

1. I'm a Vortex Owner, how do I promote my Vortex?
  - A Vortex Owner will give out the Vortex url, [myvortex365.com/yourending](http://myvortex365.com/yourending), to prospective customers.
2. Once someone goes to [myvortex365.com/yourending](http://myvortex365.com/yourending), what will they be required to do?
  - Your new Vortex customer will sign up for a Vortex customer account. They will enter First Name, Last Name, Email address, Password and then simply click "Create Account." They will then be sent an activation email with detailed instructions on how to activate their account to start shopping on your site for their next trip!
  - They can also easily create their account by signing up with their Facebook account.
3. If for some reason my account is no longer active, what happens to the Vortex Customer?
  - If a Vortex Owner is suspended, their Vortex Customer's will remain with the Vortex Owner until their account moves into the cancelled state.
  - If a Vortex Owner is cancelled, their Vortex Customer's will be forwarded to the company including new Cash Rewards earned by those Customers. However, new Reward Credits generated by Customers are being rolled up to the first upline active Vortex Platinum owner.
4. What is available on the Vortex?
  - Here is what's available on the Vortex Travel Site:
    - Please Note: Reservations that are paid for at the counter will not generate Cash Rewards or Reward Credits.
    - Hotels - Cash Rewards are available. As the Vortex owner you will earn 100% of the amount your customer saves on their hotel bookings.
    - Cruises - Cash Rewards are not available. The customer will receive instant savings when booked through your Vortex. Cruise bookings qualify for Reward Credits added to the sponsoring Vortex Owners Membership Platform.
    - Vacation Properties, Activities, and Shopping - Not eligible for Cash Rewards. These bookings do generate Membership Reward Credits added to sponsoring Vortex Owners Membership Platform.

- Cars - Cash Rewards are available. As the Vortex owner you will earn 100% of the amount your customer saves on their car rental bookings.
  - Flights - Cash Rewards/Reward Credits are not available.
5. Will Cash Rewards pay out on a cancelled booking?
    - Cash Rewards can only be paid on active bookings as the vendor will not pay a commission on a cancelled booking.
  6. Are taxes displayed in the search results?
    - Yes, taxes will be shown in the total in the search results. You will also see what the average price is per night displayed in the search results.
  7. Will I be able to see my customers, my customers pending bookings and Cash Rewards earned through my Vortex?
    - Yes. These reports are all available at the bottom of this page.
  8. How often will I receive my Cash Rewards?
    - Cash Reward payments will be made on a monthly basis to Vortex Owners and are paid out on the 1st of every month. Cash Rewards are not paid until after the travel has been completed and Surge365 has received the Cash Rewards from that travel. The status of your Cash Rewards can be found in the Vortex Customer Booking Report below. Vortex Owners must be active at the time Cash Rewards are due to be paid in order to receive them and will forfeit Cash Rewards if they are no longer active.
  9. I'm a Vortex Platinum Owner, do I need to log in to the Vortex Customer Travel Site to book my personal travel?
    - No. As a Travel Technology Package Owner you have access to a members-only insider pricing platform offering exclusive weekly specials, a personal travel concierge, and a 150% price difference guarantee. You can access this by selecting the Wholesale Travel Membership Access ad on the home page of your Surge365 Back Office.
  10. As a Vortex owner, how do I know what the Vortex Customer Travel Site contains?
    - We'd recommend that you create yourself a Vortex account so you can view the Vortex. You can also watch a webinar specifically for Vortex owners and is located in your Surge365 Back Office under: Menu > Resources > Videos > Subscriber Videos (Non-Shareable) > Titled: Vortex Tutorial

Below are Vortex related reports that will help you manage your Vortex business.



This report will list all of your Vortex Customers.



This report will show you your Customer's bookings.



This report will show you your Cash Rewards.

