com or by phone 1-877-222-2526.

Exclusive UJV Travel Edge Promotion!

**Book Fairmont Mayakoba in Riviera Maya
for 20,000 UJV Bonus Reward Points (approx. \$200)**

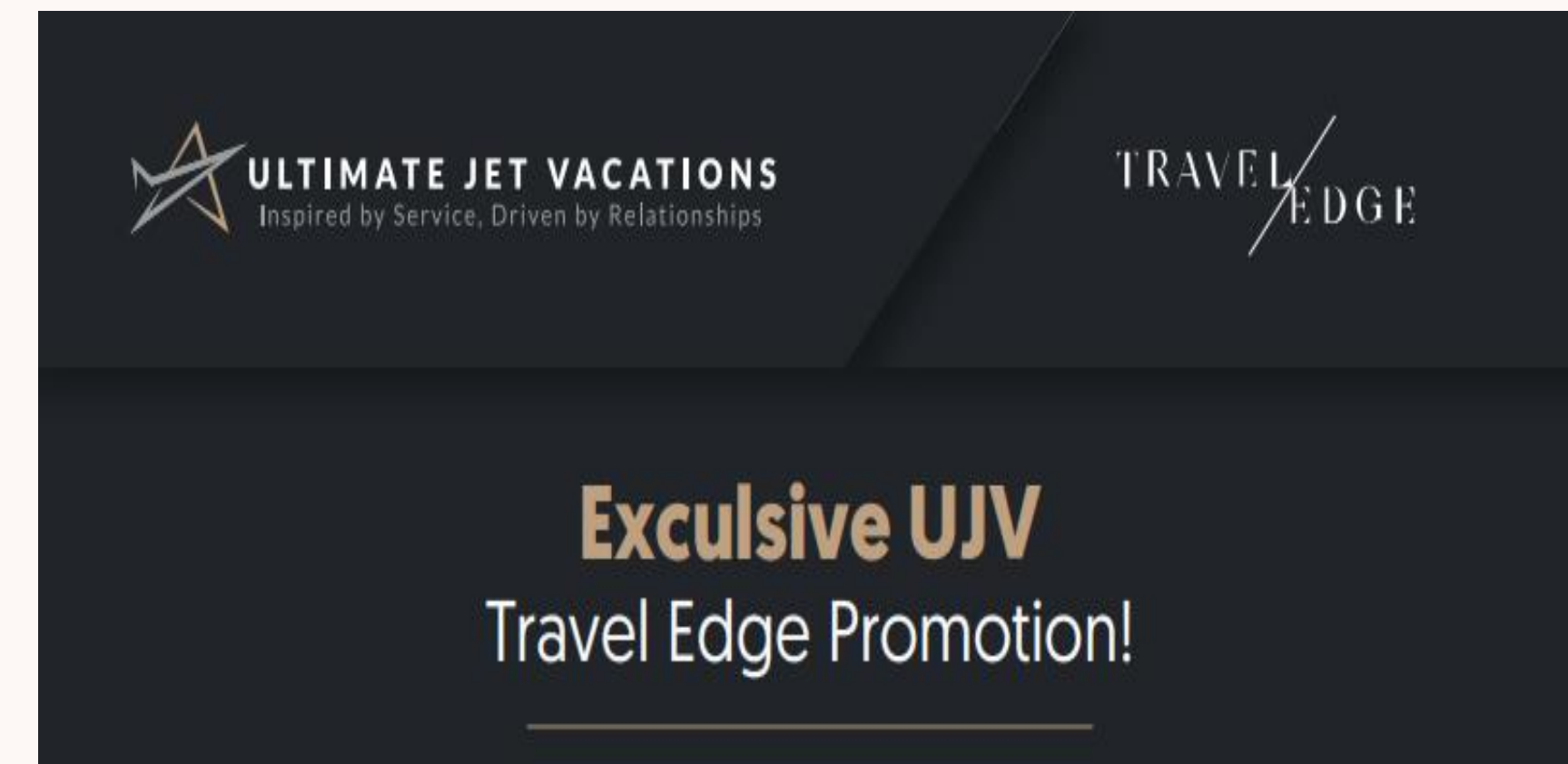
If you don't have a UJV account it's very easy,
just [Visit UJV's website](#) to create an account!

Minimum 4 Night stay required
Book between Feb. 24th – March 10th 2023
Travel Window Feb. 24th – Dec 15th 2023

Refer a fellow Travel Advisor to unlock a personalized
surprise from UJV!

1. Sign in to UJV [Sign into UJV](#)
2. Find the "Refer an Advisor" on the left-hand side
3. Share your unique link with fellow travel advisors
4. Once they make their first booking, you will get a personalized surprise

WWW.ULTIMATEJETVACATIONS.COM



Tour and DMC Preferred Partner Update

NEW Tour Preferred Partners added

1. Collette
2. CIE Tours
3. Apple Leisure Group Vacations (ALGV)
4. The Travel Corporation (TTC)

Including Trafalgar
Insight Vacations
Red Carnation
Luxury Gold

We are excited to roll out a NEW DMC Preferred Partner Program this Month.

Our Program begins with Twenty-Two Luxury and Upper Premium DMCs focused on various popular destinations and regions across the globe.

New Intranet Landing Page and DMC Listings
High Level Webinar and introduction
Links to Descriptions, Training and Videos



Partner Update: Hotel



Mary Kleen
Relationship Director and Hotel Sales



New Hotel Rate Icons in ADX This March

TE1 - Amenity Program



Exclusive Partner Amenity Program

- Ensemble
- Travel Edge
- Trip Arc
- Travelify
- Commission rates when applicable
- Amenities on 3 - 5 star properties

TE 2 – Preferred Program



Ensemble Consortia Program

- Basic product with no extra amenities – room only
- Commission rates when applicable

TE3 – Luxury Program



Hotel Preferred Partner Program

- Such as: Four Seasons, Hilton Impresario, Hyatt Prive
- Majority include amenities
- Commission rates when applicable

ADX Hotel EDGE Rates



ADX rates that come from Hotel Beds, Travco and Bedsonline

- Prepaid US only
- Guaranteed commission + markup opportunity
- Not combinable with any other program
- Does not accrue points



[Hotel Icons Training Video Link](#)

TEN Updated Intranet: Hotel Search

[ADX](#) [Partners](#) [Clients](#) [Resources](#) [Bookings](#) [Mary Kleen](#)


[Home](#) > [My Resources](#)

My Resources

 **Partner Information** 

[< Partner Information](#) [Copy link](#)

Hotel



[Hotel Partner Contacts](#) [News & Promotions](#) [Ensemble 2023 Hotel Directory](#)

[Travel Edge Hotel Program Status - March 1 2023](#)

Interim TEN Hotel Directory

Full Country Name	State/Province Code	City	Lanyon ID	Property Name	Chain Name	Sabre Chain Code	Sabre Property Code	Amadeus Chain Code	Amadeus Property Code	Apollo/Galileo Chain Code	Apollo/Galileo Property Code	Star Rating	Cancellation Policy	Priority - Rate Code TE1 = Amenity, TE2 = Override, TE3 = Luxury Invite Program	Commission	Ensemble Offer
United Kingdom		London	32726	Brown's Hotel, a Rocco Forte Hotel	FC	11247	FC	LON427			5	48hr.	#1 - TE1	10%	Early Check in & Late Check out Upgrade to next category Comp. in room wifi Radisson Rewards members 2 bottles of water daily Complimentary daily American breakfast	
United Kingdom		Edinburgh		Bruntsfield Hotel	XW	08598	XW	EDI406	XW	13485			#2 - TE2	10%	2 bottles of water daily Complimentary in-room WIFI	

Client Specific Property Contact	Client Specific Property Title	Client Specific Sales Phone	Client Specific Sales Email
Ruby Durell Ms	PA to Sales Marketing Director	44207663131	rdurrell@roccofortehotels.com

New: TEN Access to Ensemble 2023 Hotel Directory



New: TEN

Access to

Ensemble

Hotel Directory

with

Commissions,

Amenities

& Contacts

←

5

15/2863

→

Sofitel Paris Le Faubourg

15, rue Boissy d'Anglas, Paris, France

Commission

10%

Amenities

Daily Breakfast,Early Check-in & Late Check-out*,Upgrade to Next Category*,\$100 Hotel Credit per stay ,Complimentary in-room Wi-Fi,Personalized Welcome Note from Management,Club Lounge Access (if available)*

Hotel Chain

ACCOR

Chain code

ACCOR

Chain code

SB

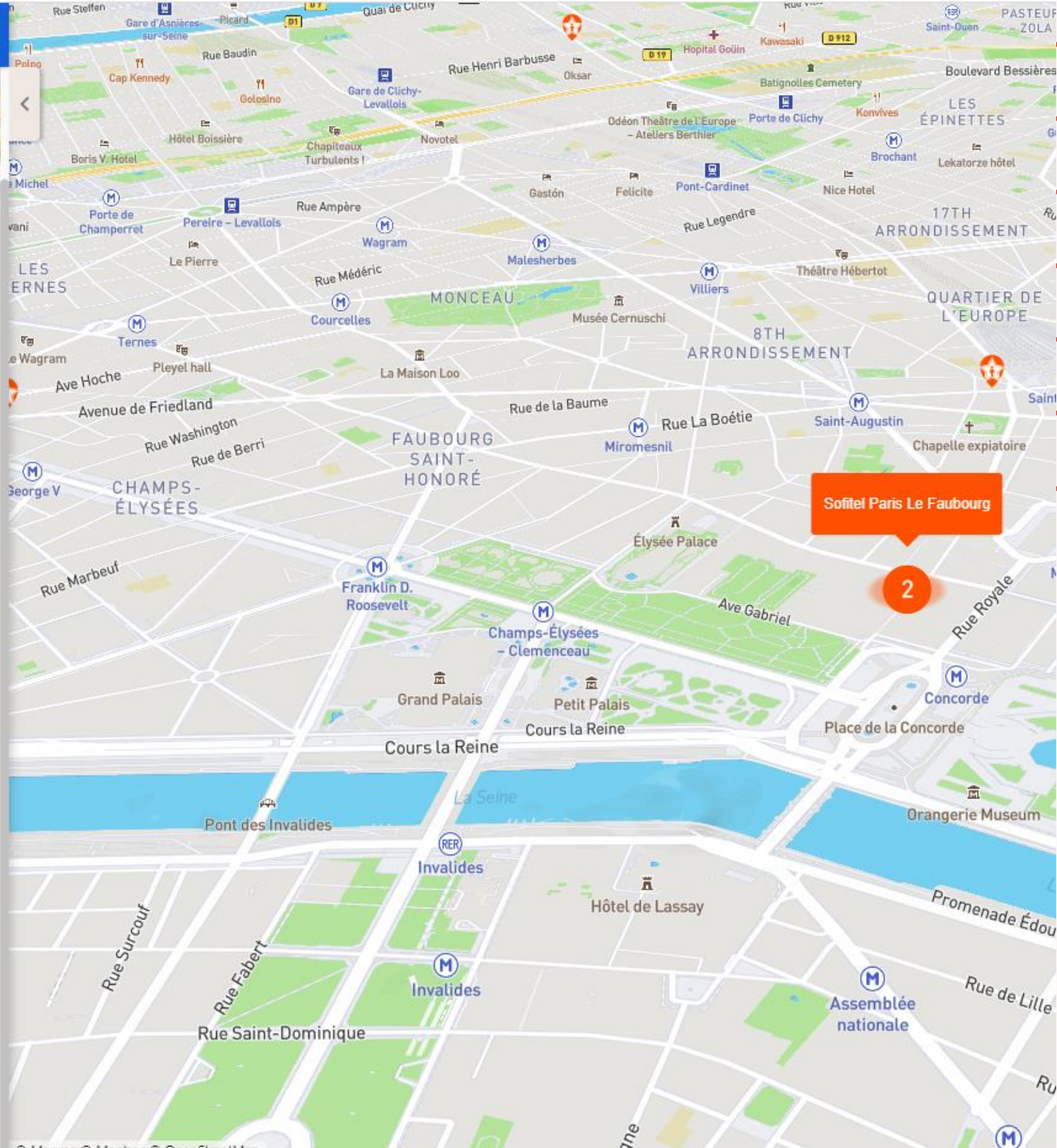
Sabre code

25209

Amadeus code

Nearest Airport

Contact: Sabrina Ben Salem



Partner Update: Air & Insurance



Kristina Barrett
Relationship Director, Air & Insurance



COVAC GLOBAL Learn & Earn Incentive



TE TRAVEL EDGE
NETWORK

COVACGLOBAL

Join Covac Global's March Madness
and earn up to \$400 in gift cards

Here's how to participate:

1. Attend the Covac Global webinar on Compass.
2. Complete the short quiz. **By doing so, you'll be entered for a chance to win a \$200 gift card.**
3. The agent who sells the most memberships (in dollar amount) during March Madness will be entered to win a \$200 gift card. **To qualify, you must sell a minimum of '1' membership.**

Operations Update



Kate Richardson
Director, Operations

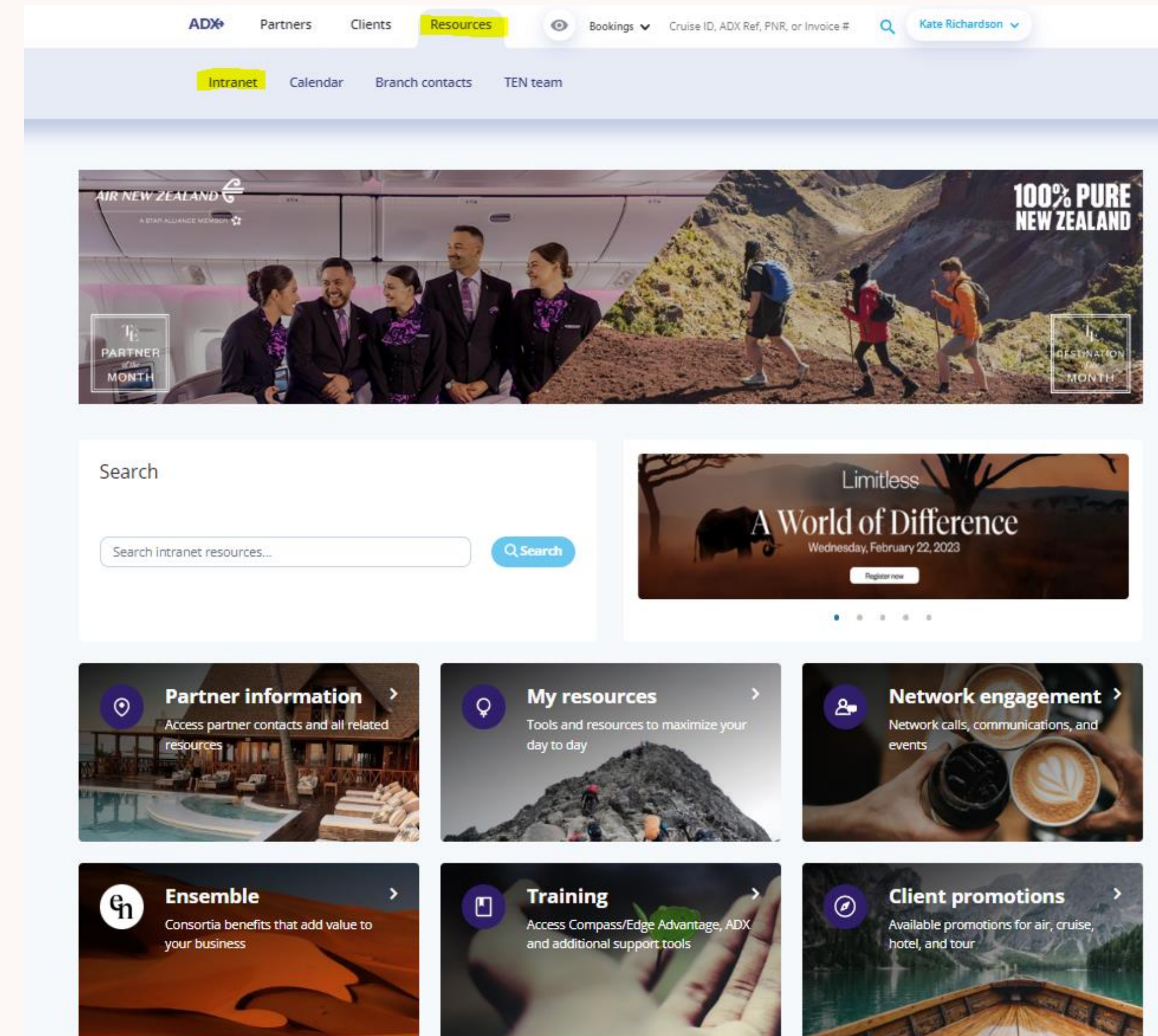


The Refreshed Intranet is Now Live

- View a short training video [here](#)
- All your resources and tools are accessible in one location, via **ADX**. Accessible directly in ADX adx.traveledge.com OR via your Intranet login with your current credentials intranet.traveledge.com
- If you have any questions on the content or navigating the intranet, please reach out to advisor.services@traveledge.com

Reminder

As of February 27th, in order to access the intranet (via ADX or the current intranet URL) you will require an ADX account. If you do not currently have an account, or aren't sure you have an account, please immediately contact adxsupport@trip-arc.com to verify.



Finance Support SLA Update

- 1st Response time updated from 48 business hours to 24 business hours
- If missing information, Finance Team to request that information in the same 24 business hour window.
- Additional training provided to the Finance Team to better meet your needs

Finance Best Practices

- **Do not cc finance on emails.** Only send emails to finance where they are required to action.
- Your relationship manager is your first point of contact
- **When to contact Finance Support:** Changes in banking information, Something on your report is wrong or missing.
- **Finance does not assist with invoicing or chasing commissions.**
- Review the [Finance FAQs](#)
- Take a look at a recent [Webinar](#) on ADX - Invoicing, Commission Chasing, Advisor Reporting Tool, Unclaimed Commission Report

Upcoming/New Training

On Demand Modules



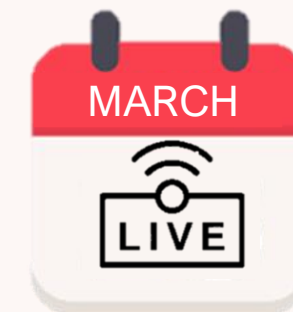
- ✓ Updated On Demand [Intranet Training](#)
- ✓ Updated On Demand [Hotel](#) Icon Training
- ✓ Developing updated On Demand ADX Training

Now LIVE on Compass

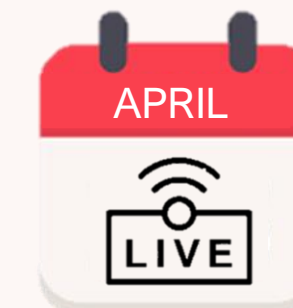
- | | |
|-------------|-------------------------------|
| ✓ Cruise | ✓ Sales |
| ✓ Air | ✓ Marketing |
| ✓ Hotel | ✓ Customer Service |
| ✓ Insurance | ✓ Learn & Earn – Covac Global |

Register for Compass and the Edge Advantage training [here](#)

Live Training



ADX vs Sabre: Reasons to Make the Switch
[March 15th 2:30pm ET/11:30am PT](#)



Cruise in ADX: What's New!
April 2023



Office Hours with Beth: Branch ADX Q&A

For a complete list of our upcoming training sessions view the Live Training Calendar [here](#)



How to Reach Us

Advisor Services

Advisor.services@traveledge.com

Operations

Leisure.operations@traveledge.com

Learning & Development

Learning@traveledge.com

Thank you!