Understanding Statuses

June 2022

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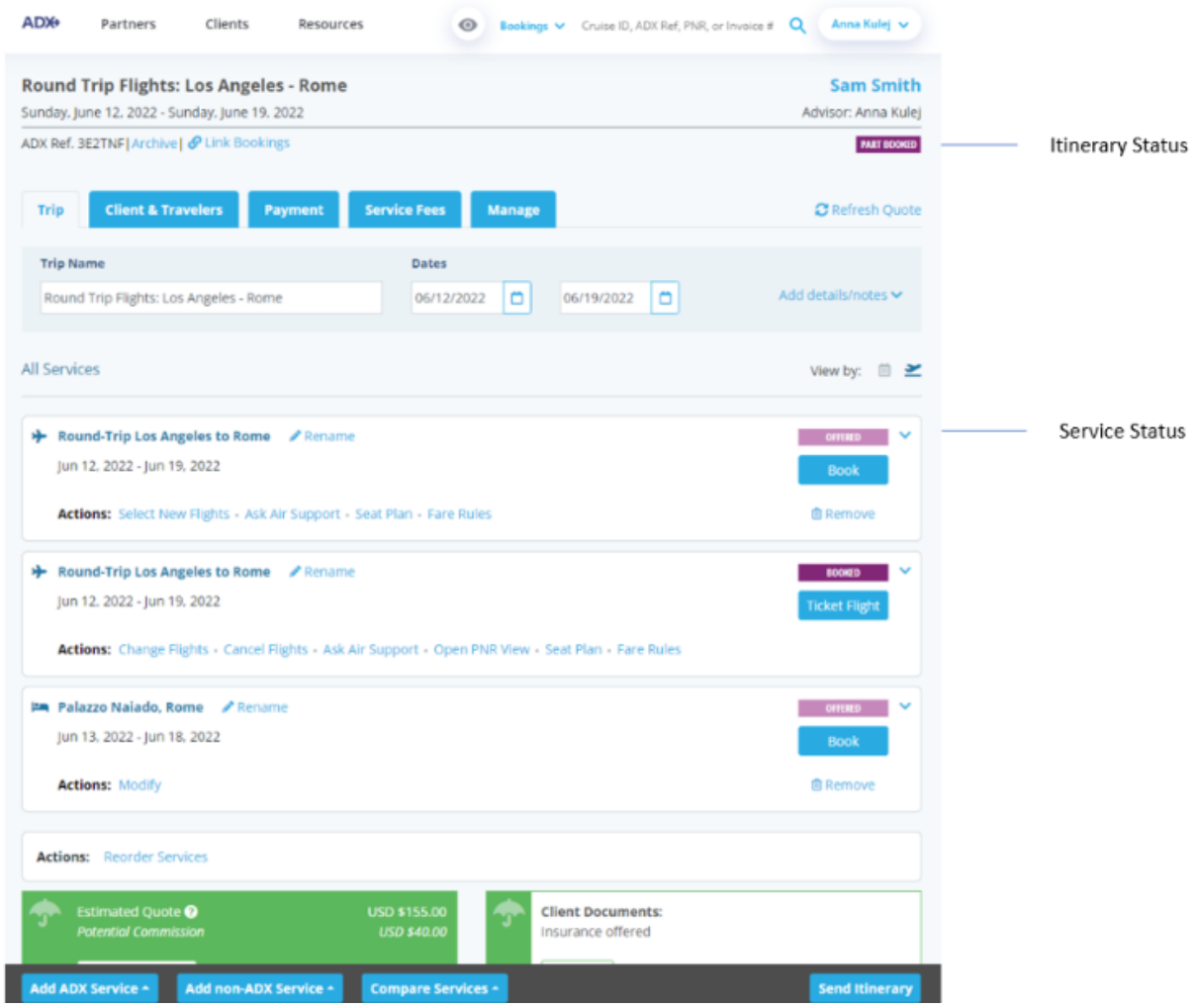
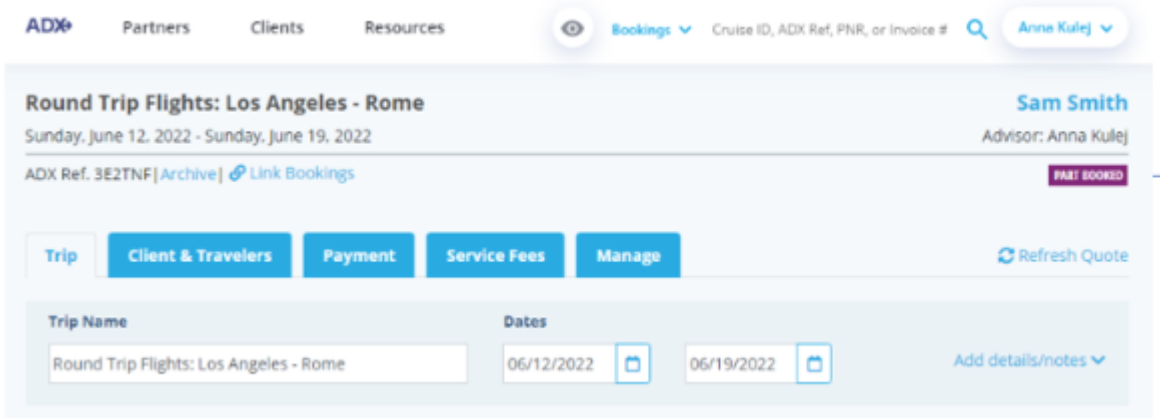
1.Understanding Statuses Overview

ADX will have two different level of statuses: **Itinerary level** and **Service level**.

The itinerary and service statuses will help you know the difference between a service or trip that is only quoted, one that is travel ready and one that requires your attention. When trying to determine what status a specific trip is in, it is important to understand the different itinerary level status as well as service level statuses.



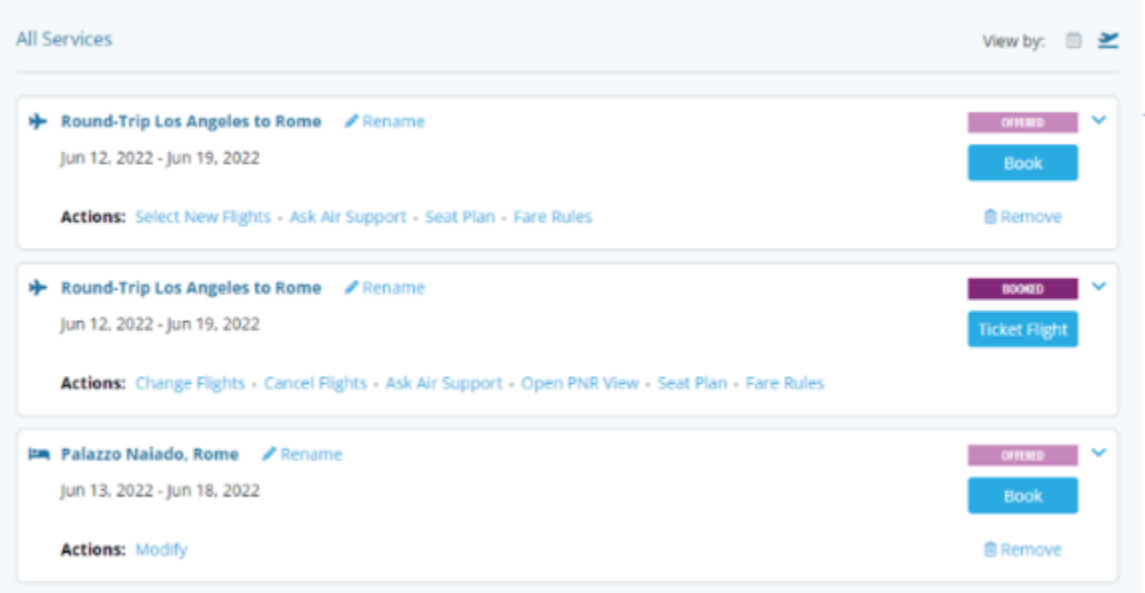
1.1. ITINERARY STATUS



The itinerary level status is the status of the full TRIP and is based on all the services that are added to the trip reference. To understand the different itinerary level statuses, you must look at the statuses of the individual services.

- QUOTE There are no services that are booked or paid. Services that are still active are in QUOTED status, nothing is being held
- BOOKED N/$ There is at least one (1) service that is booked (held) but no payment has been made – ie. Air is booked, holding inventory
- BOOKED W/$ There is at least one (1) service that has partial payment. Full payment is still required before ready to travel
- TRAVEL-READY All services on the reference are booked/paid and have confirmations set to travel
- ACTION-REQ At least one service that is in a SCHEDULE CHANGE or PENDING CANCEL status. These need to be actioned immediately
- TRAVELED All active travel service dates are in the past
- CLOSED All services were never actioned and are in the past OR all services were cancelled

1.2. SERVICE STATUS

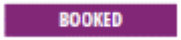


Service statuses will differ depending on service type and what stage of payment flow the service is in. The service status will affect the overall itinerary status.

1.2.1 Air Service Statuses

Air service status will be determined whether the air has been booked (inventory held) or paid. The final status for an air booking is TICKETED and will reflect the ticket numbers and the PNR reference. A BOOKED status indicates that inventory is held but payment has not been made and tickets have not been applied.

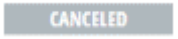
-

Service is quoted, no inventory is being held, no traveler details have been assigned
- 

Service has been held but not ticketed. Price is not guaranteed in this status. Service has a cancellation deadline and will cancel if ticketing is not completed in time
-

Service has been paid and ticketed. This is the air final status
-

Service has a schedule change request that needs to be actioned. Once cleared, the status will change
-

Service is pending a manual cancellation from the air support team. Cancel was initiated by either advisor or airline
- 

Service has been cancelled by advisor, air team or airline due to missed ticketing

1.2.2 Hotel

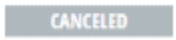
A hotel status will depend on whether it was a Hotel EDGE or Sabre type of booking. The status will reflect PAID for prepaid EDGE services and a BOOKED in green for Sabre provider hotel bookings. These will be the final statuses in ADX. A booked hotel will NOT change to paid once the hotel has processed financials.

-

Service is quoted, no inventory is being held
-

Service is quoted, no inventory is being held, traveler details have been assigned and service is eligible for client payment link
-

Hotel EDGE bookings that are pre-paid. This is the final status for this type of service
-

Service booked via Sabre (Sabre rate, Travel Edge preferred). Financials passed to the vendor to process payment. This is the final status for this type of service
- 

Service has been cancelled by advisor or the hotel

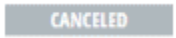
1.2.3 Activities

Activities status will show PAID once payment has been processed. There is no way to hold inventory without payment, it will always confirm payment upfront, and show PAID as its final status.

-

Service is quoted, no inventory is being held
-

Service is quoted, no inventory is being held, traveler details have been assigned and service is eligible for client payment link
-

Service has been paid and confirmed. This is the final status for this type of service
- 

Service has been cancelled by advisor or provider

1.2.4 Insurance

Insurance status will reflect payment and any change requests that have been submitted. PAID is the final status. Anything in UNDER REVIEW is waiting on Travelex to confirm or reject changes.

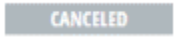
-

Service is quoted, policy has not been purchased
-

Service is quoted, no inventory is being held, traveler details have been assigned and service is eligible for client payment link
-

Service has been paid for and policy confirmation is available. This is the final status for this type of service
-

A policy change request has been submitted by the advisor and is waiting for Travelex to action. Once they have approved or rejected the change, ADX will return to a purchased status
-

A policy has been suspended by the advisor for later use. Once new dates are provided the policy will go into an under-review status pending Travelex approval
- 

Service has been cancelled by the advisor

1.2.5 Invoicing

External invoicing status will depend on the type of invoice you are creating as well as the payments that you have indicated. There are two types of invoices – Reservation and Booking. RESERVED will be the final status for a RESERVATION type that indicates payments are processed by the vendor directly. PAID will be the final status for a BOOKING type of invoice once the advisor has documented the payments processed.

- OFFERED Service details have been entered but payment with vendor has not been processed and invoice for finance not been created
- RESERVED* Reservation type of service was created. This is the FINAL status for this type of invoiced service
- BOOKED Booking type of service. Payment has not been documented. No commission tracking invoice is created from this status
- PARTIAL PAID Booking type of service. Partial payment has been documented. No commission tracking invoice is created from this status
- PAID Booking type of service created. Full payment has been documented. Commission can be tracked. This is the FINAL status for this type of invoiced service
- CANCELED Service has been cancelled by the advisor

1.2.6 MoR Invoicing

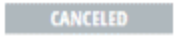
Merchant of Record (MoR) Invoicing status will depend on client payment status and whether advisor has attached all relevant documents for finance to process.

-

Service details have been entered but service has not been confirmed as booked with the vendor
-

Service details have been entered with booking confirmation. Vendor invoice has been attached for finance. Client and vendor payments have not been processed
-

Service details have been entered with booking confirmation. Vendor invoice has not been attached for finance processing. This can occur with our without client payment being processed
-

Service has been paid for by the client. Vendor invoice has been submitted to finance for processing and payment
- 

Service has been cancelled by the advisor