



Frequently Asked Questions about the Individual Payment System (IPS)

-I registered my student for the trip but didn't get charged the deposit?

There is a registration phase that is used to determine viability of the trip. Bob Rogers Travel will not allow the system to charge until we have a conversation with the group leader. If only 20 people are signed up for the trip, we will delay charging the deposit until the trip is confirmed with the number of participants the director is comfortable with.

-Will your system notify me prior to a scheduled payment?

A three-day reminder email will be sent out prior to every payment to notify you about the upcoming payment.

-Can I register for the trip after the registration deadline?

As long as maximum capacity has not been reached on your trip, you may register for the trip. The registration deadline is not a hard deadline date.

-Why is my trip still in pending status?

Your trip is still in pending mode as the director of the program has not activated the trip yet. Once the trip has been activated, you will receive an email message from Bob Rogers Travel letting you know about the activation. No payments can be processed when the trip is in pending status.

-What forms of payment do you accept?

Our system can accept Discover, Mastercard or Visa credit/debit cards. BRT cannot accept a check as a form of payment. All payments need to be electronic.

-I do not have a credit card or debit card to place on file. What should I do?

We suggest purchasing a reloadable gift card and using that as the place holder for a form of payment. Purchase the reloadable gift card, register it online through the gift card company and then you can use it as your form of payment for BRT. Please reach out to Alyssa Hosking if you have further questions.

-Some of the payments in the payment schedule do not work for me, can I adjust a scheduled payment?

Your account will need to be placed on hold in order to stop a scheduled payment. Please contact our office at 800.373.1423 so a representative can assist you with placing your account on hold. Our office hours are from 7:30 am – 4:30 pm (central)

-How are booster funds or fundraising monies applied to my account?

We are able to credit the individual accounts the amounts that the director/treasurer supplies us. Credits can be made as many times as needed. We are not able to credit more than what is remaining on the cost of a trip. Once a credit has been applied to a travelers account, an email notification is sent to the account holder.

-Can I make a payment prior to the scheduled payment?

You can make a payment prior to the scheduled payment. If the entire payment was not settled, our system will then auto-charge the difference on the scheduled payment date. Please login to your account at ips.bobrogerstravel.com to make a payment.

-I want to make additional payments outside of the payment schedule. How can I do that?

After logging in to your IPS account, click the traveler's name on the bottom of the home page. Then, click the "Make an Additional Payment" button to process a payment towards that traveler's account. You can use your stored card or you can use a new card by entering in your new information in the required fields.

-I would like to purchase trip insurance, where can I do that?

BRT recommends the purchase of trip insurance as we have a nonrefundable policy in place. To purchase insurance for your trip through Travel Insured, please go to <http://www.travelinsured.com/agency?agency=49046>. This link can also be accessed through the website bobrogerstravel.com, then select the Parent/Students tab on the main page. Then select Travel Insured on the secondary page. Travel Insured trip insurance cannot be purchase until the day the deposit is being charged. If you wish to include the Cancel for Any Reason clause, you have 14 days post deposit to purchase.

If you need further assistance, please contact our IPS Coordinator Frank at 800-373-1423 ext 3 or ext 221. If Frank is unavailable, Vicki Laws is the coordinator on the trip, her extension is 229 and email address is vlaws@bobrogerstravel.com or you can speak with Alyssa at ext. 248, email ahosking@bobrogerstravel.com