



Quick Guide –  
ADX Air – Air Support Team  
June 2022

## Contents

|                                            |          |
|--------------------------------------------|----------|
| <b>1. Accessing Support Overview</b> ..... | <b>3</b> |
| 1.1. ADX AIR - AIR SUPPORT TEAM .....      | 4        |
| 1.1.1 Change Flight Request .....          | 5        |
| 1.1.2 Cancel Flight Request.....           | 8        |
| 1.1.3 Ask General Question Request .....   | 11       |

## 1. Accessing Support Overview

ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- ADX technical support
- ADX Air - Air Support Team (during office hours)
- Air After Hours
- 247 VIP Support
- Travelex Insurance Support
- Advisor Reporting Tool – Finance support
- Client Profile support – CB support team
- ADX and Travel Edge Training

 **REQUEST SUPPORT** ×

Please tell us about the ADX Technical Support issue that you are encountering(ADX errors, question about ADX usability, ADX training help) :

 If you require Air Team assistance (ticketing support, questions about a PNR, rules and restriction inquires) then please use "Ask Air Support" option on a trip.

**DESCRIBE YOUR REQUEST**

Tell us your inquiry.

**SEND AS / ON BEHALF OF ADVISOR** Me (Anna Kulej) ▼ **CC REQUEST TO**

This request is urgent. Close Submit Request

## 1.1. ADX AIR - AIR SUPPORT TEAM

ADX Air module is supported by the TripArc Air Support team. The air team will assist with questions related to any air booking made within ADX. Advisors will utilize the action buttons directly on the trip services page to reach out to the air team.

The screenshot shows a modal window titled "ASK FOR HELP" with a close button (X) in the top right corner. Below the title bar, there is a green information icon and a close button. The main text reads: "Please indicate what help you require with this itinerary from Air Support Team. They will be happy to investigate and will get back in touch with you via email or telephone." Below this is a section labeled "REMARKS" with a large, empty text area. Underneath the text area, there is a "CC REQUEST TO" label and a text input field containing "Recipient's Email Address". To the right of this input field is a checkbox labeled "THIS REQUEST IS URGENT" with a sub-note: "Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)". At the bottom of the form, there are two buttons: "Cancel" and "Continue".

- **Hours of Operation:** Monday through Friday 9 am - 9pm EST
- **How to contact support:** Via the action buttons on the trip services reference
- **How does support communicate:** Via phone. If you require a phone call utilize the 247-support number<sup>1</sup>
- **When to contact Air Support Team**
  - You have a booked air itinerary in ADX
  - You have questions about an air booking (Commissions, contracts, penalties, schedule changes)
  - You need to change or cancel an air booking
  - You are between the hours of operation of the air support team – tickets will NOT be actioned outside of business hours
- **Best Practices: A few tips on accessing better support**
  - Only submit ONE request and wait for a response!
  - Support team prioritizes tickets by urgency so be patient
  - Use the buttons in ADX instead of emailing the team directly
  - Support team will only assist with questions related to booked or ticketed itineraries in ADX. For shopping questions email air support directly – fees apply

---

<sup>1</sup> Fees apply when calling the 247-support team

### 1.1.1 Change Flight Request

Flight change requests can be submitted on held and ticketed itineraries. For held itineraries it is always faster to cancel and rebook when applicable. On ticketed itineraries, submitting a change request will send a ticket to the air team to apply the changes. Before changes are made, the air member will reach if there are any fees associated with the changes being made.

The screenshot displays the ADX\* flight management interface. At the top, there are navigation links for Partners, Clients, and Resources, along with a search bar and a user profile for Anna Kulej. The main heading is "One Way Flight: New York to Toronto" with the dates "Sunday, September 11, 2022 - Sunday, September 11, 2022". The advisor is Sarah Smith. A "BOOKED N/A" badge is visible. Below the heading are tabs for Trip, Client & Travelers, Payment, Service Fees, and Manage. A "Refresh Quote" button is also present. The flight details section shows the Trip Name "One Way Flight: New York to Toronto" and the Dates "09/11/2022" to "09/11/2022". Below this, there is a "View by:" dropdown. The flight details section includes a "Rename" button and a "Ticket Flight" button. The "Actions" section lists "Change Flights", "Cancel Flights", "Ask Air Support", "Open PNR View", "Seat Plan", and "Fare Rules". The "GDS" is Sabre, and the PNR REFs are (Sabre) KGBJEU and (AA) XTQWIM. The "AIR SUPPORT HOURS" are Mon-Fri: 10:00 am EDT - 7:00 pm EDT. The "AFTER-HOURS ASSISTANCE (Fees Apply)" section includes the phone number 888-481-2064 and the code S-4REG. A warning box at the bottom states: "TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time. The Air Itinerary is booked but not ticketed. Please proceed to payment and ticketing to secure availability and price."

1. ADX Ref. 6NACo9 | Archive | Link Bookings
2. Trip Client & Travelers Payment Service Fees Manage Refresh Quote
3. One-way New York to Toronto Rename BOOKED
4. Actions: Change Flights - Cancel Flights - Ask Air Support - Open PNR View - Seat Plan - Fare Rules

**CHANGE PNR**

**Non-ticketed Flights**  
 If you are looking to change your booking for entirely new flights, the Air Support Team may advise you to simply cancel this booking and rebook new flights, you can also do this yourself which will be faster. Do remember to cancel your current booking before booking new flights as airlines may cancel any duplicate bookings for the same travelers.

**Other Changes**  
 Please specify what changes you require to the booked flights. Your changes will be processed by the Air Support Team. Once the process is complete, you will receive a message in your ADX Notice Board and your email inbox.

REMARKS

CC REQUEST TO  THIS REQUEST IS URGENT  
 Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)

Recipient's Email Address

Cancel Continue

5. [Line pointing to Remarks text area]

6. [Line pointing to Remarks text area]

7. [Line pointing to Recipient's Email Address field]

8. [Line pointing to Cancel/Continue buttons]

|  | Steps                          |  Notes                                                                                                |
|-----------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                                                                | Open reference                 | •                                                                                                                                                                                        |
| 2.                                                                                | Press TRIP tab                 | •                                                                                                                                                                                        |
| 3.                                                                                | Press v to expand details      | • <i>Detail section will open down</i>                                                                                                                                                   |
| 4.                                                                                | Press CHANGE FLIGHTS           | •                                                                                                                                                                                        |
| 5.                                                                                | Enter change request details   | • <i>Provide as much detail as possible</i>                                                                                                                                              |
| 6.                                                                                | Check urgent box – if required | • <i>Urgent flag used for flights departing within 2 days or otherwise time sensitive requests</i>                                                                                       |
| 7.                                                                                | Enter cc email – if required   | •                                                                                                                                                                                        |
| 8.                                                                                | Press CONTINUE                 | <ul style="list-style-type: none"> <li>• <i>Remember to note the ticket number</i></li> <li>• <i>Reference the open ticket number on follow ups, do not open a new ticket</i></li> </ul> |

### 1.1.2 Cancel Flight Request

Cancel flight requests will be actioned through ADX directly. On an booking where no payment has been added, pressing the cancel flight button will auto cancel without air team intervention. On a booking where tickets have been issued, the service will go into a pending cancel status until the air support actions the request. Once the request is actioned, the service will go into a cancelled status automatically. Air team will communicate penalty information via email.

The screenshot displays the ADX flight booking interface. At the top, there are navigation links for 'Partners', 'Clients', and 'Resources', along with a search bar and a user profile for 'Anna Kulej'. The main heading is 'One Way Flight: New York to Toronto' with the dates 'Sunday, September 11, 2022 - Sunday, September 11, 2022'. The advisor is 'Sarah Smith' and the status is 'BOOKED N/A'. Below this, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. The 'Trip' tab is active, showing the trip name 'One Way Flight: New York to Toronto' and the dates '09/11/2022'. Below the trip details, there is a section for 'All Services' with a 'View by:' dropdown. The first service listed is 'One-way New York to Toronto' with a 'Rename' link and a 'BOOKED' status. Below the service name, there is a 'Ticket Flight' button. The 'Actions' section includes links for 'Change Flights', 'Cancel Flights', 'Ask Air Support', 'Open PNR View', 'Seat Plan', and 'Fare Rules'. The 'GDS' is 'Sabre'. The 'PNR REF:' for Sabre is 'KGBJEU' and for AA is 'XTQWIM'. The 'AIR SUPPORT HOURS' are 'Mon-Fri: 10:00 am EDT - 7:00 pm EDT'. The 'AFTER-HOURS ASSISTANCE (Fees Apply)' is provided with a 'PHONE #' of '888-481-2064' and a 'CODE' of 'S-4REG'. A yellow warning box at the bottom states: 'TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time. The Air Itinerary is booked but not ticketed. Please proceed to payment and ticketing to secure availability and price.'

1. ADX Ref. 6NACo9 | Archive | Link Bookings
2. Trip | Client & Travelers | Payment | Service Fees | Manage
3. One-way New York to Toronto | Rename | BOOKED
4. Actions: Change Flights | Cancel Flights | Ask Air Support | Open PNR View | Seat Plan | Fare Rules

- 5.
- 6.
- 7.
- 8.

ADX+ Partners Clients Resources ... Anna Kulej

### One Way Flight: New York

Sunday, September 11, 2022 - ...

ADX Ref. 6NACo9 | Archive |

Trip Client & Travel

Trip Name  
One Way Flight: New York

All Services

One-way New York to ...  
Sep 11, 2022 - Sep 11, 2022

Sarah Smith  
Advisor: Anna Kulej

BOOKED N/S

Refresh Quote

Add details/notes

View by: [Calendar] [List]

BOOKED

Ticket Flight

#### CANCEL PNR

Please add remarks for your request below for the changes to be processed. Once the process is complete, you will see a message in your notifications list.

REMARKS

CC REQUEST TO  
Recipient's Email Address

THIS REQUEST IS URGENT  
Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)

Cancel Continue

|  | Steps                          |  | Notes                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                                                                | Open reference                 | •                                                                                   |                                                                                                                                                                                          |
| 2.                                                                                | Press TRIP tab                 | •                                                                                   |                                                                                                                                                                                          |
| 3.                                                                                | Press v to expand details      | •                                                                                   | <i>Detail section will open down</i>                                                                                                                                                     |
| 4.                                                                                | Press CANCEL FLIGHTS           | •                                                                                   |                                                                                                                                                                                          |
| 5.                                                                                | Enter change request details   | •                                                                                   | <i>Provide as much detail as possible</i>                                                                                                                                                |
| 6.                                                                                | Check urgent box – if required | •                                                                                   | <i>Urgent flag used for flights departing within 2 days or otherwise time sensitive requests</i>                                                                                         |
| 7.                                                                                | Enter cc email – if required   | •                                                                                   |                                                                                                                                                                                          |
| 8.                                                                                | Press CONTINUE                 | •                                                                                   | <ul style="list-style-type: none"> <li>• <i>Remember to note the ticket number</i></li> <li>• <i>Reference the open ticket number on follow ups, do not open a new ticket</i></li> </ul> |

### 1.1.3 Ask General Question Request

Air support can assist with general questions on booked ADX air itineraries, pertaining to commission percentages, availability, seat options, etc.

ADX Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice Anna Kulej

**One Way Flight: New York to Toronto** Sarah Smith  
Sunday, September 11, 2022 - Sunday, September 11, 2022  
Advisor: Anna Kulej

1. ADX Ref. 6NACo9 | Archive | Link Bookings **BOOKED N/A**

2. Trip Client & Travelers Payment Service Fees Manage Refresh Quote

Trip Name Dates  
One Way Flight: New York to Toronto 09/11/2022 09/11/2022 Add details/notes

All Services View by

3. ✈️ One-way New York to Toronto Rename **BOOKED**  
Sep 11, 2022 - Sep 11, 2022 Ticket Flight

4. **Actions:** Change Flights - Cancel Flights - Ask Air Support - Open PNR View - Seat Plan - Fare Rules

GDS: Sabre  
PNR REF: (Sabre) KGBJEU  
PNR REF: (AA) XTQWIM

**AIR SUPPORT HOURS**  
Mon-Fri: 10:00 am EDT - 7:00 pm EDT  
AFTER-HOURS ASSISTANCE (Fees Apply)  
PHONE #: 888-481-2064  
CODE: S-4REG

**TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time**  
The Air Itinerary is booked but not ticketed.  
Please proceed to payment and ticketing to secure availability and price.

ADX Partners Clients Resources ... Anna Kulej

### One Way Flight: New York

Sunday, September 11, 2022 - ...  
ADX Ref. 6NACo9 | Archive |

5. Trip Client & Travel

6. Trip Name  
One Way Flight: New York

7. All Services Recipient's Email Address

8. One-way New York to ...  
Sep 11, 2022 - Sep 11, 2022

Actions: Change Flights - Cancel Flights - Ask Air Support - Open PNR View - Seat Plan - Fare Rules

#### ASK FOR HELP

Please indicate what help you require with this itinerary from Air Support Team. They will be happy to investigate and will get back in touch with you via email or telephone.

REMARKS

CC REQUEST TO  THIS REQUEST IS URGENT  
Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)

Cancel Continue

Sarah Smith  
Advisor: Anna Kulej

BOOKED N/S

Refresh Quote

Add details/notes

View by: [Calendar] [Bird]

BOOKED

Ticket Flight

|  | Steps                          |  Notes                                                                                                |
|-----------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                                                                | Open reference                 | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                      |
| 2.                                                                                | Press TRIP tab                 | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                      |
| 3.                                                                                | Press v to expand details      | <ul style="list-style-type: none"> <li>• <i>Detail section will open down</i></li> </ul>                                                                                                 |
| 4.                                                                                | Press ASK AIR SUPPORT          | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                      |
| 5.                                                                                | Enter change request details   | <ul style="list-style-type: none"> <li>• <i>Provide as much detail as possible</i></li> </ul>                                                                                            |
| 6.                                                                                | Check urgent box – if required | <ul style="list-style-type: none"> <li>• <i>Urgent flag used for flights departing within 2 days or otherwise time sensitive requests</i></li> </ul>                                     |
| 7.                                                                                | Enter cc email – if required   | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                      |
| 8.                                                                                | Press CONTINUE                 | <ul style="list-style-type: none"> <li>• <i>Remember to note the ticket number</i></li> <li>• <i>Reference the open ticket number on follow ups, do not open a new ticket</i></li> </ul> |