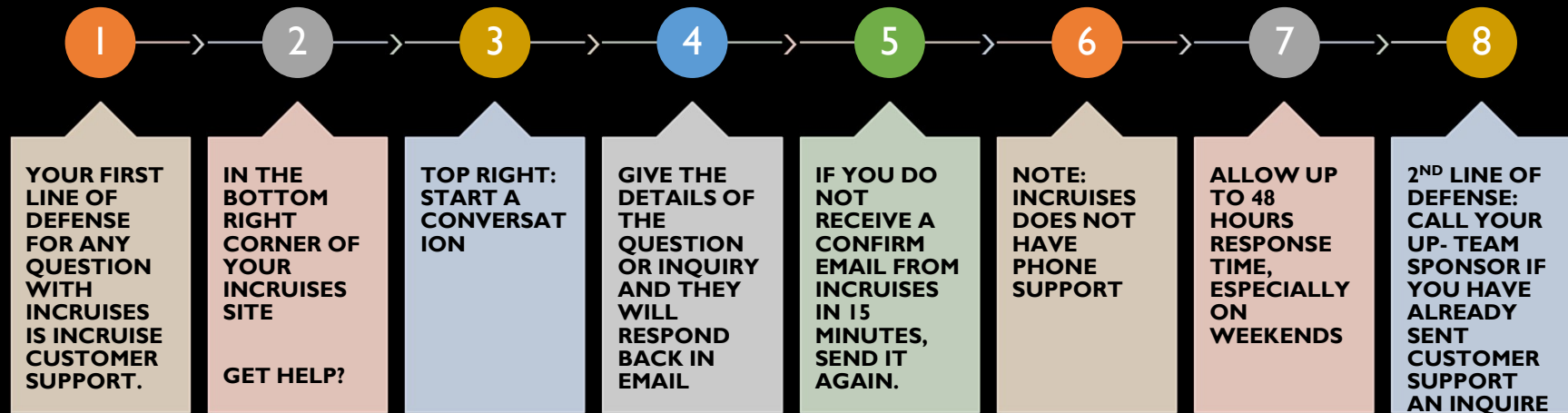


TOP 10 QUESTIONS FROM OUR PARTNER MEMBERS AND MEMBERS

This presentation will be UPLOADED to: Cruiseclubone.info website for further review

HELP ME!!!



Why do I have a blank screen when I login to my inCruises site?

The inCruises website **IS** compatible with Chrome and Firefox



The inCruises website is **NOT** compatible with Internet Explorer and Safari



It may work or **NOT** work at times. So, lets help **YOUR** members and Partner Members by setting them up for success and let them know that they need to use **CHROME** when they are going to their inCruises website.



Why do I have issues with the inCruises App?

As much as we all like Apps, nothing compares to a laptop or desktop. I would consider investing in your business with a laptop if possible

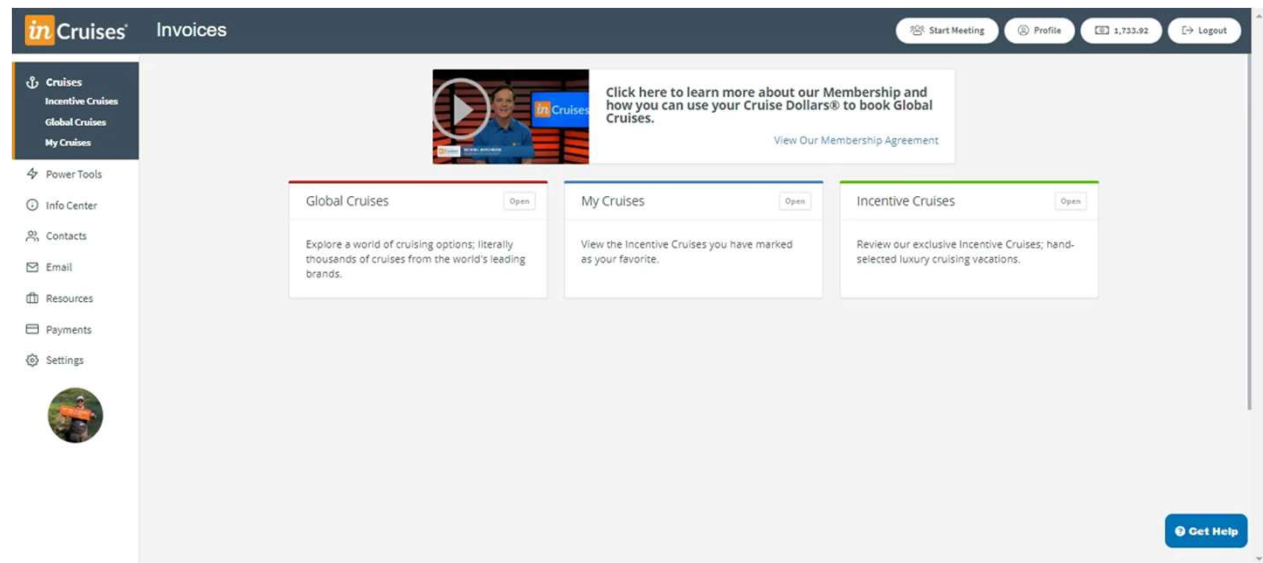
The inCruises website is highly technical with graphics and multiple layers of integration. This makes App Optimization more difficult.

The app is a good companion tool. It is **NOT** a good **ALL- INCLUSIVE** option for doing everything a partner needs to do to build an inCruises business.

Last but not least, the app is **NOT** available to Members. It is offered to Partner members and Partners only.

How do I set up RECURRING BILLING

- Why is this so important? YOU and everyone in your upline receive residuals and leadership bonus based on the number of members that pay their invoice on time each month.
- What is ON TIME? 5 days after the date the invoice generated, members will go into an expired/inactive status. Each time this happens, cruise dollars are inactive, and the members will not be able to book a cruise. Once they become current again, they will have a 15-day waiting period before they will see available cruise dollars back into their account.
- Why is there a penalty for paying late? inCruises is a solid/profitable company because members do the right thing and pay their invoices on time. It is our **OBLIGATION** as partners and leaders to set this expectation upon adding a Partner Member or member to our organization.



HOW DO I VIEW AND ANALYZE MY ORGANIZATION?

REAL TIMEVIEW OF WHO
HAS PAID AND WHO HAS
YET TO PAY:

CONTACTS

TRACK RESULTS

SORTING: EXPIRATION
DATE ASCEND

FILTERING:
PARTNER/MEMBER AND
NOT PARTNER/MEMBER

REAL TIMEVIEW OF WHO
HAS GONE INTO AN
EXPIRED STATUS

CONTACTS

TRACK RESULTS

SORTING: EXPIRATION
DATE DESCEND

FILTERING:
PARTNER/EXPIRED
MEMBER AND NOT
PARTNER/EXPIRED
MEMBER

I check these at least 3x per week so that i can stay ahead of the non- payment curve. I reach out to those that have not paid and politely and as a professional remind them about an invoice that generated and see if they have had an issue with the credit card, they have on file with inCruises. (Especially if they were on recurring and it did not pay) I ABSOLUTELY believe it is my obligation and responsibility to reach out because I want all the members in my organization to always have access to their cruise dollars. If you approach them with an attitude of help and concern, they should be receptive.

I HAVE AN EXPIRED MEMBER. WHAT ARE THEIR OPTIONS?

- **Option 1:** pay the invoice, get current and continue
- **Option 2:** when member is in a better situation, catch up the account, and continue as normal
- **Take note:**
- **Because they are in an expired status, when they get current, they will have a 15 day hold on available cruise dollars and they will be back to normal**
- **If they are not able to get current because the invoice becomes too large, they have an option:**
- **They can do a (1x lifetime) reset of their account:**
- **They send a request into customer support asking for the 1x reset option. They will become a brand-new member at 60% but all the money in the old account will be transferred into the new account. To do this, there is a 1x (\$100 + matching) penalty and they will be back to current status without having to catch the account up.**
- **As you can see, inCruises is very flexible and gives its members plenty of opportunity to have a long- term membership offering.**

I am trying to book my cruise for next month and I cannot find it on the website?



ABOUT A YEAR AGO, THE CRUISE LINES STARTED CHANGING THEIR FINAL PAYMENT POLICIES AND ARE EXTENDING THEM OUT TO 90 DAYS PRIOR TO EMBARKATION DATE



THIS AFFECTED INCRUISES SO THEY HAD TO ADAPT TO THE CHANGE



FOR A CRUISE THAT IS 5 DAYS OR LESS, THE INCRUISES SITE WILL HAVE THAT CRUISE AVAILABLE UNTIL DAY 60 BEFORE EMBARKATION DATE. ON DAY 59 IT WILL NO LONGER BE OFFERED



FOR A CRUISE THAT IS 7 DAYS OR MORE, THE INCRUISES SITE WILL HAVE THAT CRUISE AVAILABLE UNTIL DAY 90 BEFORE EMBARKATION DATE.. ON DAY 89, IT WILL NO LONGER BE OFFERED



PLAN ACCORDING AND SET THE PROPER EXPECTATION AS YOU ADD NEW MEMBERS AND PARTNER MEMBERS. LAST MINUTE CRUISES ARE NOT AVAILABLE ON THE INCRUISES SITE

I am ready to book a cruise and I need to use Cruise Dollars from mine and my spouses accounts. How do I do that?

You will need
your spouse's
UNIQUE ID
number

TOP Right
corner: PROFILE

Drop Down:
SETTINGS

TOP Left corner:
MEMBERSHIP
INFO.

At “ADD A PASSENGER” on cruise booking, this is where you place your spouse’s Unique ID number. If you simply have a friend (Outside of inCruises), you will add them later in the booking process.

I HAVE BOOKED A CRUISE AND _____ HAS HAPPENED. WHAT DO I DO NOW?



1st and foremost, you need to understand that inCruises is a booking partner. They are NOT the cruise line. inCruises does NOT make the policies. They simply abide by them



Any changes that are made to the booking will be subject to the CRUISE LINE policies and procedures. However, the cruise line is NOT who you call to get the issue resolved. EVERYTHING goes thru inCruises Customer Support.



Examples: Cancel Booking/Change of passenger name/transfer to another cruise date (inCruises is your liaison for ALL booking and changes—Let them go to bat on your behalf to the cruise line. DO NOT try to do this yourself please.

“Why is the cruise line NOT offered on our website?”

- InCruises is in constant negotiations with cruise lines for the benefit of adding more value to our membership
- It is called a negotiation for a reason. NOT every cruise line is set up or wants to use A 3rd party vendor for booking cruises.
- InCruises brings enormous value added to the cruise industry but let me offer some perspective for you.
- We have 200k members approximately
- As valuable as that is, we collectively could only fill (1) cruise ship at (1) port for (1) year
- We are just getting started. We have disrupted the industry, but we have only scratched the surface. This means that as we continue to grow, we will bring more value and more cruise companies will take notice and the negotiations will continue to play to our favor. The best is yet to come.