Unclaimed/Missing Commission

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At Wanderly Adventures, we know how hard you work to make magic happen for your clients. That includes making sure you are paid for your efforts. This short guide will walk you through how we handle unclaimed commission, how to avoid it, and what to do if something falls through the cracks.

📌 Step 1: Always Record Your Bookings

To make sure your commission gets to you smoothly and on time, it's essential that all bookings are entered into the appropriate recording tool within 24 hours of booking.

Depending on the type of booking, you'll use one of the following:

- **TPISuitcase** – for most bookings, this is your go-to place.
- **Disney Booking Form** – for all Disney Destination bookings.

When in doubt, double-check the Wanderly Resources Trello board or reach out to leadership for guidance.

📌 Step 2: How to Handle a Missing Commission

If you believe you're missing a commission, don't worry—we've got a three-step process for that.

1. Head to the Wanderly Report list on Trello and look for the Unclaimed Commission Report.
2. If you see a match do one of the following:
    - ✓ If you already entered the booking a Tern screenshot of the booking to info@wanderlyadventures.com
    - ✓ If you didn't enter the booking, enter it then send a screenshot of the Tern booking to info@wanderlyadventures.com
3. If you entered the booking and it's not in the Unclaimed Commission tab on Tern
    1. Disney: email a Tern screen shot of the booking to info@wanderlyadventures.com and we will do the rest
    2. TPI: do the following
        - ✓ Hover over the Commissions tab on the left side menu and select Interim Statement, if it's not there…
        - ✓ Hover over the Commissions tab on the left side menu and select Unpaid Commissions, if it's not there…
        - ✓ Hover over the Commission tab on the left side menu and select Unclaimed Commissions, if it's not there…
        - ✓ Hover over the Forms tab on the left side menu and select Acct. Commission Inquiry Form and complete the form.

Important:

- If the travel date was more than 60 days ago, a $25 research fee will be charged for the commission search. This helps cover the time and resources it takes to investigate older bookings.
- If the commission is received by TPI before you submitted the booking, you will be charged at $15 non-compliance fee per booking.

💡 Pro Tips to Avoid Unclaimed Commission

- Set a recurring reminder to log your bookings within 24 hours.
- Always double-check that all info is correct before submitting.
- Use the reporting tools within TPI and Tern to audit your portfolio to make sure all is correct.

☐ Final Thoughts

Your hard work deserves to be rewarded—and by keeping things organized and timely, you can avoid commission headaches down the road. If you ever have questions or need help navigating any of the tools, our leadership team is just a message away.