

Vortex™ Information



We are excited that you are a Vortex Owner with us! As a Vortex Owner, you are able to distribute the exclusive Vortex to members and supporters, saving them money on their travel, as well as earning Cash Rewards for those travel bookings.

Frequently asked questions about being a Vortex Owner.

1. I'm a Vortex Owner, how do I promote my Vortex?

- A Vortex Owner will give out the Vortex URL to customers: myvortex365.com/yourending.

2. Once someone goes to 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 "GO" 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. What is available on the Vortex?

- **Hotels** - Cash Rewards are available. Your customer's savings equals your Cash Rewards.
- **Cruises** - Cash Rewards are available. The amount earned for Cash Rewards varies based on the cruise that your Vortex Customer books.
- **Weekly Stays** - Cash Rewards are available. The amount earned for Cash Rewards varies based on the weekly stay that your Vortex Customer books.
- **Cars** - Cash Rewards are available. Your customer's savings equals your Cash Rewards.
- **Activities** - Not eligible for Cash Rewards.
- **Flights - (also includes ability to book Southwest Flights)**. Not eligible for Cash Rewards.
 - Domestic: Competitive Prices - earn reward credits
 - International: Cheaper Prices - earn reward credits
- **Travelers Insurance** - Not eligible for Cash Rewards.

4. 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.

5. 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.

6. Will I be able to see my customers, my customers pending bookings and Cash Rewards earned through my Vortex?

- Yes. These reports are available for view and download.

7. How often will I receive my Cash Rewards?

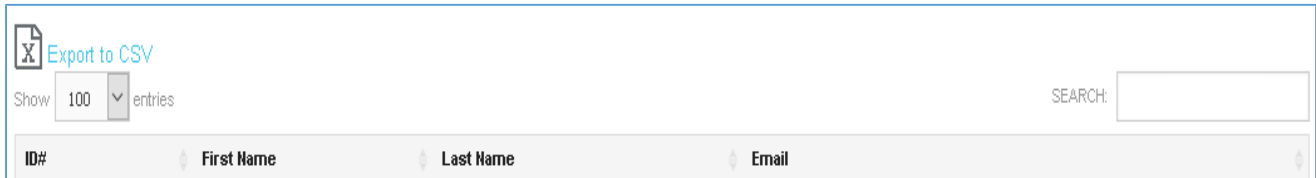
- Cash Reward payments will be made on a monthly basis to Vortex Owners and are paid out on the 1st of every month. Cash Rewards are not paid until after the travel has been completed and Surge365 has received the Cash Rewards from that travel. The status of your Cash Rewards can be found in the Vortex 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.

8. 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

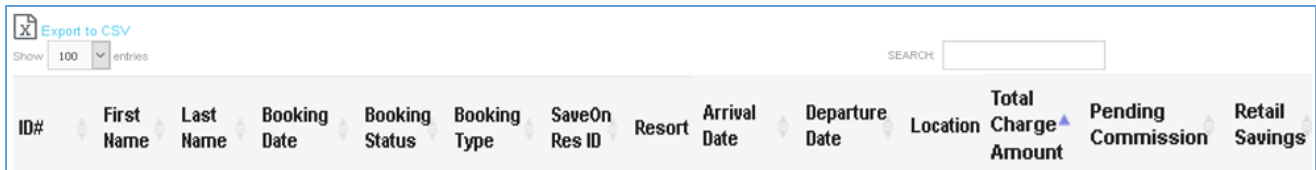
9. VORTEX REPORTS (found in the Back Office at my.surge365.com under Vortex Widget)

1) **Vortex Customers** - This report lists all of your Customers.



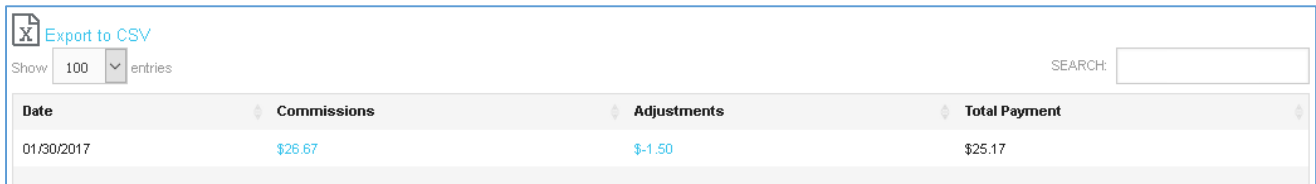
The screenshot shows the 'Vortex Customers' report interface. At the top left, there is an 'Export to CSV' button with a document icon. Below it, a 'Show' dropdown menu is set to '100' entries. To the right is a 'SEARCH:' text box. The table below has the following columns: ID#, First Name, Last Name, and Email.

2) **Vortex Customer Booking Report** - This report will show you your Customer's bookings.



The screenshot shows the 'Vortex Customer Booking Report' interface. It features an 'Export to CSV' button, a 'Show' dropdown set to '100' entries, and a 'SEARCH:' text box. The table columns are: ID#, First Name, Last Name, Booking Date, Booking Status, Booking Type, SaveOn Res ID, Resort, Arrival Date, Departure Date, Location, Total Charge Amount, Pending Commission, and Retail Savings.

3) **Cash Rewards Report** - This report will show you the Cash Rewards paid to you from your Vortex Customer Bookings.



The screenshot shows the 'Cash Rewards Report' interface. It includes an 'Export to CSV' button, a 'Show' dropdown set to '100' entries, and a 'SEARCH:' text box. The table displays the following data:

| Date | Commissions | Adjustments | Total Payment |
|------------|-------------|-------------|---------------|
| 01/30/2017 | \$26.67 | \$-1.50 | \$25.17 |

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