



Post Booking Management

June 2022

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1. Post Booking Management

All bookings can be managed directly through ADX. This section will show you extra functionality related to post booking management within the platform. Learn more about topics related to:

- Clients Traveling in 10 Days
- Searching for Itineraries
- Copy an Itinerary Quote
- Link Bookings
- Reordering of Services on an Itinerary
- Removing Quoted Service from a Reference
- Changing Trip Service Views
- Building Multi Service Itineraries
- Archiving Full Itineraries
- Visa Requirements and Sherpa
- Itinerary Notes
- Resending Emails
- Creating Notifications
- Managing Notifications
- Service Fees
- 24/7 Support Fees
- Splitting Payment
- Client Pay
- Manager Access

1.1.CLIENTS TRAVELING IN 10 DAYS

The clients traveling section on the main dashboard is designed to easily manage which of your clients are embarking on trips within the next 10 days. The report will show any active ADX references with travel date set to start within the next 10 days. You can access the trip reference easily by pressing the reference number directly from the report.

The screenshot shows a dashboard with a top navigation bar including 'ADx', 'Partners', 'Clients', and 'Resources'. A search bar contains 'Anne Kulej'. Below the navigation are several tool icons: ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. A 'USING ADX AS:' dropdown is set to 'Me'. The main content area is divided into three sections:

- MY QUOTES & BOOKINGS:** A table with columns for STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. It lists several quotes with 'View' buttons.
- CLIENTS TRAVELING IN THE NEXT 10 DAYS:** A table with columns for Reference Number, Travelers, and Departure. It shows one entry with reference number 3E2TPT and departure date May 19 2022.
- NOTICE BOARD:** A section with a 'Create' button and a list of notices, including one for Sam Smith with departure date May 06 2022.

Name of travelers

Link to trip reference

Departure Date

1.2. SEARCHING FOR ITINERARIES

Once you have started building your ADX references, there are several ways you can search for them after the fact.

- ADX Bookings Search
- My Quotes and Bookings Filters
- View All Page
- Client Specific Trips

Client Profile - Trips
ADX Bookings Search

The screenshot displays the ADX Bookings Search interface. At the top, there is a navigation bar with tabs for ADX, Partners, Clients, Resources, and Bookings. A search bar is present with the text 'Cruise ID, ADX Ref, PNR, or Invoice #' and a user profile 'Anna Kulej'. Below the navigation bar is a menu of service categories: ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. A dropdown menu for 'USING ADX AS:' is set to 'Me'. The main content area is titled 'MY QUOTES & BOOKINGS' and includes a 'VIEW ALL' link. Below this is a 'Filters:' section with a filter for 'Advisors: Me x' and a 'Clear Filters' button. The main content is a table with columns for STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. Each row includes a 'View' button.

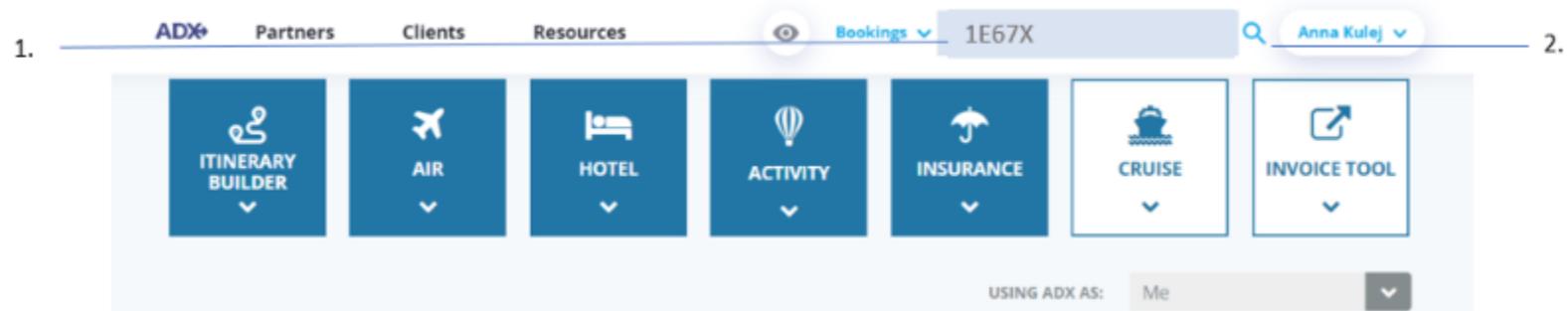
STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22		05.09.22	View
QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		05.09.22	View
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		05.06.22	View
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View

View All Page

My Quotes and Bookings
Filters

1.2.1 ADX Bookings Search

The bookings search is designed to easily access your reference by means of the specific ADX reference number, the air GDS PNR number or an available invoice number. Enter the identifier into the search box and press the  button. If the reference you have entered lives in ADX, ADX will refer you to the trip services page for that reference.



	Steps	 Notes
1.	Enter search reference	<ul style="list-style-type: none"> • ADX reference is an alpha numeric reference specific to a trip • Invoice number is specific to a sold service on a specific trip • GDS PNR number is the airline locator related to an air booking
2.	Press the  button	<ul style="list-style-type: none"> • This will search the system for your reference • If reference exists will open the specific ADX trip page

1.2.2 My Quotes and Bookings Filter

Use the My Quotes and Bookings filters on the main dashboard to search for references by itinerary status, primary advisor, client or traveler name, quote name, departure date, service type or file update timeframe. Once a filter is applied, the most recent 8 files that apply to that filter will appear in the Quotes and Bookings section of the page.

The screenshot shows a dashboard with a top navigation bar containing 'ADX', 'Partners', 'Clients', and 'Resources'. A 'Bookings' dropdown menu is open, showing search criteria: 'Cruise ID, ADX Ref, PNR, or Invoice #'. A user profile 'Anna Kulej' is visible in the top right. Below the navigation are seven main tool buttons: 'ITINERARY BUILDER', 'AIR', 'HOTEL', 'ACTIVITY', 'INSURANCE', 'CRUISE', and 'INVOICE TOOL'. A 'USING ADX AS:' dropdown is set to 'Me'. The main section is titled 'MY QUOTES & BOOKINGS' with a 'VIEW ALL' link. A filter bar shows 'Advisors: Me' and a 'Clear Filters' button. Below is a table with columns: STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. The table contains 8 rows of data, each with a 'View' button. A blue box highlights the header row of the table.

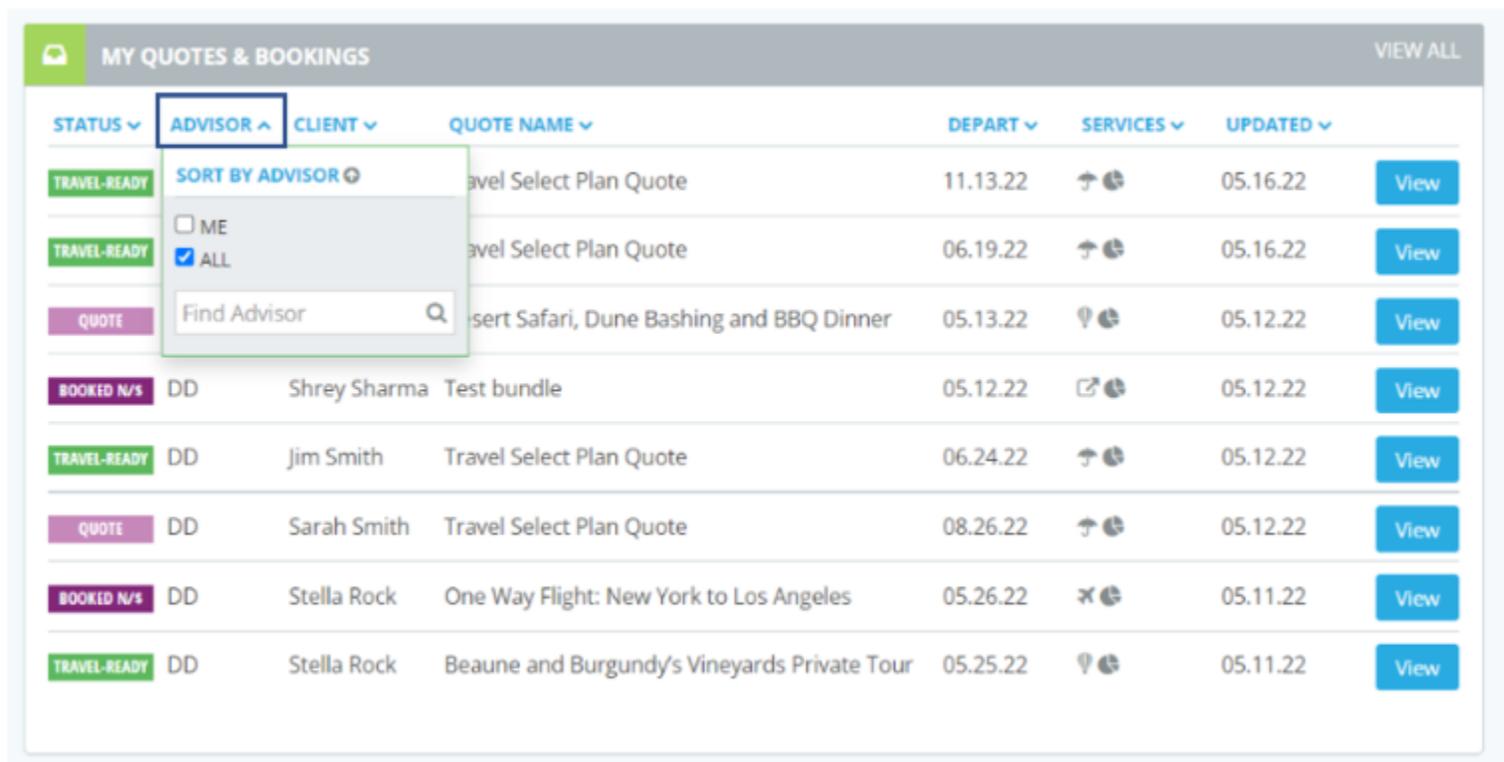
STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22		05.09.22	View
QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		05.09.22	View
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		05.06.22	View
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View

Status – Select the status of the full ADX reference and the most recent 8 references under that status. Set the status you want to see by unselecting the undesired options.

The screenshot shows a web interface titled "MY QUOTES & BOOKINGS" with a "VIEW ALL" link in the top right. A table lists various quotes with columns for "STATUS", "ADVISOR", "CLIENT", "QUOTE NAME", "DEPART", "SERVICES", and "UPDATED". A "STATUS" dropdown menu is open, showing a "SORT BY STATUS" section with a list of status options, each with a checked checkbox: "SELECT ALL", "QUOTE", "PART BOOKED", "BOOKED N/S", "BOOKED W/S", "TRAVEL-READY", "ACTION-REQ", "TRAVELED", and "CLOSED". Below the dropdown, the table rows are color-coded by status: "QUOTE" (purple), "BOOKED N/S" (dark purple), and "TRAVEL-READY" (green). Each row includes a "View" button.

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	View
QUOTE	DD	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
QUOTE	DD	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
QUOTE	DD		Desert Safari, Dune Bashing and BBQ Dinner	05.13.22		05.12.22	View
QUOTE	DD	Shrey Sharma	Test bundle	05.12.22		05.12.22	View
QUOTE	DD	Jim Smith	Travel Select Plan Quote	06.24.22		05.12.22	View
QUOTE	DD	Sarah Smith	Travel Select Plan Quote	08.26.22		05.12.22	View
BOOKED N/S	DD	Stella Rock	One Way Flight: New York to Los Angeles	05.26.22		05.11.22	View
TRAVEL-READY	DD	Stella Rock	Beaune and Burgundy's Vineyards Private Tour	05.25.22		05.11.22	View

Advisor – Change the primary advisor view on the dashboard. You can select ME to only see your own trips, ALL for anyone within your office that has set their permissions to shared. You can also use this field to search for a specific advisor by name.



The screenshot shows a dashboard titled "MY QUOTES & BOOKINGS" with a "VIEW ALL" link in the top right. The main content is a table with columns: STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. A dropdown menu is open under the "ADVISOR" column, showing "SORT BY ADVISOR" with two options: "ME" (unchecked) and "ALL" (checked). Below these options is a search box labeled "Find Advisor" with a magnifying glass icon. The table contains several rows of quote data with various status indicators like "TRAVEL-READY", "QUOTE", and "BOOKED N/S".

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY			Travel Select Plan Quote	11.13.22	 	05.16.22	View
TRAVEL-READY			Travel Select Plan Quote	06.19.22	 	05.16.22	View
QUOTE			Desert Safari, Dune Bashing and BBQ Dinner	05.13.22	 	05.12.22	View
BOOKED N/S	DD	Shrey Sharma	Test bundle	05.12.22	 	05.12.22	View
TRAVEL-READY	DD	Jim Smith	Travel Select Plan Quote	06.24.22	 	05.12.22	View
QUOTE	DD	Sarah Smith	Travel Select Plan Quote	08.26.22	 	05.12.22	View
BOOKED N/S	DD	Stella Rock	One Way Flight: New York to Los Angeles	05.26.22	 	05.11.22	View
TRAVEL-READY	DD	Stella Rock	Beaune and Burgundy's Vineyards Private Tour	05.25.22	 	05.11.22	View

Client – Search by client or traveler attached to any service on a trip reference. Select from a list of most often used or enter the client or traveler FIRST or LAST name into the search box.

The screenshot shows a web application interface titled "MY QUOTES & BOOKINGS" with a "VIEW ALL" link in the top right. The main content is a table with columns: STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. A dropdown menu is open under the "CLIENT" column header, showing a list of client names with checkboxes: Sam Smith, Cara Jones, John Smith, Tom Haggins, and Stella Rock. Below this list are two checked options: "IS TRAVELER" and "IS CLIENT". At the bottom of the dropdown is a search box labeled "Find Client/Traveler" with a magnifying glass icon, and a checkbox for "HIDE QUOTES WITH NO CLIENT". The table rows show various quote statuses like "TRAVEL-READY", "QUOTE", and "BOOKED IV/S" with corresponding advisor codes (AK, DD) and quote details.

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK		Quote	11.13.22		05.16.22	View
TRAVEL-READY	AK		Quote	06.19.22		05.16.22	View
QUOTE	DD		ne Bashing and BBQ Dinner	05.13.22		05.12.22	View
BOOKED IV/S	DD			05.12.22		05.12.22	View
TRAVEL-READY	DD		Quote	06.24.22		05.12.22	View
QUOTE	DD		Quote	08.26.22		05.12.22	View
BOOKED IV/S	DD	Stella Rock	One Way Flight: New York to Los Angeles	05.26.22		05.11.22	View
TRAVEL-READY	DD	Stella Rock	Beaune and Burgundy's Vineyards Private Tour	05.25.22		05.11.22	View

Quote Name – Search by the name of your quote. The name can be customized on the specific trip reference page and would be reflected on the quotes and bookings section quote name field.

MY QUOTES & BOOKINGS							VIEW ALL
STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK	Sam Smith	SORT BY QUOTE NAME	11.13.22		05.16.22	View
TRAVEL-READY	AK	Sam Smith	<input type="text" value="Find Quote Name"/>	06.19.22		05.16.22	View
QUOTE	DD		Desert Safari, Dune Bashing and BBQ Dinner	05.13.22		05.12.22	View
BOOKED N/S	DD	Shrey Sharma	Test bundle	05.12.22		05.12.22	View
TRAVEL-READY	DD	Jim Smith	Travel Select Plan Quote	06.24.22		05.12.22	View
QUOTE	DD	Sarah Smith	Travel Select Plan Quote	08.26.22		05.12.22	View
BOOKED N/S	DD	Stella Rock	One Way Flight: New York to Los Angeles	05.26.22		05.11.22	View
TRAVEL-READY	DD	Stella Rock	Beaune and Burgundy's Vineyards Private Tour	05.25.22		05.11.22	View

Departure Date – Filter by departure date. This will show most recent 8 references that have a service with a departure that fits into the filter you set. You can enter a specific time frame OR select from next 10 days, 1 month or 3 months.

The screenshot displays a web interface for managing travel quotes. At the top, there is a header 'MY QUOTES & BOOKINGS' and a 'VIEW ALL' link. Below the header, a 'Filters:' section shows 'Advisors: Me x' and a 'Clear Filters' button. The main content is a table of quotes with columns for STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. A dropdown menu is open for the 'DEPART' column, showing options to 'SORT BY DEPARTURE' and radio buttons for 'Next 10 days', 'Next 1 month', and 'Next 3 months'. Below these are two date input fields labeled 'MM/DD/YYYY' with calendar icons, one for the start date and one for the end date. The table contains 8 rows of quote data.

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote			05.16.22	View
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote			05.16.22	View
QUOTE	AK	Cara Jones	St Regis New York - 5 nights			05.09.22	View
QUOTE	AK	Sam Smith	New Trip Planning Quote			05.09.22	View
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights			05.06.22	View
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View

Services – Filter by the type of service that is on the reference you are searching for. Filtering will show ALL references with that type of service associated on it.

The screenshot shows a web interface titled "MY QUOTES & BOOKINGS" with a "VIEW ALL" link in the top right. Below the title is a "Filters:" section containing a button "Advisors: Me X" and a "Clear Filters" button. The main content is a table with columns: STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. A dropdown menu is open for the "SERVICES" column, showing options: SELECT ALL, AIR, HOTEL, CRUISE, INSURANCE, EXTERNAL, SERVICE FEE, and ACTIVITY. The table contains 8 rows of quote data.

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		
QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22		
QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22

Updated – See files that were updated within a specific time frame. Add a time frame manually or select from today, last 2 weeks and last month.

The screenshot shows a web application interface for "MY QUOTES & BOOKINGS". At the top right, there is a "VIEW ALL" link. Below the header, there is a "Filters:" section with a button labeled "Advisors: Me x" and a "Clear Filters" button. The main content is a table with columns: STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. The table contains several rows of data. A dropdown menu is open over the "UPDATED" column, showing options to "SORT BY UPDATED" with radio buttons for "Today", "Last 2 weeks", and "Last month". Below these options are two date input fields labeled "MM/DD/YYYY" with calendar icons, one for "FROM" and one for "TO".

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22			
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22			
QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22			
QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23			
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22			
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View

1.2.3 View All Page

The View All page on the dashboard will house ALL of your quotes and bookings that you have ever done. It is an extended version of the Quotes and Bookings section and will show you a list of everything. You can use the same filters that apply to the Quotes and Bookings section on the View All page.

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

ITINERARY BUILDER AIR HOTEL ACTIVITY INSURANCE CRUISE INVOICE TOOL

USING ADX AS: Me

MY QUOTES & BOOKINGS VIEW ALL

Filters: Advisors: Me x Clear Filters

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22		05.09.22	View
QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		05.09.22	View
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		05.06.22	View
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View

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

« BACK TO DASHBOARD

My Quotes & Bookings

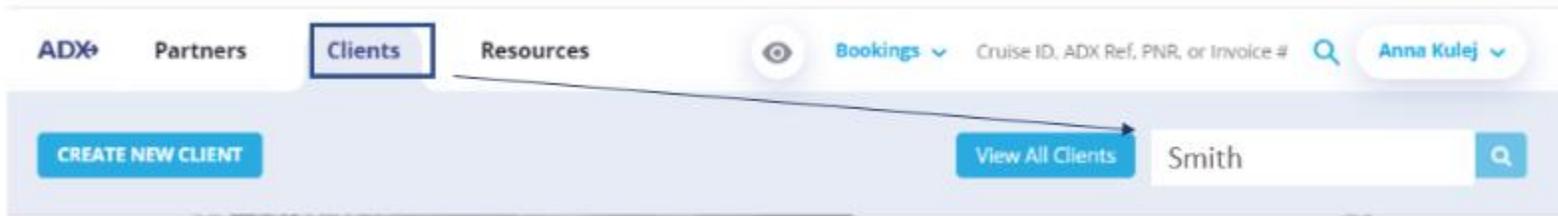
SHOW ARCHIVED QUOTES Results: 1 - 20 of 211

Filters: Advisors: Me x Clear Filters

Archive

Archive	STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
<input type="checkbox"/>	QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22		05.09.22	View
<input type="checkbox"/>	QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		05.09.22	View
<input type="checkbox"/>	QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		05.06.22	View
<input type="checkbox"/>	QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
<input type="checkbox"/>	QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
<input type="checkbox"/>	QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View
<input type="checkbox"/>	QUOTE	AK	Cara Jones	Round Trip Flights: New York - Los Angeles	05.25.22		05.03.22	View
<input type="checkbox"/>	ACTION-REQ	AK	Sam Smith	Courtyard ATL Marietta I-75	05.11.22		05.02.22	View

Client Specific Trips – If a client/traveler has been assigned to a trip reference, you can also find the record of ALL of that client/companion references through the client profile page. You can apply the same filters as used on the Quotes and Bookings section of the dashboard.



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

CREATE NEW CLIENT View All Clients Smith

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

Mr. Sam Smith 23 March 1990, Male | 5554445555

Client Information

- Companions
- Additional Details and Preferences
- Loyalty Programs
- Marketing Fields
- Notes

Client Information [Edit](#)

NAME	Mr. Sam Smith	INVOICE ADDRESS	123 Sunny Drive San Diego, California United States
BIRTHDAY	23 March 1990	BILLING ADDRESS	Same as Invoice Address
GENDER	Male	UPCOMING TRIP	13 June 2022, 1QJGMF
PHONE	5554445555	LAST TRAVELED	10 April 2022, 51M4NW
ADVISOR	Anna Kulej <small>(PRIMARY)</small>		

QUOTES & BOOKINGS FOR MR. SAM SMITH

All Trips Quotes Archived

Archive	Status	Advisor	Client	Quote Name	Depart	Services	Updated	
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	13.11.22		16.05.22	View
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	19.06.22		16.05.22	View
<input type="checkbox"/>	QUOTE	AK	Sam Smith	New Trip Planning Quote	09.07.23		09.05.22	View
<input type="checkbox"/>	QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	31.05.22		04.05.22	View
<input type="checkbox"/>	ACTION-REQ	AK	Sam Smith	Courtyard ATL Marietta I-75	11.05.22		02.05.22	View

Results: 1 - 5 of 81 1 2 3 4 5 -- >

1.3.COPY AN ITINERARY QUOTE

You can copy an entire itinerary quote to create a brand-new reference without having to re-run any of the searches. This is useful when you have two different clients taking the same trip, the itinerary can be built once and copied before it's booked for the second client. The itinerary can ONLY be copied on a Quote status.

1. _____

2. _____

	Steps		Notes
1.	Open the reference		•
2.	Press COPY QUOTE button		• <i>Itinerary will refresh</i>

3.

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

Round Trip Flights: New York - Miami v2

Thursday, May 26, 2022 - Monday, May 30, 2022

ADx Ref. 3E2TUL | Archive | Copy Quote | Link Bookings

Cara Jones
Advisor: Anna Kulej

QUOTE

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

Trip Name: Round Trip Flights: New York - Miami v2
Dates: 05/26/2022 05/30/2022
Add details/notes

All Services View by:

- Round-Trip New York to Miami
May 26, 2022 - May 30, 2022
Actions: Select New Flights - Ask Air Support - Seat Plan - Fare Rules
- Esa Miami Brickell Port
May 26, 2022 - May 30, 2022
Actions: Modify

Actions: Reorder Services

Estimated Quote Potential Commission USD \$39.00 USD \$11.00
Add Insurance

Client Documents: Insurance offered.
Update

Add ADX Service - Add non-ADX Service - Send Itinerary

	Steps		Notes
3.	Confirm the copy		<ul style="list-style-type: none">Name will contain version number (V2)

1.4.LINK BOOKINGS

Managing multiple ADX references that are traveling together can be done using the link bookings functionality. This feature will cross reference the ADX reference numbers on both/all files and allow for easy access to each. Clicking on the linked booking hyperlink will open that reference in a new tab. Please note this ONLY links the ADX references, it does not communicate with the vendors in terms of linking confirmations.

The screenshot displays the ADX system interface for a "Travel Select Plan Quote". At the top, there is a navigation bar with "ADX" logo, "Partners", "Clients", and "Resources" links. A "Bookings" dropdown menu is visible, along with a search bar containing "Cruise ID, ADX Ref, PNR, or Invoice #" and a user profile for "Anna Kulej".

The main content area shows the quote details for "Travel Select Plan Quote" from Sunday, November 13, 2022, to Saturday, November 19, 2022. The advisor is "Sam Smith" and the advisor of record is "Anna Kulej". The quote is marked as "TRAVEL-READY".

Key information includes the ADX reference "1QJHBZ" with links to "Archive" and "Link Bookings". A "Linked Bookings" section shows a link to "3E2TUL (Jones)".

Navigation tabs include "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage". A "Refresh Quote" button is also present.

The "Trip Name" field contains "Travel Select Plan Quote". The "Dates" section shows "11/13/2022" and "11/19/2022" with calendar icons. An "Add details/notes" dropdown is available.

Under "All Services", a "Travel Select Plan" is listed with a "Rename" link and a "PURCHASED" status. The dates are "Nov 13, 2022 - Nov 19, 2022". Actions include "Modify", "Cancel", and "Suspend".

At the bottom, there is a "Client Documents" section with an umbrella icon, stating "Insurance Purchased In ADX." and an "Update" button.

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

Travel Select Plan Quote

Sunday, November 13, 2022 - Saturday, November 19, 2022

Advisor: Anna Kulej

ADx Ref. 1QJHBZ | Archive | Link Bookings

TRAVEL READY

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

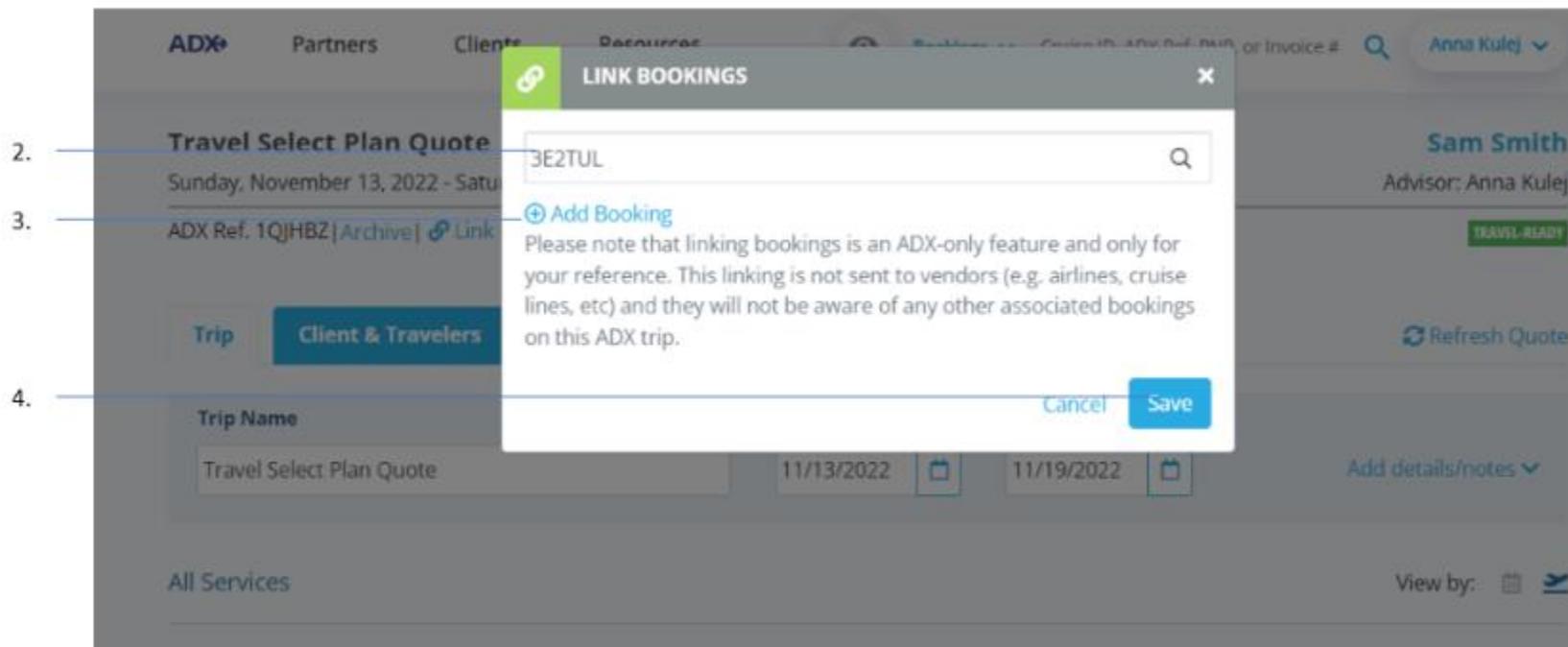
Trip Name Dates

Travel Select Plan Quote 11/13/2022 11/19/2022 Add details/notes

All Services View by

1. _____ ADX Ref. 1QJHBZ | Archive | Link Bookings
2. _____

	Steps		Notes
1.	Open the reference	•	
2.	Press COPY LINK BOOKINGS	•	<i>Itinerary will refresh</i>



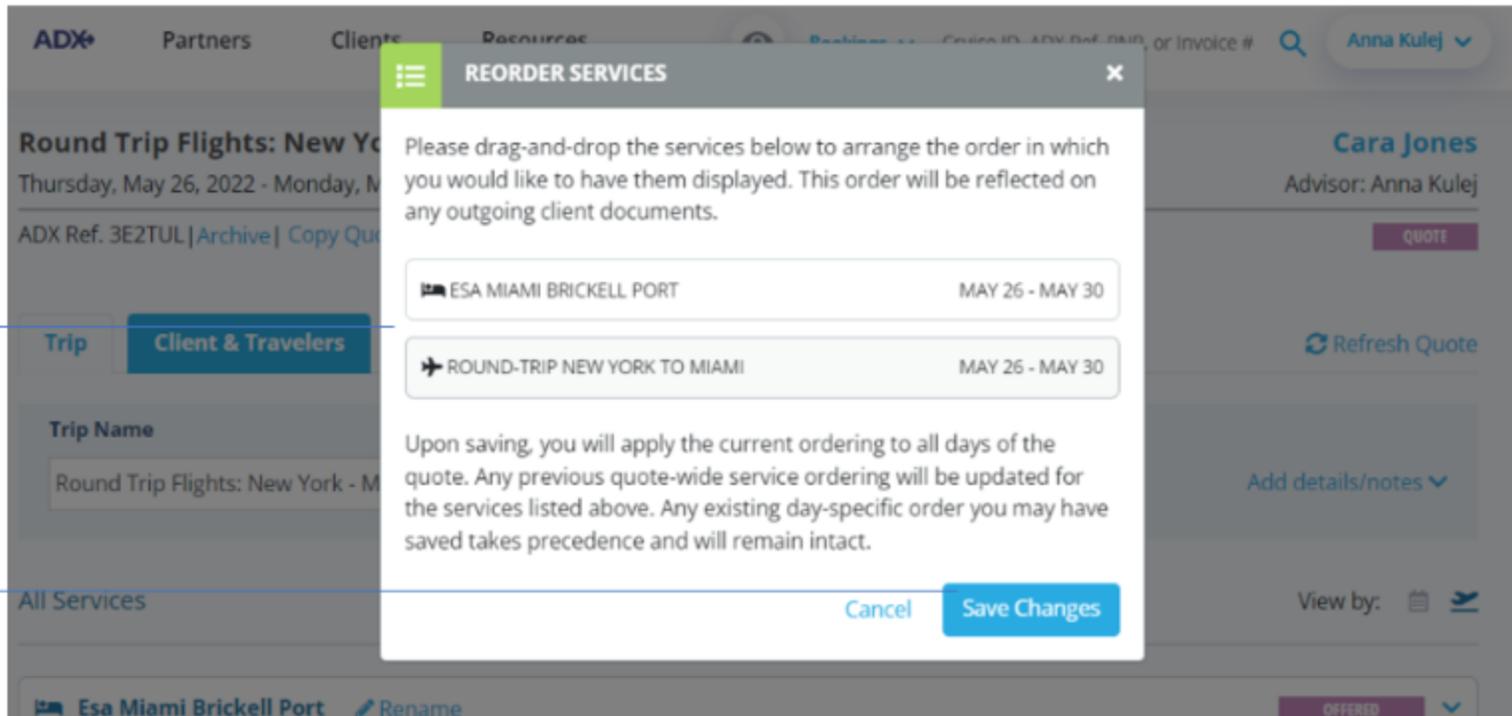
	Steps	 Notes
2.	Enter an ADX reference	<ul style="list-style-type: none"> • <i>Alpha numeric reference specific to the entire itinerary</i>
3.	Press ADD BOOKING – as required	<ul style="list-style-type: none"> • <i>Use if you want to add more than one trip to this reference</i>
4.	Press SAVE	<ul style="list-style-type: none"> • <i>This will link the references together</i>

1.5.REORDERING OF SERVICES ON AN ITINERARY

When building your itinerary, the services will show in chronological order and then in the order that you added them to the reference. Sometimes this means that your hotel may appear before the flight, on the trip reference and client document. To fix this, we have added a REORDER SERVICES button that allows you to drag and drop the service tiles in the order that you want them to show.

The screenshot shows the ADX system interface for a trip reference. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, Bookings, and a search bar. The main header displays the trip name "Round Trip Flights: New York - Miami v2" and the dates "Thursday, May 26, 2022 - Monday, May 30, 2022". Below this, there are tabs for "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage". The "Trip" tab is active, showing the trip name and dates. Below the trip details, there are two service tiles: "Esa Miami Brickell Port" and "Round-Trip New York to Miami". Each tile has a "Book" button and a "Remove" button. At the bottom of the service tiles, there is an "Actions" section with a "Reorder Services" button. Below the "Reorder Services" button, there are two green boxes: "Estimated Quote" and "Client Documents". The "Estimated Quote" box shows "USD \$39.00" and "USD \$11.00". The "Client Documents" box shows "Insurance offered." and an "Update" button. At the very bottom, there are three buttons: "Add ADX Service -", "Add non-ADX Service -", and "Send Itinerary".

☰	Steps	✍️	Notes
1.	Enter an ADX reference	•	<i>Alpha numeric reference specific to the entire itinerary</i>
2.	Press REORDER SERVICES	•	<i>Located on TRIP tab</i>



	Steps	 Notes
3.	Press on the service tile and drag to re-order	<ul style="list-style-type: none"> • <i>Drag and drop all services in desired order</i>
4.	Press SAVE CHANGES	<ul style="list-style-type: none"> •

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

Round Trip Flights: New York - Miami v2 Cara Jones
 Thursday, May 26, 2022 - Monday, May 30, 2022 Advisor: Anna Kulej

ADX Ref. 3E2TUL | Archive | Copy Quote | Link Bookings Quote

Trip Client & Travelers Payment Service Fees Manage Refreshing...

Trip Name: Round Trip Flights: New York - Miami v2
 Dates: 05/26/2022 05/30/2022 Add details/notes

All Services View by:

- Esa Miami Brickell Port** Rename Quote
 May 26, 2022 - May 30, 2022
 Actions: [Modify](#) Remove Book
- Round-Trip New York to Miami** Rename Quote
 May 26, 2022 - May 30, 2022
 Actions: [Select New Rights](#) [Ask Air Support](#) [Seat Plan](#) [Fare Rules](#) Remove Book

Actions: [Reorder Services](#)

5.

	Steps		Notes
5.	Confirm re-order		<ul style="list-style-type: none"> Service tiles will show in new order

1.6.REMOVING QUOTED SERVICES FROM A REFERENCE

Since you can add multiple services to an ADX reference to build a complete trip itinerary, you can also remove any unwanted quoted services from that reference. Removing a quoted service deletes that quote permanently from the reference and it cannot be brought back once removed. This will also remove it from the client document.

The screenshot shows the ADX interface for a trip reference. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, Bookings, and a search bar. The main header displays the trip name "Round Trip Flights: New York - Miami v2" and the dates "Thursday, May 26, 2022 - Monday, May 30, 2022". Below this, there are buttons for "Client & Travelers", "Payment", "Service Fees", and "Manage". The "All Services" section lists two services: "Esa Miami Brickell Port" and "Round-Trip New York to Miami". Each service tile has a "REMOVE" button. A red line points to the "REMOVE" button on the "Round-Trip New York to Miami" service tile.

☰	Steps	✎	Notes
1.	Open ADX reference	•	
2.	Press REMOVE button	•	<ul style="list-style-type: none"> • <i>Located on Trips tab</i> • <i>Service tile will disappear from reference</i>

1.7.HIDE CANCELLED SERVICES

Services that are cancelled can be hidden on the trip services page so that they don't show if they are not relevant to a trip. Manage this view in the reference details and notes section and hide the cancelled services as needed.

The screenshot shows the ADX booking management interface for a flight from Los Angeles to New York. The top navigation bar includes 'Home', 'Partners', 'Clients', 'Resources', 'Bookings', and a search field for 'Cruise ID, ADX Ref, PNR, or Invoice #'. The user 'Anna Kulej' is logged in. The main header displays 'One Way Flight: Los Angeles to New York' with dates 'Sunday, August 14, 2022 - Sunday, August 14, 2022' and advisor 'Sam Smith'. A 'TRAVEL-READY' badge is present. Below the header are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. A 'Refresh Quote' button is also visible. The 'Trip Name' and 'Dates' section shows 'One Way Flight: Los Angeles to New York' and dates '08/14/2022'. Below this is the 'All Services' section with a 'View by' dropdown. Two services are listed: 'One-way Los Angeles to New York' (Aug 14, 2022 - Aug 14, 2022) with a 'TICKETED' status, and another identical service with a 'CANCELLED' status. Both have 'Rename' and 'Actions' links. At the bottom, there are sections for 'Estimated Quote' (USD \$81.00, Potential Commission USD \$21.00) with an 'Add Insurance' button, and 'Client Documents' (Insurance offered and declined) with an 'Update' button. The footer contains 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary' buttons.

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

One Way Flight: Los Angeles to New York

Sunday, August 14, 2022 - Sunday, August 14, 2022
Advisor: Sam Smith
ADX Ref. 6P5IXY | Archive | Link Bookings **TRAVEL-READY**

Trip Client & Travelers Payment Service Fees **Manage** Refresh Quote

Trip Name: One Way Flight: Los Angeles to New York
Dates: 08/14/2022 08/14/2022 Add details/notes

All Services View by: [Grid] [List]

- ➔ One-way Los Angeles to New York [Rename](#) **TICKETED**
Aug 14, 2022 - Aug 14, 2022
Actions: Change Flights - Cancel Flights - Ask Air Support - Open PNR View - Seat Plan - Fare Rules
- ➔ One-way Los Angeles to New York [Rename](#) **CANCELLED**
Aug 14, 2022 - Aug 14, 2022
Actions: Ask Air Support - Open PNR View - Fare Rules

Actions: Reorder Services

Estimated Quote **USD \$81.00**
Potential Commission **USD \$21.00**
[Add Insurance](#)

Client Documents: Insurance offered and declined.
[Update](#)

[Add ADX Service](#) [Add non-ADX Service](#) [Send Itinerary](#)

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

One Way Flight: Los Angeles to New York

Sunday, August 14, 2022 - Sunday, August 14, 2022

ADX Ref: 6P50XY [Archive] Link Bookings Sam Smith
Advisor: Anna Kulej

1. ——— ADX Ref: 6P50XY [Archive] Link Bookings TRAVEL READY

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

2. ———

Trip Name	Dates	
One Way Flight: Los Angeles to New York	08/14/2022 08/14/2022	Add details/notes

All Services View by: [Grid] [List]

- + One-way Los Angeles to New York Rename TRAVEL READY
 Aug 14, 2022 - Aug 14, 2022
 Actions: Change Flights - Cancel Flights - Ask Air Support - Open PNR View - Seat Plan - Fare Rules
- + One-way Los Angeles to New York Rename CANCELLED
 Aug 14, 2022 - Aug 14, 2022
 Actions: Ask Air Support - Open PNR View - Fare Rules

Actions: Reorder Services

Estimated Quote Potential Commission
 USD \$81.00
 USD \$21.00
 Add Insurance

Client Documents:
 Insurance offered and declined.
 Update

Add ADX Service - Add non-ADX Service - Send Itinerary

	 Steps		 Notes
1.	Open ADX reference		•
2.	Press v on Add details/notes		• Will expand the section down

ADK Home Partners Clients Resources Bookings Cruise ID, ADK Ref, PNR, or Invoice # Anna Kulej

One Way Flight: Los Angeles to New York

Sunday, August 14, 2022 - Sunday, August 14, 2022

ADK Ref: 6PSIXY | Archive | Link Bookings

Sam Smith
Advisor: Anna Kulej

ADK Ref: 6PSIXY | Archive | Link Bookings

Trip Client & Travelers Payment Service Fees Manage

Refresh Quote

Trip Name: One Way Flight: Los Angeles to New York

Dates: 08/14/2022 08/14/2022

Description: 1300 characters max

Advisor Background: 1300 characters max

Advisor-only Notes

Upload Attachments: 4MB max

Upload Cover Image: 4MB max

Cancel Save changes

3. Hide Cancelled Services

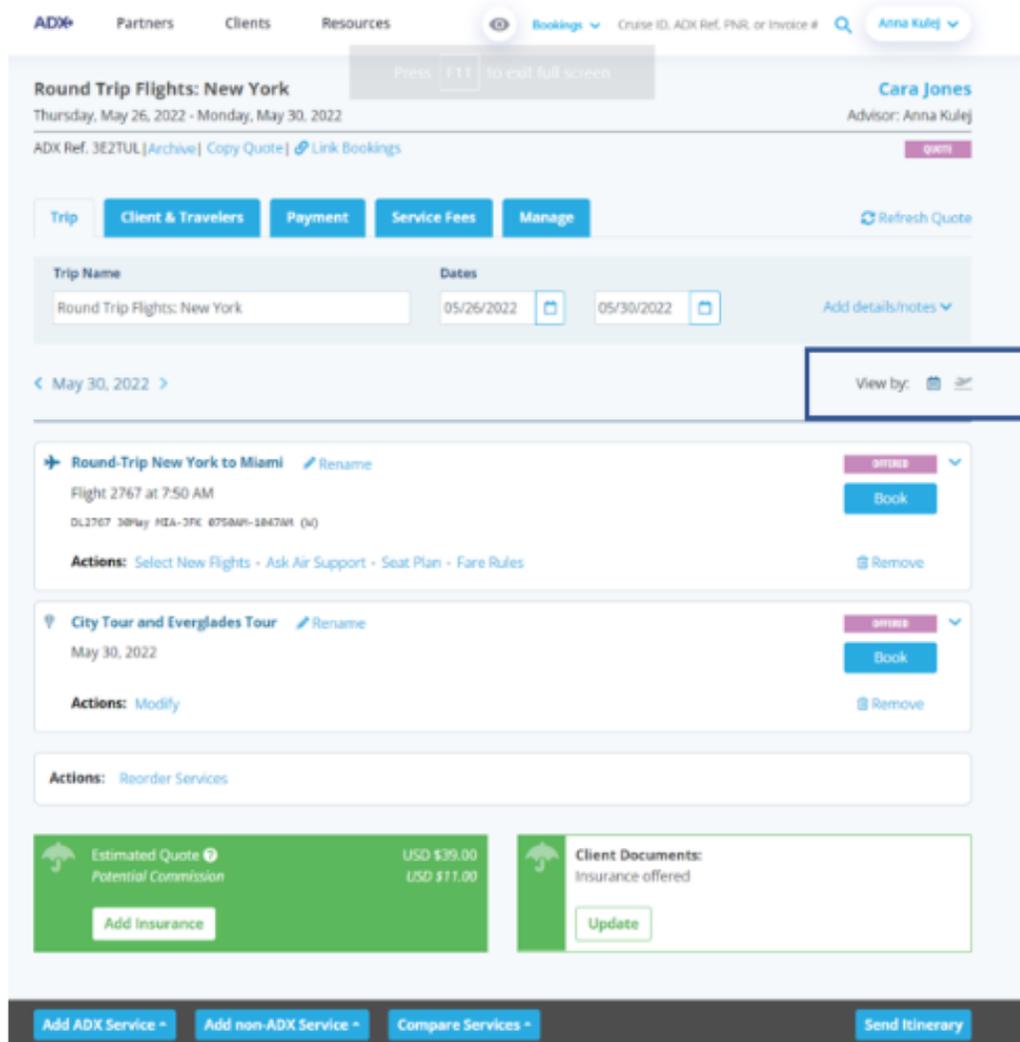
4.

	Steps	 Notes
3.	Check HIDE CANCELLED SERVICES checkbox	<ul style="list-style-type: none"> • Located at bottom of notes section
4.	Press SAVE CHANGES button	<ul style="list-style-type: none"> • The cancelled services will disappear from view • To show the cancelled service uncheck the hide checkbox and the service will show

1.8.CHANGING TRIP SERVICE VIEWS

The Trip Services page lets you change how you view the service details in ADX. You can select from:

-  Calendar view – see day by day view of services
-  Service view – see each service in a list, default view



The screenshot displays the ADX interface for a trip named "Round Trip Flights: New York" from Thursday, May 26, 2022, to Monday, May 30, 2022. The user is logged in as Anna Kulej. The page shows a list of services with a "View by:" dropdown menu highlighted, which is currently set to "List".

Trip Details:
Trip Name: Round Trip Flights: New York
Dates: 05/26/2022 to 05/30/2022

Services List:

- Round-Trip New York to Miami** (Status: OFFERED)
Flight 2767 at 7:50 AM
DL2767 384ay MIA-DFW 875MAY-1847M (M)
Actions: Select New Flights - Ask Air Support - Seat Plan - Fare Rules
- City Tour and Everglades Tour** (Status: OFFERED)
May 30, 2022
Actions: Modify

Summary:
Estimated Quote: USD \$39.00
Potential Commission: USD \$11.00
Client Documents: Insurance offered

Actions: Reorder Services, Add Insurance, Update

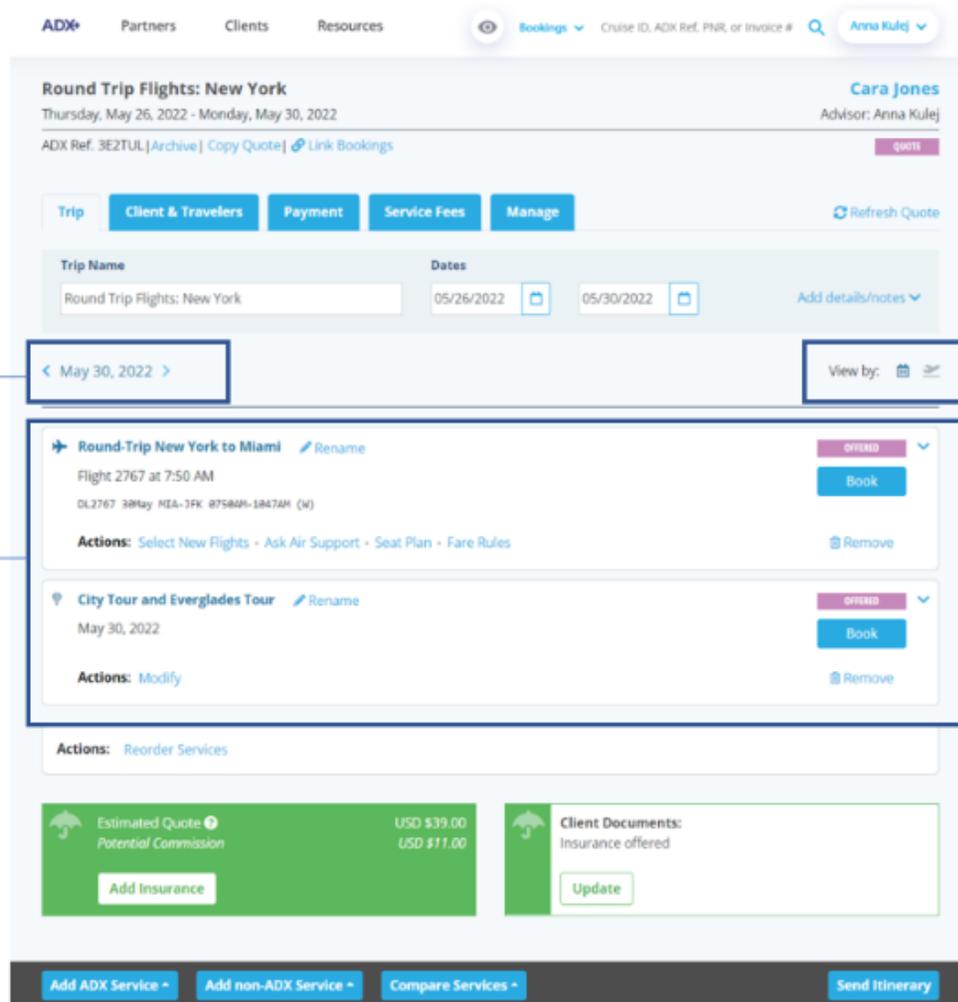
Footer: Add ADX Service, Add non-ADX Service, Compare Services, Send Itinerary

1.7.1 Calendar View

Itineraries that span over multiple days with multiple services can be viewed on a calendar day over day layout. Each day block would contain only the services that pertain to that day. Use the calendar toggle <> to maneuver through the trip days. To view your trip reference in calendar view, press the  icon.

Use the <> to switch between days

Services on the day specified



AD^X Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # Anna Kulej

Round Trip Flights: New York Cara Jones
Thursday, May 26, 2022 - Monday, May 30, 2022 Advisor: Anna Kulej
ADX Ref: 3E2TUL | Archive | Copy Quote | Link Bookings quote

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

Trip Name Dates
Round Trip Flights: New York 05/26/2022 05/30/2022 Add details/notes

< May 30, 2022 > View by:  

Round-Trip New York to Miami Rename omiso
Flight 2767 at 7:50 AM Book
DL2767 384ay NEA-3FK 8754MH-1847AH (M) Remove
Actions: Select New Flights - Ask Air Support - Seat Plan - Fare Rules

City Tour and Everglades Tour Rename omiso
May 30, 2022 Book
Actions: Modify Remove

Actions: Reorder Services

 Estimated Quote + USD \$39.00
Potential Commission USD \$11.00
Add Insurance

 **Client Documents:**
Insurance offered Update

Add ADX Service Add non-ADX Service Compare Services Send Itinerary

Select the calendar icon

1.7.2 Service View

The service list view will show you ALL of the services that were added to the reference in a list down format. The service view is the defaulted view on the page. If your view is set to calendar, you can switch it back to service view by pressing the  icon.

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

Round Trip Flights: New York

Thursday, May 26, 2022 - Monday, May 30, 2022
Advisor: Anna Kulej
ADX Ref. 3E2TUL [Archive] Copy Quote Link Bookings

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

Trip Name: Round Trip Flights: New York Dates: 05/26/2022 05/30/2022 Add details/notes

All Services View by:  

- Round-Trip New York to Miami  OFFERED 
May 26, 2022 - May 30, 2022
Book 
Actions: Select New Flights - Ask Air Support - Seat Plan - Fare Rules
- Key West Tour  OFFERED 
May 27, 2022
Book 
Actions: Modify
- City Tour and Everglades Tour  OFFERED 
May 30, 2022
Book 
Actions: Modify

Actions: Reorder Services

Estimated Quote Potential Commission USD \$39.00 USD \$11.00 Client Documents: Insurance offered

Add ADX Service - Add non-ADX Service - Compare Services - Send Itinerary

Select the airplane icon

Services listed out in chronological order then when it was added

1.9. BUILDING MULTI SERVICE ITINERARIES

ADX is a complex itinerary building tool that lets you combine services sold in ADX with services sold outside of ADX and invoiced using the Invoicing module. By building on one ADX reference, you will produce one robust client itinerary with all the trip details and confirmations in one place and on one file. Once you have added the first service quote to an ADX reference, use the service button on the reference to add the rest of the trip components.

The screenshot displays the ADX software interface for building a multi-service itinerary. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, Bookings, and a search bar. The main header shows the trip name 'Round Trip Flights: New York' and the dates 'Thursday, May 26, 2022 - Monday, May 30, 2022'. A user profile for 'Cara Jones' is visible in the top right corner.

1. A callout line points to the 'ADP Ref. 3E2TUL' text, which includes links for 'Archive', 'Copy Quote', and 'Link Bookings'. Below this, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. A 'Refresh Quote' button is also present.

The 'Trip Name' field contains 'Round Trip Flights: New York' and the 'Dates' field shows '05/26/2022' and '05/30/2022'. There is an 'Add details/notes' button.

Under 'All Services', there is a service entry: 'Round-Trip New York to Miami' with a 'Rename' link and a 'Book' button. The dates are 'May 26, 2022 - May 30, 2022'. Below this, there are 'Actions' for 'Select New Flights', 'Ask Air Support', 'Seat Plan', and 'Fare Rules', along with a 'Remove' button.

2. A callout line points to the bottom of the interface, which features a dark bar with three buttons: 'Add ADX Service +', 'Add non-ADX Service +', and 'Send Itinerary'. Above these buttons, there is a summary section for 'Estimated Quote' showing 'Potential Commission' with a breakdown: 'Hotel' (USD \$39.00) and 'Tour' (USD \$11.00). To the right, there is a 'Client Documents' section indicating 'Insurance offered' and an 'Update' button.

	Steps		Notes
1.	Create an ADX reference		<ul style="list-style-type: none"> • <i>Create a quote using the module buttons</i>
2.	Press ADD SERVICES button		<ul style="list-style-type: none"> • <i>ADX Services are bookable in ADX and include air, hotel, insurance, activity, panning fees</i> • <i>Non ADX services will let you add non ADX bookings via the Invoicing module</i> • <i>Work through quote flow for ADX services OR complete the invoicing page</i>

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

Round Trip Flights: New York

Thursday, May 26, 2022 - Monday, May 30, 2022 Cara Jones
Advisor: Anna Kulej

ADX Ref. 3E2TUL | Archive | Copy Quote | Link Bookings quote

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

Trip Name: Round Trip Flights: New York Dates: 05/26/2022 - 05/30/2022 Add details/notes

All Services View by:

Round-Trip New York to Miami Rename OFFERED

May 26, 2022 - May 30, 2022 Book

Actions: Select New Flights - Ask Air Support - Seat Plan - Fare Rules Remove

Key West Tour Rename OFFERED

May 27, 2022 Book

Actions: Modify Remove

Actions: Reorder Services

Estimated Quote ?

Potential Commission

USD \$39.00
USD \$11.00

Add Insurance

Client Documents:

Insurance offered

Update

Add ADX Service +
Add non-ADX Service +
Send Itinerary

3.

4.

	Steps		Notes
3.	Confirm service was added		<ul style="list-style-type: none"> Once you complete the quote/book flow the service tile will appear under the trip tab
4.	Press ADD SERVICES button – as required		<ul style="list-style-type: none"> Continue to add ADX and non ADX services as required

1.10. ARCHIVING FULL ITINERARIES

ADX does not delete references once they have been completed or the date has passed. Itineraries can be **archived or hidden** from view and accessed in the future. Archiving can be done from two places:

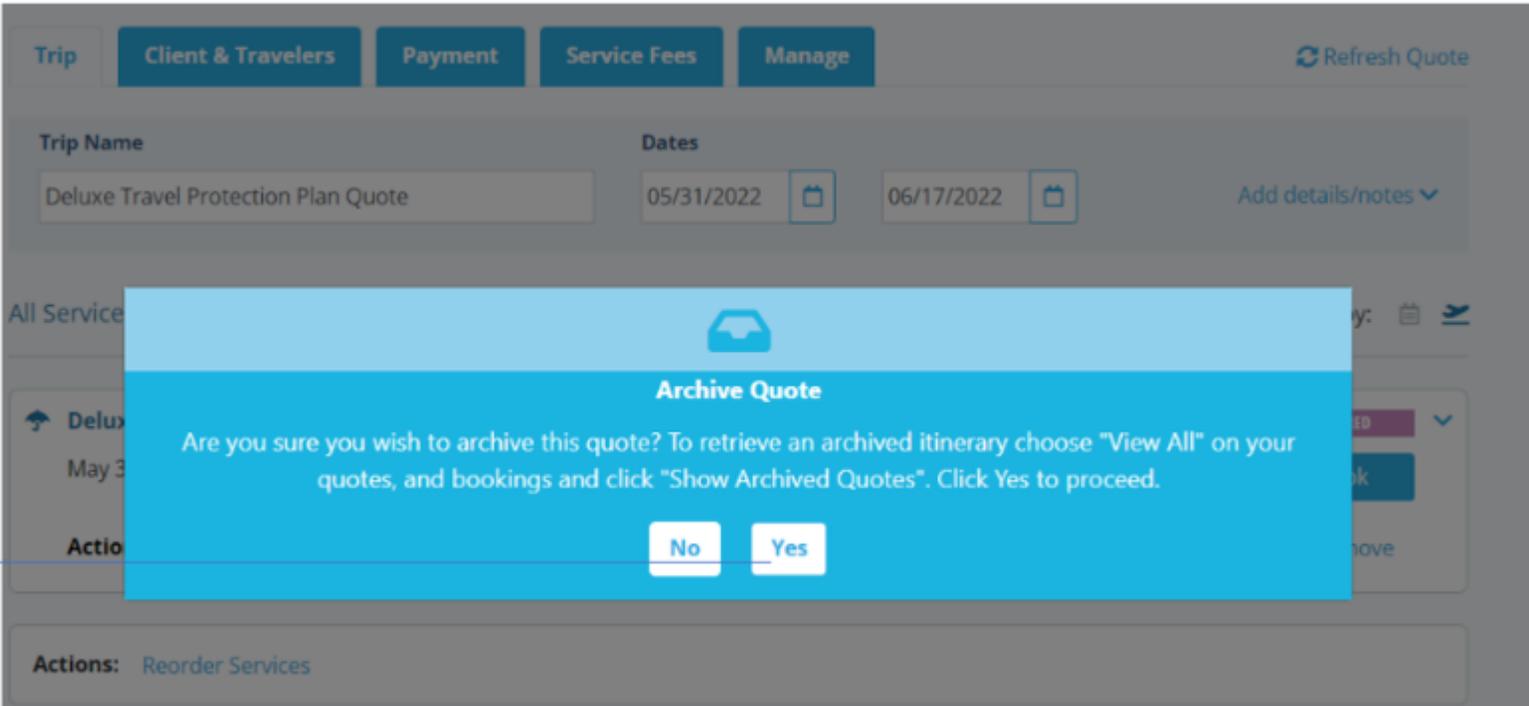
- the Trip Services reference
- View All page on the main dashboard

1.9.1 Archive from Trip Services Reference

An itinerary can be archived directly from the Trip Services reference. This will remove it from the Quotes and Bookings section as well as the View All page.

The screenshot shows the ADX interface for a 'Deluxe Travel Protection Plan Quote'. At the top, there are navigation tabs: 'Partners', 'Clients', 'Resources', and 'Bookings'. A search bar contains 'Cruise ID, ADX Ref, PNR, or Invoice #' and a user dropdown for 'Anna Kulej'. The main header displays the quote title, dates (Tuesday, May 31, 2022 - Friday, June 17, 2022), and the advisor 'Sam Smith'. Below this, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. A 'Quote' button is visible on the right. A red line with '1.' points to the 'Archive' button and '2.' points to the 'Quote' button. The main content area shows the trip name, dates, and a list of services. The 'Deluxe Travel Protection Plan' service is highlighted, with a 'Book' button and a 'Remove' button. At the bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.

☰	Steps	✍️	Notes
1.	Open the reference	•	
2.	Press ARCHIVE button	•	



3.

	Steps	 Notes
3.	Press YES to archive	<ul style="list-style-type: none"> • Press no to cancel archive request • Pressing YES will archive the reference

1.9.2 Archive from the View All Page

The View All page will show you ALL of your quotes and bookings on one page. You can batch archive references by selecting the checkboxes next to the reference and pressing the archive button.

1. [VIEW ALL](#)

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22	✈️ 🏨	05.16.22	View
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22	✈️ 🏨	05.16.22	View
QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22	🏨 🏨	05.09.22	View
QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23	🏨	05.09.22	View
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22	🏨 🏨	05.06.22	View
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22	🏨 🏨	05.04.22	View
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22	✈️ 🏨 🏨	05.04.22	View
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22	✈️ 🏨	05.04.22	View

	Steps	Notes
1.	Press VEIW ALL	<ul style="list-style-type: none"> Located in My Quotes and Bookings

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

My Quotes & Bookings

SHOW ARCHIVED QUOTES Results: 1 - 20 of 211

Filters: Advisors: Me X Clear Filters

Archive	STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	View
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
<input checked="" type="checkbox"/>	QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22		05.09.22	View
<input checked="" type="checkbox"/>	QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		05.09.22	View
<input type="checkbox"/>	QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		05.06.22	View
<input type="checkbox"/>	QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
<input type="checkbox"/>	QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
<input type="checkbox"/>	QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View

2.

3.

 Steps	 Notes
2. Select checkbox	•
3. Press ARCHIVE button	<ul style="list-style-type: none"> • Items will disappear from the list • Items will not appear in Quotes and Bookings section

1.9.3 Accessing and Unarchiving Itineraries

You can review archived itineraries from the View All page on the main dashboard.

The screenshot shows the ADX dashboard with navigation tabs for Partners, Clients, Resources, and Bookings. Below these are icons for ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. The 'MY QUOTES & BOOKINGS' section is highlighted, with a blue arrow pointing to the 'VIEW ALL' link. The section includes a filter for 'Advisors: Me' and a table of quotes.

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	View
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
QUOTE	AK	Cara Jones	St Regis New York - 5 nights	06.30.22		05.09.22	View
QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		05.09.22	View
QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		05.06.22	View
QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View

	Steps		Notes
4.	Press VEIW ALL		<ul style="list-style-type: none"> • <i>Located in My Quotes and Bookings</i>

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

« BACK TO DASHBOARD

My Quotes & Bookings

2. SHOW ARCHIVED QUOTES Results: 1 - 20 of 208

Filters: Advisors: Me x Clear Filters

Archive	STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	11.13.22		05.16.22	View
<input type="checkbox"/>	TRAVEL-READY	AK	Sam Smith	Travel Select Plan Quote	06.19.22		05.16.22	View
<input type="checkbox"/>	QUOTE	AK		The Pierre - A Taj Hotel - 4 nights	05.26.22		05.06.22	View
<input type="checkbox"/>	QUOTE	AK		Melia Paris Notre Dame - 5 nights	09.11.22		05.04.22	View
<input type="checkbox"/>	QUOTE	AK	Cara Jones	Round Trip Flights: New York - Miami	05.26.22		05.04.22	View
<input type="checkbox"/>	QUOTE	AK	Cara Jones	Round Trip Flights: New York - Los Angeles	05.25.22		05.03.22	View
<input type="checkbox"/>	ACTION-REQ	AK	Sam Smith	Courtyard ATL Marietta I-75	05.11.22		05.02.22	View

	Steps		Notes
2.	Press SHOW ARCHIVED QUOTES		<ul style="list-style-type: none"> All files archived will appear in the list

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

« BACK TO DASHBOARD

My Quotes & Bookings

HIDE ARCHIVED QUOTES Results: 1 - 20 of 41

Filters: Advisors: Me Clear Filters

Archive	STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	View
	QUOTE	AK	Sam Smith	New Trip Planning Quote	07.09.23		05.09.22	View
	QUOTE	AK	Sam Smith	Deluxe Travel Protection Plan Quote	05.31.22		05.04.22	View
	BOOKED N/A	AK	Tom Haggins	Monarch Hotel	01.28.22		01.06.22	View
	QUOTE	AK	Tom Haggins	Hertz Rent a Car	01.29.22		01.06.22	View
	QUOTE	AK	Tom Haggins	Northwest Airlines v2	01.28.22		01.06.22	View
	QUOTE	AK	Tom Haggins	Northwest Airlines	01.28.22		01.06.22	View
	BOOKED N/A	AK	Tom Haggins	Northwest Airlines	01.27.22		01.06.22	View
	TRAVELED	AK	Tom Haggins	Hertz Rent a Car	01.29.22		01.06.22	View
	ACTION-REQ	AK	Tom Haggins	Hertz Rent a Car	01.06.22		01.05.22	View
	TRAVELED	AK	Tom Haggins	Hertz Rent a Car	01.29.22		01.05.22	View

3.

	Steps		Notes
3.	Press icon next to file		<ul style="list-style-type: none"> <i>This will remove the file from the archive list</i> <i>Item will appear again in View All page</i> <i>Item will appear again on main dashboard</i>

1.11. VISA REQUIREMENTS AND SHERPA

Ever changing travel requirements make add complexity to creating beautifully crafted trips for your clients. ADX has added quick links to the service blocks under the trip tab to external websites: **IATA Travel Center and Sherpa**. PLEASE NOTE: ADX is not responsible for accuracy of content found on these two websites. These are EXTERNAL sites to Travel Edge.

The screenshot displays the ADX interface for a trip titled "Round Trip Flights: New York" (Thursday, May 26, 2022 - Monday, May 30, 2022). The user is logged in as Cara Jones, with an advisor of Anna Kulej. The interface includes navigation tabs for "Client & Travelers", "Payment", "Service Fees", and "Manage".

1. A callout points to the "Link Bookings" button located below the trip name and dates.

2. A callout points to the "Key West Tour" service block, which includes a "Book" button and "Actions" (Modify, Remove).

3. A callout points to a link labeled "Check Visa Requirements Sherpa" located below the "TRAVELLERS" section.

Service Details:

- Ticket:** Tour
- Activity Description:** Let somebody else do the driving and sit back, relax and enjoy the scenic drive from mainland to island, crossing the 42 bridges that connect the Flor...
[Read more](#)
[Edit Activity Description](#)
- Ticket Description:** Meeting point: Pick-up available from selected hotels in Sunny Isles Beach, Miami Beach, South Beach and Downtown Miami. Please call the supplier at le...
[Read more](#)
[Edit Ticket Description](#)
- Voucher Remarks:** Please print this itinerary document and present it as your voucher.

TRAVELLERS: No travelers assigned. [Assign Travelers](#)

COST & FEES:

Base Fare	USD 866.25
TOTAL	USD 866.25
Est. Commission = 10.00%	
Total = USD 87.45	

[See Details](#)

Bottom navigation: [Add ADX Service](#) | [Add non-ADX Service](#) | [Compare Services](#) | [Send Itinerary](#)

	Steps		Notes
1.	Open ADX reference		<ul style="list-style-type: none">•
2.	Press v on Trip tab		<ul style="list-style-type: none">• <i>Expand details by pressing the v button</i>• <i>Details will expand down</i>
3.	Click link		<ul style="list-style-type: none">• <i>Links located at bottom of each service tile</i>• <i>Webpage will open in new tab</i>

1.12. ITINERARY NOTES

The Advisor notes section is a private note block that is advisor facing only, these do NOT show on the client itinerary. Use this to make notes on the trip for future reference.

1. ADX Ref: 3E2TUL | Archive | Copy Quote | Link Bookings

2. Trip Name: Round Trip Flights: New York | Dates: 05/26/2022 - 05/30/2022

3. Advisor-only Notes

4. Hide Cancelled Services

	Steps		Notes
1.	Open ADX reference	•	
2.	Press v on Add Details/Notes	•	<i>Expand details by pressing the v button</i> • <i>Details will expand down</i>
3.	Add notes to Advisor-only Notes	•	
4.	Press SAVE CHANGES	•	<i>Notes will show every time you access the reference</i>

1.13. RESENDING EMAILS

Emails sent directly out of ADX are stored on the specific trip services page that the email is related to. You can view email history and resend these emails directly from the manage tab on the trip page.

The screenshot shows the ADX interface for a trip titled "Jones New York Business Trip" (Monday, June 20, 2022 - Tuesday, June 21, 2022). The user is Sarah Smith, advised by Anna Kulej. The interface includes navigation tabs for Trip, Client & Travelers, Payment, Service Fees, and Manage. A "Sent Emails" table is visible, with one entry for a quote sent on May 9, 2022, to sarah@smith.com. A "View Sent Email" button is present next to this entry. Below the table, there is a section for "Bon Voyage & Welcome Home Email Messages" with a checkbox to "SEND BON VOYAGE AND WELCOME HOME EMAILS" and a text input field for email addresses containing "sarah@smith.com".

1. ADX Ref. 4ZQY TZ | Archive | Copy Quote | Link Bookings

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

3. Sent Emails

Date Sent	Email Type	Attachments	Recipients
May 9, 2022	Quote		sarah@smith.com

4. View Sent Email

Bon Voyage & Welcome Home Email Messages

SEND BON VOYAGE AND WELCOME HOME EMAILS
(these are sent out on trip departure and return dates)

SEND TO THE FOLLOWING EMAIL ADDRESSES

sarah@smith.com

To personalize the Bon Voyage and Welcome Home greetings, please edit the message on composer on the right.
You can update the standard greetings on your [My Profile](#) page.

	Steps		Notes
1.	Open ADX reference		<ul style="list-style-type: none">•
2.	Press MANAGE tab		<ul style="list-style-type: none">• <i>Sent emails section will show all emails sent out of system</i>
3.	Press icon to open file		<ul style="list-style-type: none">• <i>Open the attachment in new tab</i>
4.	Press VIEW SENT EMAIL button		<ul style="list-style-type: none">• <i>Opens information on email sent</i>

SENT QUOTE EMAIL - ONE WAY FLIGHT: LOS ANGELES TO NEW YORK

FROM noreply@traveledge.com

5. TO sarah@smith.com

SUBJECT One Way Flight: Los Angeles to New York

6. BODY [Open Existing Email Body in New Tab](#)

B I U [List Icons] Normal Default [Link Icon]

Hello,
Please find attached the quote for your upcoming trip.

If you have any questions please give me a call.

Best Regards,

Edits here apply to this message only - please see your advisor profile to edit your default signature and email text.

7. ATTACHMENTS [itinerary-1909463-4ZQYZ-20220509022338.pdf](#)

8. [Resend Email](#)

	Steps		Notes
5.	Review FROM/TO		<ul style="list-style-type: none">• <i>Will show email sent from and sent to</i>
6.	Review email body		<ul style="list-style-type: none">•
7.	Press attachment link to open		<ul style="list-style-type: none">• <i>View the PDF attachment that was previously sent</i>
8.	Press RESNED EMAIL		<ul style="list-style-type: none">• <i>This will re-send the original PDF attachment</i>

1.14. CREATING NOTIFICATIONS

There is a lot to remember when crafting multi service trips for your clients. Set up reminders to get sent to you via email with important reminders and action items. You set the date to receive the email as well as the notification text to show in the email. Reminders can be set a:

- Generic reminders from the dashboard
- Specific trip reminders from the trip reference

 **CREATE NOTIFICATION** ✕

NOTIFICATION DATE: 08/16/2022  PRIORITY: Standard 

NOTIFICATION TEXT: REMINDER: Send out summer emails!

Cancel Create

 **CREATE NOTIFICATION** ✕

NOTIFICATION DATE: 05/29/2022  PRIORITY: Standard  **ADX Ref. 3E2TUL**

NOTIFICATION TEXT: Follow up RE Cruise deposit

Cancel Create

1.13.1 From the Dashboard

Notifications created from the dashboard are generic in nature and are not linked with an ADX reference. They will ONLY appear on the notice board dashboard and will not show on a trip reference page.

The dashboard features a top navigation bar with tabs for ADX, Partners, Clients, Resources, and Bookings. Below this is a row of tool icons: Itinerary Builder, Air, Hotel, Activity, Insurance, Cruise, and Invoice Tool. A dropdown menu shows 'USING ADX AS: Multiple Agents'. The main content area is divided into two sections: 'MY QUOTES & BOOKINGS' and 'CLIENTS TRAVELING IN THE NEXT 10 DAYS'. The 'MY QUOTES & BOOKINGS' section contains a table with columns for Status, Advisor, Client, Quote Name, Depart, Services, and Updated. The 'CLIENTS TRAVELING IN THE NEXT 10 DAYS' section shows 'No clients traveling in the next 10 days'. A 'NOTICE BOARD' section is highlighted with a red box, showing a 'Create' button and a list of notifications for Christopher Osterman, David Thorne, and another David Thorne.

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	
QUOTE	DA		Multi-City Flight: Los Angeles - Frankfurt-am-M...	07.14.22	X	05.31.22	View
QUOTE	AK	Julie Jones	Park Hyatt New York - 1 nights	05.31.22	im	05.31.22	View
QUOTE	DA	Mike Jones II	Four Seasons New York Downtown - 1 nights	05.31.22	im	05.31.22	View
QUOTE	NR		Uber Boat by Thames Clippers - River Roamer Ca...	06.01.22	im	05.30.22	View
PART BOOKED	DV	David Volman	Riviera	08.17.22	im	05.30.22	View
QUOTE	NR		One Way Flight: Toronto to Xianyang	07.27.22	X	05.27.22	View
QUOTE	AK		Round Trip Flights: Los Angeles - New York	09.18.22	X im	05.27.22	View
QUOTE	AK		Multiple Hotel Services	07.17.22	im	05.27.22	View

The 'CREATE NOTIFICATION' modal form includes a title bar with a close button. It contains fields for 'NOTIFICATION DATE' (08/16/2022) and 'PRIORITY' (Standard). A 'NOTIFICATION TEXT' field contains the text 'REMINDER: Send out summer emails!'. At the bottom right, there are 'Cancel' and 'Create' buttons.

1.13.2 From the Trip Reference

Notifications created from a specific trip reference links the ADX ref to that notification. The create notification option is available from the MANAGE tab of each trip reference.

The screenshot shows the ADX interface for a trip reference. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, and Bookings. Below this, the trip details for 'Jones New York Business Trip' are displayed, including the dates (Monday, June 20, 2022 - Tuesday, June 21, 2022) and the advisor (Sarah Smith). The ADX Ref is 4ZQYtz. A 'Manage' tab is selected, and a 'Create Notification' button is highlighted with a red box and a red arrow. Other tabs include Trip, Client & Travelers, Payment, Service Fees, and Refresh Quote. Below the Manage tab, there is a 'Notifications' section with a message 'There are no notifications to display.' and an 'Include Hidden' option. A 'Sent Emails' table is also visible, showing a quote sent on May 9, 2022, to sarah@smith.com. At the bottom, there is a 'Bon Voyage & Welcome Home Email Messages' section with a preview of the email content.

The screenshot shows the 'CREATE NOTIFICATION' modal window. It has a title bar with a bell icon and the text 'CREATE NOTIFICATION'. The modal contains the following fields and options:

- NOTIFICATION DATE:** 05/29/2022 (with a calendar icon)
- PRIORITY:** Standard (with a dropdown arrow)
- ADX Ref:** 3E2TUL
- NOTIFICATION TEXT:** Follow up RE Cruise deposit (in a text area)
- Buttons:** Cancel and Create

1.15. MANAGING NOTIFICATIONS

Advisors will receive notifications from vendors relating to their air and hotel bookings. You can also create generic notifications to be sent as email reminders. Notifications will be emailed to the primary advisor on the file, any delegates set on the profile and will live in the ADX system. Notifications will appear in three places in ADX:

- Dashboard Notice Board
- Trip Services Page Manage Tab
- Trip Services Page Manage Tab

Once a notification is actioned or viewed, you can HIDE it for it to no longer appear on the Notice Board or in the Manage tab for that trip. The notification will NOT be deleted, just hidden from view. Unactioned messages on the Trip Services reference will be reflected with a number in the corner of the manage tab. Once notifications are either accepted/rejected or hidden, the number will clear out.

The image displays three screenshots from the ADX system interface:

- Left Screenshot:** Shows the main dashboard with navigation tabs for ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. Below these is a 'MY QUOTES & BOOKINGS' table with columns for STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. A 'NOTICE BOARD' section is visible at the bottom right, listing clients like Christopher Sherman and David Thorne.
- Middle Screenshot:** Shows the 'Client Information' page for Miss Sarah Smith. It includes fields for NAME, BIRTHDAY, GENDER, PHONE, ADVISOR, and MARKETING FIELDS. Below this is a 'QUOTES & BOOKINGS FOR MISS SARAH SMITH' table with columns for Archive, Status, Advisor, Client, Quote Name, Depart, Services, and Updated.
- Right Screenshot:** Shows a notification management page for 'Round Trip Flights: Indianapolis - Austin'. It includes a 'Notifications' table with columns for Service, Date, and Notification. A 'Manage' tab with a notification count is also visible.

1.14.1 Notification Types

Notifications get lumped into 3 categories: **Informational, Actionable, Generic Notice.**

1.14.1.1 INFORMATIONAL NOTIFICATIONS

Notifications that do not require any action from the client or advisor. Typically, these are communications that are sent from the vendor to confirm they have received a request and are communicating the action they took. These notifications can be hidden once they are reviewed, no extra action is required through ADX. Some examples of informational notifications include:

- Air seat selection confirmations
- Air Meal selection confirmations
- Air Frequent Flyer numbers acknowledgement
- Air ticketing completion notification
- Air ticketing deadline has passed
- Air special instruction messages from airline queues¹
- Insurance modification request has been completed

The image displays three screenshots of ADX notification windows, each titled "ADX REF. [ID] - SPECIAL INSTRUCTIONS".

- Window 1 (Left):** ADX REF. 100DNE - SPECIAL INSTRUCTIONS. Traveler: sam smith, PNR: AIHJEP, May 23, 2022, OneWay LAX - LHR. Frequent Flyer Numbers: UA 45645154 Removed. Other information: 1S KK1.TKT UASEG5 BY 26MAY22 TO AVOID AUTO CXL /EARLIER. 1S KK1.TICKETING MAY BE REQUIRED BY FARE RULE. Please review the special instructions from the airline. If you need assistance please contact the Air Support team for details.
- Window 2 (Middle):** ADX REF. 100DNE - SPECIAL INSTRUCTIONS. Traveler: sam smith, PNR: AIHJEP, May 23, 2022, OneWay LAX - LHR. Frequent Flyer Numbers: UA 45645154 Removed. Other information: 1S KK1.TKT UASEG5 BY 26MAY22 TO AVOID AUTO CXL /EARLIER. 1S KK1.TICKETING MAY BE REQUIRED BY FARE RULE. Please review the special instructions from the airline. If you need assistance please contact the Air Support team for details.
- Window 3 (Right):** ADX REF. 3E25ZB - SPECIAL INSTRUCTIONS. Traveler: Sam Smith, PNR: AXLIAS, December 02, 2021, RoundTrip LAX - JFK. Seat Selection: 19F - Confirmed. Please review the special instructions from the airline. If you need assistance please contact the Air Support team for details.

¹ Any messages airlines put on to the record and queue it for ADX to pick up. These messages may show airline jargon. If unsure of what the message means please reach out to the air support team for clarifications.

1.14.1.2 ACTIONABLE NOTIFICATIONS

Actionable notifications are ones where the advisor **MUST** respond through the notification in order to confirm a change. Airline schedule changes will come through the notifications as actionable and will require the advisor to either accept or reject the schedule change. Unactioned schedule changes will result in out-of-date itineraries and may result in fees from the air support team.

The screenshot shows a notification window titled "ADX REF. 4ZQ23C - SCHEDULE CHANGES". It contains the following information:

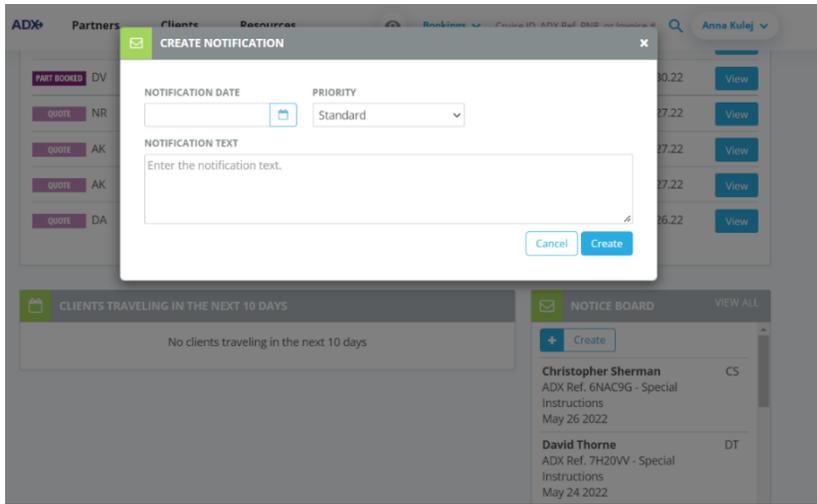
- Customer Info:** Kenneth Haderer, Email: 33641455181, Phone: 33641455181.
- PNR:** ZCVDML, Date: May 23, 2022, Itinerary: OneWay USH - FTE.
- View** button: View the Trip Services Page
- Schedule Comparison Table:**

	Original Schedule	Revised Schedule
City Pair 1		
Flights	AR1863S USH-FTE November 06, 2022 11:35am November 06, 2022 12:55pm	AR1863 S USH-FTE November 06, 2022 11:15am ⓘ November 06, 2022 12:35pm ⓘ
Duration	01:20:00	01:20:00
Warnings		

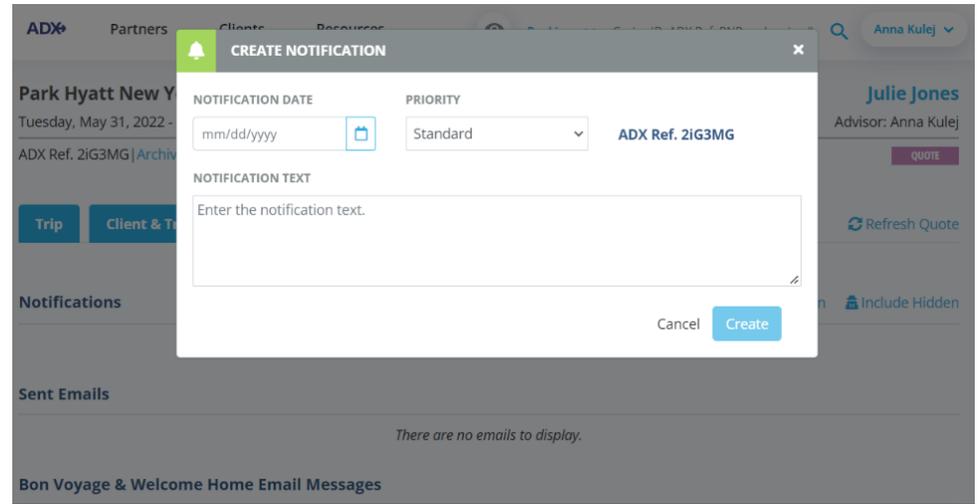
Revised schedule in **ORANGE**
- Comments:** A text box labeled "ACCEPT/REJECT COMMENTS" with the prompt "Please tell us why you are rejecting or accepting the changes here." and a pencil icon. Callout: Comments directed to Air Support team around changes
- Note:** If you do not action this notification a fee will apply as per the fee schedule. The Air Support Team does not take responsibility for missed schedule changes.
- Buttons:** Close, Reject, Accept. Callout: Accept or reject the new schedule

1.14.1.3 GENERIC NOTIFICATIONS

Generic notifications are one's advisors set either from the main dashboard or from the specific trip services page manage tab. These notifications can be used as reminders and are sent to the primary advisor's email on the date specified, with messaging specified.



Notice Board on the Dashboard



Manage tab on the Trip Services page

1.14.2 Hiding Notifications

Notifications can be hidden once reviewed, to avoid clutter on the notice board and trip services pages. Hidden notifications can always be reviewed, they do not get deleted from the system. The notifications can be hidden directly from the notice board on the dashboard or from the Trip Services manage tab.

The screenshot shows a notification window with a grey header bar containing a green envelope icon and the text "ADX REF. 10ODNE - SPECIAL INSTRUCTIONS" with a close button (X) on the right. The main content area is white and contains the following information:

- Traveler:** sam smith
- PNR:** AIHJEP
- Date:** May 23, 2022
- Phone:** 416-898-9633
- Itinerary:** OneWay LAX - LHR
- Action:** View (blue button)

Below this information is a toggle switch with "Old" (grey) and "New" (orange) options. The "New" option is selected.

Frequent Flyer Numbers

Traveler	Number	Status
sam smith	UA 45645154	Removed

Other Information

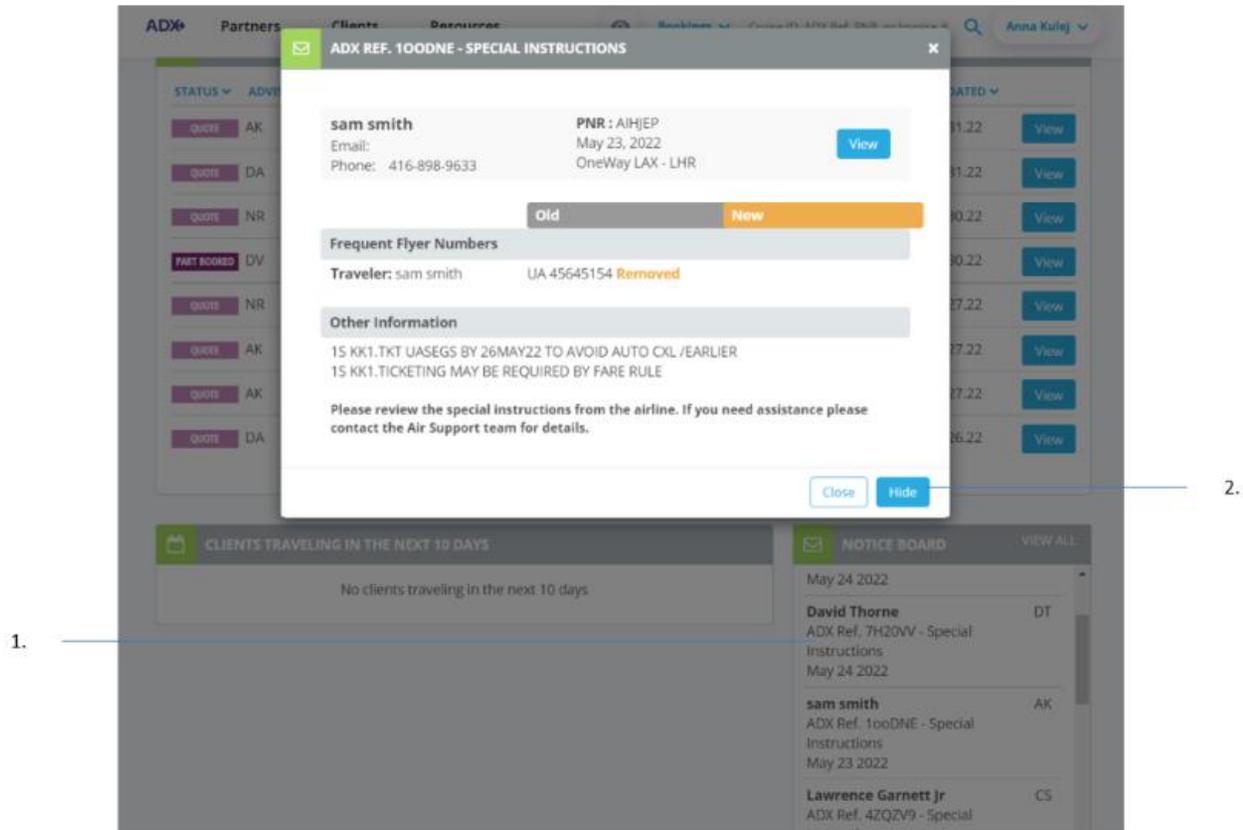
1S KK1.TKT UASEGS BY 26MAY22 TO AVOID AUTO CXL /EARLIER
1S KK1.TICKETING MAY BE REQUIRED BY FARE RULE

Please review the special instructions from the airline. If you need assistance please contact the Air Support team for details.

At the bottom right, there are two buttons: "Close" (white with blue border) and "Hide" (blue).

1.14.2.1 NOTICE BOARD

Notifications can be hidden directly from the notice board on the dashboard by opening each individual message.



	Steps		Notes
1.	Click on notice		<ul style="list-style-type: none"> Find notice in list by scrolling and click on the one to open it
2.	Press HIDE		<ul style="list-style-type: none"> Message will disappear from notice board

1.14.2.2 TRIP SERVICES PAGE

The notifications related to a trip will show on the manage tab of the Trip Services reference. The manage tab will show a red number on the top right corner of the number of notifications that require attention – either to be actioned (accepted/rejected) or acknowledged and hidden.

The screenshot displays the 'Trip Services' interface for a 'Round Trip Flights: Indianapolis - Austin' trip. The top navigation bar includes 'ADx', 'Partners', 'Clients', 'Resources', 'Bookings', and a search bar. The trip details show the dates 'Wednesday, May 25, 2022 - Friday, May 27, 2022' and the advisor 'David Thorne'. A navigation bar at the bottom of the trip details includes 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. The 'Manage' tab is active, and a red notification badge is visible on the 'Manage' button. Below the navigation bar is a 'Notifications' section with a table of notifications. The table has columns for 'Service', 'Date', and 'Notification'. There are three notifications listed, each with a 'Review' button. A modal window titled 'ADX REF. 100DNE - SPECIAL INSTRUCTIONS' is open, showing details for 'sam smith' and 'PNR : AIHJEP'. The modal includes sections for 'Frequent Flyer Numbers' and 'Other Information'. The 'Other Information' section contains the text: '15 KK1.TKT UASEGS BY 26MAY22 TO AVOID AUTO CXL /EARLIER' and '15 KK1.TICKETING MAY BE REQUIRED BY FARE RULE'. The modal also includes a 'Please review the special instructions from the airline. If you need assistance please contact the Air Support team for details.' message and 'Close' and 'Hide' buttons at the bottom.

1. ADX Ref. 7H20W | Archive | Link Bookings

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

3. Notifications Create Notification Include Hidden

Service	Date	Notification	Action
RoundTrip IND - AUS	May 12, 2022	Ticketing has been completed for this air travel service.	Hide
RoundTrip IND - AUS	May 24, 2022	Please review the message from the airline regarding your air travel service.	Review
RoundTrip IND - AUS	May 24, 2022	Please review the message from the airline regarding your air travel service.	Review

4. ADX REF. 100DNE - SPECIAL INSTRUCTIONS

5. Close Hide

	Steps		Notes
1.	Open ADX reference		<ul style="list-style-type: none"> •
2.	Click MANAGE tab		<ul style="list-style-type: none"> • <i>Last one in the list</i> • <i>Red number in corner indicates new notifications</i>
3.	Press HIDE – as applicable		<ul style="list-style-type: none"> • <i>Messages showing task completion will show HIDE button without need to open the message</i>
4.	Press REVIEW		<ul style="list-style-type: none"> • <i>Review to open the notification</i>
5.	Press HIDE		<ul style="list-style-type: none"> • <i>Message will disappear from list</i>

1.14.3 Viewing Hidden Notifications

Hidden notifications can be viewed directly on the Trip Services page manage tab. Press the INCLUDE HIDDEN button to show all notifications, including ones that have either been actioned or have been hidden.

The screenshot displays the 'Multiple Air Services' interface. At the top, there is a navigation bar with 'ADX', 'Partners', 'Clients', and 'Resources'. A search bar contains 'Bookings' and a search icon, with a dropdown menu showing 'Cruise ID, ADX Ref, PNR, or Invoice #' and a user profile for 'Anna Kulej'. The main header shows 'Multiple Air Services' for the dates 'Sunday, November 15, 2020 - Friday, November 20, 2020', with an advisor 'Sarah Smith' and 'Advisor: Anna Kulej'. A 'CLOSED' button is visible. Below this is a tabbed interface with 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. A 'Refresh Quote' button is on the right. The 'Notifications' section is highlighted with a blue line and a '3.' label. It contains a 'Create Notification' button and an 'Include Hidden' button. Below this, there are sections for 'Sent Emails' and 'Bon Voyage & Welcome Home Email Messages'. The 'Bon Voyage & Welcome Home Email Messages' section has a checkbox for 'SEND BON VOYAGE AND WELCOME HOME EMAILS' and a text input field for 'SEND TO THE FOLLOWING EMAIL ADDRESSES' containing 'sarah@smith.com'. A preview section shows a 'BON' logo and an email subject 'Bon Voyage!'. At the bottom, there are buttons for 'Add ADX Service -', 'Add non-ADX Service -', and 'Send Itinerary'.

1. ——— ADX Ref. 3C4L7Z | Archive | Link Bookings
2. ——— Trip Client & Travelers Payment Service Fees Manage
3. ——— Notifications

	Steps		Notes
1.	Open ADX reference	•	
2.	Click MANAGE tab	•	<i>Last one in the list</i>
3.	Click INCLUDE HIDDEN	•	<i>List will show ALL notifications received for this reference</i>

1.14.4 Viewing ALL Notifications

Unread notifications can be viewed in list form from the Notice Board dashboard. You can review the notifications as well as search for them by ADX reference.

 **NOTICE BOARD** [VIEW ALL](#)

[+](#) [Create](#)

Christopher Sherman CS
ADX Ref. 6NAC9G - Special Instructions
May 26 2022

David Thorne DT
ADX Ref. 7H20VV - Special Instructions
May 24 2022

David Thorne DT
ADX Ref. 7H20VV - Special Instructions
May 24 2022

sam smith AK
ADX Ref. 1ooDNE - Special Instructions
May 23 2022

ADX Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # [Anna Kulej](#)

[← BACK TO DASHBOARD](#)

My Notifications

Results: 1 - 20 of 501 << < 1 2 3 4 5 ... > >> [View All](#)

ADX Ref	Agent	Date	Notification	Priority	Type	Status	
1ooDNE	AK	May 23, 2022	Please review the message from the airline regarding your air travel service.	Standard	Special Instructions	Unread	View
4ZP785	AK	April 11, 2022	Send Bon Voyage email	Standard	Agent Notification	Unread	View
1oN9ET	AK	January 14, 2022	f	Standard	Generic Notice	Unread	View
1oMR5C	AK	November 11, 2021	Please review the message from the airline regarding your air travel service.	Standard	Special Instructions	Unread	View
2iEDNX	AK	November 03, 2021	Reminder	Standard	Agent Notification	Unread	View
2iEDN2	AK	November 03, 2021	reminder	Standard	Agent Notification	Unread	View
4ZP9N8	AK	October 26, 2021	sfs	Standard	Agent Notification	Unread	View

1.14.5 Advisor Email Notification Format

All notifications issued through ADX will be emailed to the primary advisor on the file. Email notifications will contain the ADX reference, the details of the notifications as well as a button to access the itinerary related to the notification. Email notifications ONLY come to the advisor, not the client, and will come from adx.noreply@traveledge.com or adx.noreply@adxtravel.com for affiliate agencies. Do not reply to these emails as the email box is not monitored.

Notification Alert: ADX Ref 7H25RF - Last Ticketing Date Passed

Primary Advisor  adx.noreply@traveledge.com

Delegated Advisor To:  Anna Kulej
Cc:  Norah Rahamim

Reply Reply All Forward  

Sat 6/4/2022 5:09 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.

Reference information


ADX REF. 7H25RF - PRIMARY ADVISOR : ANNA KULEJ

Sarah Smith Email: sarah@smith.com Phone: 416-444-4343	ADX Reference: 7H25RF Event Date: June 04, 2022 Record Locator: KYULIB Service: OneWay LAX - JFK
--	--

Notification information

Other Information

The air travel service has been cancelled because the last ticketing date has passed (TICKETING DEADLINE: June 04, 2022 6:59 AM)

Please note that replies to this email are not being monitored. Create a support ticket within ADX if you need assistance.

Open ADX reference [Open in ADX](#)

1.16. SERVICE FEES

Services fees can be added to any ADX reference and charged to your client at any point in your quote to book process. Service fees are visible to your client on their credit card statement as well as on the client document as a line item on the itinerary. Fees can be set up through the advisor profile to default how they are used - always added vs. setting suggested fees. Fees can also be set up on the fly, on each individual itinerary. Adding and managing fees can be done through the Service Fees tab on the trip reference page².

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

Round Trip Flights: New York
Thursday, May 26, 2022 - Monday, May 30, 2022
Advisor: Anna Kulej
ADX Ref: 3E2TUL | Archive | Copy Quote | Link Bookings

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

ADD A PLANNING FEE

Planning Fee
You have added **Ticketing Fee** to a single itinerary in the amount of **USD \$100.00**. Active

You do great work for your clients. Put a value on that work - create an up-front planning fee to recover the cost of your time/effort in quoting and booking this trip.

FEE NAME	CURRENCY	FLAT RATE*	or	PERCENTAGE*
Ticketing Fee	USD	100		

DESCRIBE THE SERVICE YOU WILL PROVIDE
One time ticketing fee

*Based on client location, applicable taxes will be calculated.

Create a new Planning Fee

FEE TYPES

- Planning Fee 1 added
- Change Fee
- 24/7 Support Fee 1 added
- Custom Fee

SEND PLANNING FEE AGREEMENT

Add ADX Service - Add non-ADX Service - Compare Services - Send Itinerary

² Fees are subject to commission split and 3.5% merchant fee

1.15.1 Customize Fee Defaults

Service fee defaults can be created through the profile and accessed on the trip service page. Fees can be created as:

- Planning fees
- Change fees
- Custom Fees

The screenshot shows the ADX user profile page. The navigation bar at the top includes 'ADX', 'Partners', 'Clients', 'Resources', 'Settings', and 'Annal Batej'. A dropdown menu is open for 'Annal Batej', showing 'My Profile', 'Reports', and 'Log out'. The main content area has four cards: 'Communication Profile', 'Access Sharing', 'Set Preferences', and 'Change Password'. The 'Set Preferences' card is highlighted with a green border. Below the cards, the 'Set Preferences' section is expanded, showing a list of settings with dropdown menus: 'Air Search Inventory (GDS) Preference' (All), 'Commission Display' (On), 'Files to show upon login ("Using ADX As" field)' (Mine Only), 'Default Client Pay selection (when available)' (On), 'Default Currency' (USD), 'Client Itinerary View Quote Preference', 'Client Itinerary Canceled Services Visibility' (Show by Default), 'Air Search Filters' (No Filter Applied), and 'Hide Agent Profile in Client Itinerary' (No). A 'Set Preferences' button is at the bottom of this section. Below this, the 'Customize your service fee defaults' section is expanded, showing a description and a list of service transaction fees. The 'Planning Fee' is highlighted, showing a message: 'You have added Planning fee test to all itineraries in the amount of \$100 USD'. There is a 'Create a New Planning Fee' button and a 'Change Fee' button.

1. Settings
2. My Profile
3. Set Preferences
4. Customize your service fee defaults

	Steps		Notes
1.	Click v next to name		<ul style="list-style-type: none">• <i>Name located top right corner</i>
2.	Press MY PROFILE		<ul style="list-style-type: none">•
3.	Press SET PREFERENCES		<ul style="list-style-type: none">•
4.	Scroll down to Customize your Service Fee Defaults section		<ul style="list-style-type: none">•

Air Search Filters

Hide Agent Profile in Client Itinerary

Save Preferences

Customize your service fee defaults

You can set-up default service fees that will appear in all new itineraries you will create. These settings will only apply to new itineraries and it does not apply to existing itineraries, especially itineraries that have already been sent or paid by your clients.

Service Transaction Fees

Planning Fee
 You do great work for your clients. Put a value on that work - create an up-front planning fee to recover the cost of your time/effort in quoting and booking this trip.

5.

Change Fee
 You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already booked hotel.

6.

Your agency suggested fee is USD \$25.00 [View TE suggested fees](#)

Fee name **Currency** **Flat Rate*** or **Percentage***

7.

Describe the Service you will provide

8.

How to use this fee
 I'd like this fee to be
 *Based on client local

9.

Cancel Save

10.

	Steps		Notes
5.	Open fee type by clicking > button		<ul style="list-style-type: none"> • <i>Select from</i> <ul style="list-style-type: none"> ○ <i>Planning fee</i> ○ <i>Change fee</i> ○ <i>Custom fee – name it what you like</i>
6.	Review the TE suggested fee structure		<ul style="list-style-type: none"> • <i>A suggested fee may be set by your office manager</i>
7.	Fill in the fee details		<ul style="list-style-type: none"> • <i>Fee name – Will show up on the client document</i> • <i>Currency – US, CAD, BMD³</i> • <i>Flat rate OR Percentage – Charge a flat fee or % of the entire trip and all the services added to one reference</i> • <i>Describe the service – Notes that will show up with the fee name</i>
8.	Add fee description		<ul style="list-style-type: none"> • <i>Optional</i> • <i>Will appear on the client itinerary</i>
9.	Select how to use the fee		<ul style="list-style-type: none"> • <i>Added to all itineraries automatically – the fee will default to ON and will show on client documents and payment page automatically</i> • <i>As Suggested – the fee will default to OFF and will not appear on client documents or payment page until you turn it ON to make it visible</i>
10.	Press SAVE		<ul style="list-style-type: none"> • <i>Repeat the steps to create multiple fees</i>

³ Advisors located in the US will ONLY have access to USD currency. Advisors located in Canada will have USD and CAD access to currency. Advisors located in Bermuda will have access to USD and BMD currency.

1.15.2 Managing Fees on Trip Reference

Fees can be managed directly on each trip reference under the service fees tab.

- Fees that are defaulted to always be added will show automatically as active.
- Fees defaulted to suggested will show and have the option of being added to the reference
- Create new fees to be added ONLY to a specific reference

Service fee tab

Suggested default fees will have the option of being ADDED

Auto added fees can be removed by setting to inactive

Fee Type Menu

of fees set as default

Expand to manage defaults

Travel Edge suggested fee structure

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

One Way Flight: Los Angeles to London Advisor: Anna Kulej

Sunday, July 17, 2022 - Monday, July 18, 2022

ADX Ref. 1ooONE | Archive | Copy Quote | Link Bookings

Service Fees Manage Refresh Quote

ADD A PLANNING FEE

Planning Fee

You have added Suggested Planning Fee to all itineraries as suggested in the amount of USD 550.00. Add

Planning Fee

You have added Automatically Added fee to all Itineraries in the amount of USD 5100.00. Active

Create a new Planning Fee

FEE TYPES

Planning Fee Selected 2 added

Change Fee Select

24/7 Support Fee Select 1 added

Custom Fee Select

VIEW TE SUGGESTED FEES

Add ADX Service Add non-ADX Service Send Itinerary

1.15.3 Processing Fees

Fees can be processed at any point in the quote, book, pay flow. Once a client is added to the profile, the payment tab will show a PAYMENT button next to the active fees on the service tab. Fees not set to active can also be added through the payment tab. Fees can be processed on their own OR with other services.

1. [Trip](#)

2. [Client & Travelers](#)

3. Suggested Planning Fee

4. Automatically Added fee

One Way Flight: Los Angeles to London
Sunday, July 17, 2022 - Monday, July 18, 2022
sam smith
Advisor: Anna Kulej
ADX Ref. 100DNE | [Archive](#) | [Copy Quote](#) | [Link Bookings](#) [QUOTE](#)

[Refresh Quote](#)

COST SUMMARY

Travel Service	Est. Commission	Taxes	Cost	
One-way Los Angeles to London See Details	USD \$0.00	USD \$234.30	USD \$872.30 UPDATE PRICE	Book
Suggested Planning Fee		USD \$0.00	USD \$50.00	Add
24/7 Support		USD \$0.00	USD \$60.00	Payment
Automatically Added fee		USD \$0.00	USD \$100.00	Payment
Total	USD \$210.00	USD \$234.30	USD \$1,082.30	

PAYMENT SUMMARY

Service	FOPs	Type	Due	Amount
24/7 Support		Balance		USD \$60.00
Automatically Added fee		Balance		USD \$100.00
Total Owing				USD \$160.00

INVOICES
No invoices present at this time.

[Add ADX Service](#) [Add non-ADX Service](#) [Send Itinerary](#)

	Steps		Notes
1.	Add client and travelers		<ul style="list-style-type: none"> • <i>Add client and traveler info on Client and Travelers tab</i> • <i>Client MUST be added before you can process payment for fees</i>
2.	Press PAYMENT tab		<ul style="list-style-type: none"> •
3.	Press ADD button to suggested – as needed		<ul style="list-style-type: none"> • <i>Fees suggested not added to itinerary</i> • <i>Fees that do not show PAYMNET button are not added on itinerary</i>
4.	Press PAYMENT button		<ul style="list-style-type: none"> • <i>Proceed to payment page to process payment</i>

1.15.4 Adding Fees on Payment Page

If you forget to build out your fee on the trip page before starting the payment process, do not worry... you can add the fee on the payment page! The fee will be added to the payment process as well as saved on the service fee tab once it's paid.

The screenshot displays the ADX system interface for a flight booking. At the top, there are navigation links for Partners, Clients, and Resources, along with a search bar containing 'Anna Kulej'. The main heading is 'One Way Flight: Los Angeles to Paris' for the dates Sunday, August 14, 2022 - Monday, August 15, 2022. The advisor is listed as Anna Kulej. Below this, there are tabs for Trip, Client & Travelers, Payment, Service Fees, and Manage. A 'COST SUMMARY' table is shown with columns for Travel Service, Est. Commission, Taxes, and Cost. The table lists several items: One-way Los Angeles to Paris (USD \$1,014.80), 24/7 Support Fee (USD \$60.00), and two Ticketing fees (USD \$100.00 each). The total cost is USD \$1,174.80. A 'Payment' button is visible next to the second ticketing fee.

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

One Way Flight: Los Angeles to Paris Sam Smith
Sunday, August 14, 2022 - Monday, August 15, 2022 Advisor: Anna Kulej

ADX Ref. 7IX73F | Archive | Link Bookings QUOTE

Trip Client & Travelers **Payment** Service Fees Manage Refresh Quote

COST SUMMARY

Travel Service	Est. Commission	Taxes	Cost	
One-way Los Angeles to Paris See Details	USD \$0.00	USD \$229.80	USD \$1,014.80 UPDATE PRICE	Book
24/7 Support Fee		USD \$0.00	USD \$60.00	Payment
Ticketing fee			USD \$100.00	CANCELLED
Ticketing fee		USD \$0.00	USD \$100.00	Payment
Total	USD \$160.00	USD \$229.80	USD \$1,174.80	

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

One Way Flight: Los Angeles to London

Sunday, July 17, 2022 - Monday, July 18, 2022 sam smith
Advisor: Anna Kulej

ADX Ref: 100ONE [Red Button]

1. Add a service fee

SERVICES READY TO BE PAID	COST
<input type="checkbox"/> 24/7 Support	USD \$60.00
<input type="checkbox"/> Automatically Added fee <small>Fee is non-refundable</small>	USD \$100.00 ✎
<input checked="" type="checkbox"/> One-way Los Angeles to London <small>Jul 17, 2022 - Jul 18, 2022</small>	USD \$872.30 Split Payment
Total to be paid: USD \$872.30	

SERVICES REQUIRING ACTION	COST
<input type="checkbox"/> Nomad Hotel London <small>Jul 17, 2022 - Jul 18, 2022</small>	GBP £585.00 Make Payable
Suggested Planning Fee	USD \$50.00 Add Fee
Outstanding balance: GBP £585.00 USD \$50.00	

2. ADD SERVICE FEES

3. ADD A PLANNING FEE

You do great work for your clients. Put a value on that work - create an up-front planning fee to recover the cost of your time/effort in quoting and booking this trip.

FEE NAME	CURRENCY	FLAT RATE*	PERCENTAGE* ①
<input type="text" value="Name"/>	<input type="text" value="USD"/>	<input type="text" value="\$"/> or <input type="text" value=""/>	<input type="text" value=""/>

DESCRIBE THE SERVICE YOU WILL PROVIDE

I'd like this fee to be

*Based on client location, applicable taxes will be calculated.

4. Cancel Add Fee

SERVICES REQUIRING ACTION	COST
<input type="checkbox"/> Nomad Hotel London <small>Jul 17, 2022 - Jul 18, 2022</small>	GBP £585.00 Make Payable

	Steps		Notes
1.	Press ADD A SERVICE FEE button		<ul style="list-style-type: none">• <i>Located in Services Ready to be Paid section</i>
2.	Press ADD on fee type		<ul style="list-style-type: none">• <i>Select fee type to be added</i>
3.	Enter fee details		<ul style="list-style-type: none">•
4.	Press ADD FEE		<ul style="list-style-type: none">• <i>Fee will be added to services ready to be paid</i>• <i>Fee will be added to payment process</i>

1.15.5 Cancelling a Service Fee

In the event a service fee has been paid and needs to be cancelled, the cancellation request must be done from the ADX system on the payment page. Please note if you cancel all other services on the itinerary, the fee charge will NOT automatically be cancelled along with the services. Fee reversal requests will ALWAYS be submitted independent of any other service. The cancellation request will be submitted to the finance team who will process the refund. Questions around timelines of refund please contact the finance team directly.

The screenshot displays the ADX system interface for a flight booking. The main heading is "One Way Flight: Los Angeles to Paris" for the dates Sunday, August 14, 2022 - Monday, August 15, 2022. The advisor is Sam Smith, and the advisor is Anna Kulej. The ADX Ref. is 7073F. The interface includes a navigation bar with "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage" buttons. A "COST SUMMARY" table is shown with the following data:

Travel Service	Est. Commission	Taxes	Cost	
One-way Los Angeles to Paris	USD \$0.00	USD \$229.80	USD \$1,014.80	Book
24/7 Support Fee		USD \$0.00	USD \$60.00	Payment
Ticketing fee		USD \$0.00	USD \$100.00	PAID
Ticketing fee		USD \$0.00	USD \$100.00	Payment
Total	USD \$260.00	USD \$229.80	USD \$1,274.80	

A dialog box titled "CANCEL TICKETING FEE" is overlaid on the screen. It contains the following text: "Please add remarks with the reason for cancellation below. Your request will be processed by the Finance Team. Once the process is complete, you will see a message in your notifications list." Below this text is a text input field with the remark "Please cancel this fee. Client not traveling." and two buttons: "Cancel" and "Continue".

1. ADX Ref. 7073F | Archive | Link Bookings
2. Trip | Client & Travelers | Payment | Service Fees | Manage
3. Ticketing fee | CANCEL
4. CANCEL TICKETING FEE dialog box
5. Travel Service

	Steps		Notes
1.	Open ADX reference	•	
2.	Press PAYMENT tab	•	
3.	Press CANCEL button	•	<ul style="list-style-type: none"> • <i>Located in Cost Summary section on PAID fees</i> • <i>A ticket form will open</i>
4.	Add cancellation details for finance team	•	
5.	Press CONTINUE	•	<ul style="list-style-type: none"> • <i>Will submit request to finance</i> • <i>The fee will show CANCELLED</i> • <i>Invoice section will show a REFUND invoice for amount of fee cancelled</i>

1.17. 24/7 SUPPORT FEE

Travel Edge offers a **24/7 VIP Support Plan** that can be sold to your clients to offer a piece of mind. Earn commission when charging your client OR opt to pay for the plan out of your commission... it is up to you!

The VIP support service applies to **ONLY** the associated ADX reference for which the service was applied and is limited to services booked in ADX. Coverage is valid from the date of the client's departure to the date of return. Service is applicable only to one continuous excursion with a maximum of nine passengers. 247 support fees are nonrefundable.

The screenshot shows the '24/7 Support Fee' configuration page in the ADX system. The page is titled '24/7 Support Fee' and includes a detailed description of the service. Below the description, there are three main options for configuring the fee: '24/7 support plan' (marked as 'Recommended'), 'On demand', and 'No coverage'. Each option has specific details regarding cost, requests, and payment preferences.

24/7 Support Fee
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

Option	Cost	Requests	Payment Preference
24/7 support plan (Recommended)	48	Unlimited	<input checked="" type="radio"/> Client Pays \$60 I earn \$12 <input type="radio"/> I'm covering the cost for my client
On demand	Per request	Unlimited	<input type="radio"/> Final invoice will be sent to you after the end trip date.
No coverage			<input type="radio"/> No thanks, I won't be offering 24/7 support service to my client

Save

1.16.1247 Plan Options

The plan settings can be configured to add your selection automatically to every itinerary. You will have options for coverage and payment preferences as follows:

Opt into 24/7 support and client pays for the fee – This is the default on your account!

- A fee charge of \$60⁴ will be added to the trip under the payment tab.
- The itinerary will show the cost breakdown including the fee amount.
- The advisor will receive \$12 commission from the sale⁵

The screenshot shows the '24/7 Support Fee' configuration page in the ADX system. The page is titled '24/7 Support Fee' and includes a detailed description of the service. Below the description, there are two main options: '24/7 support plan' and 'On demand'. The '24/7 support plan' is marked as 'Recommended' and has a cost of 48 and unlimited requests. Under 'Payment preference', the 'Client Pays \$60' option is selected, and 'I earn \$12' is displayed next to it. The 'On demand' option has a cost of 'Per request' and unlimited requests, with a payment preference of 'Final invoice will be sent to you after the end trip date.' At the bottom, there is a 'No coverage' option with the text 'No thanks, I won't be offering 24/7 support service to my client.' A 'Save' button is located at the bottom right of the form.

⁴ Canadian advisors will have a currency option of CAD or US

⁵ Amount shown is subject to advisor split and 3.5% merchant fee

Opt in to 24/7 support and Advisor covers the cost

- No extra payment is collected from the client.
- The fee of \$48 will get deducted from the advisor commission by finance.
- Itinerary will not show the cost amount.

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

Change Fee
You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already booked hotel.

24/7 Support Fee
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

Option	Cost	Requests	Payment preference
24/7 support plan <i>Recommended</i>	48	Unlimited	<input checked="" type="radio"/> I'm covering the cost for my client <input type="radio"/> Client Pays \$60 <i>Learn \$12</i>
On demand	Per request	Unlimited	<input type="radio"/> Final invoice will be sent to you after the end trip date.
No coverage			<input type="radio"/> No thanks, I won't be offering 24/7 support service to my client.

Save

Opt out of 24/7 support and provide on demand cost

- Client is not charged for a cost upfront
- Advisor will be **charged per call** to the 24/7 support team
- On demand fee schedule will appear on the client itinerary

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

Create a New Planning Fee

Change Fee
You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already booked hotel.

24/7 Support Fee
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan	On demand
Cost 48	Cost Per request
Requests Unlimited	Requests Unlimited
Payment preference <input type="radio"/> Client Pays \$60 I earn \$12 <input type="radio"/> I'm covering the cost for my client	Payment preference <input checked="" type="radio"/> Final invoice will be sent to you after the end trip date.

No coverage
 No thanks, I won't be offering 24/7 support service to my client

Save

No Coverage

- Client is not charged for service
- Advisor can add their own phone number to add as a contact
- 24/7 number will NOT show on the client itinerary
- IF client does call 24/7 support the On Demand fee structure will apply

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

booked flight or to add room in already booked hotel.

24/7 Support Fee

The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan	On demand
Cost 48	Cost Per request
Requests Unlimited	Requests Unlimited
Payment preference	Payment preference
<input type="radio"/> Client Pays \$60 I earn \$12	<input type="radio"/> Final invoice will be sent to you after the end trip date.
<input type="radio"/> I'm covering the cost for my client	

No coverage

No thanks, I won't be offering 24/7 support service to my client

Clients can reach me at this phone number

Save

1.16.2 Setting Plan Defaults

Set the default payment preference in your Advisor Profile to add to every itinerary automatically. You can manually edit your default on the trip service page of a specific trip. The default is automatically set to Client Pays.

1. ADX Partners Clients Resources Bookings Group ID: 401 for FRK on 10/26/2018 Area Role

2. My Profile Reports Office Mgmt. Log out

3. Communication Profile: Control the appearance and contents of emails and documents.

Access Sharing: Share access to your bookings with other ADX users.

Set Preferences: Customize default values for certain fields within ADX.

Change Password: Change your password at anytime to ensure your account is secure.

Set Preferences

Customize your default values for certain fields within ADX.

Air Search Inventory (GDS) Preference	All
Commission Display	On
Files to show upon login ("Using ADX As" field)	Mine Only
Default Client Pay selection (when available)	Off
Default Currency	USD
Client Itinerary View Quote Preference	By Date
Client Itinerary Cancelled Services Viability	Show by Default
Air Search Filters	No Filter Applied
Hide Agent Profile in Client Itinerary	No

Save Preferences

Customize your service fee defaults

You can set-up default service fees that will appear in all new itineraries you will create. These settings will only apply to new itineraries and it does not apply to existing itineraries, especially itineraries that have already been sent or paid by your clients.

Service Transaction Fees

- Planning Fee**
You have added **Planning Fee** to all itineraries as suggested in the amount of **150 USD**
- Create a New Planning Fee**
- Change Fee**
You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already-booked hotel.
- 24/7 Support Fee**
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary for a maximum of nine passengers, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager. The 24/7 Support is 100% non-refundable.

4.

	Steps		Notes
1.	Press v button		<ul style="list-style-type: none">• <i>Next to name on top right corner</i>
2.	Press MY PROFILE		<ul style="list-style-type: none">•
3.	Press SET PREFERENCES tab		<ul style="list-style-type: none">• <i>Third box in the row</i>
4.	Press icon  within 24/7 support box		<ul style="list-style-type: none">• <i>Locate 24/7 fee section within the Service Fee Default section of the page</i>• <i>Expands details</i>

24/7 Support Fee

The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADIX Reference and is limited to services booked directly in ADIX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary for a maximum of nine passengers, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager. The 24/7 Support is 100% non-refundable.

24/7 support plan Recommended

Cost 48

Requests Unlimited

Payment preference

Client Pays \$60 🎁 I earn \$12

I'm covering the cost for my client

On demand

Cost Per request

Requests Unlimited

Payment preference

Final invoice will be sent to you after the end trip date.

No coverage

No thanks, I won't be offering 24/7 support service to my client

[Save](#)

5.

6.

	 Steps	 Notes
5.	Click radio button next to plan	<ul style="list-style-type: none"> Select the plan you want to default to for ALL itineraries Default set to CLIENT PAYS Radio button will be purple on selected option
6.	Press SAVE	<ul style="list-style-type: none">

1.16.3 Managing 24/7 Fee on Trip Reference

Defaults can be changed for each individual itinerary directly from the trip reference. The Service Fees tab will house the 24/7 fee information. To change the default, select the 24/7 support fee type and select the desired plan option by clicking on the radio button. This will update the plan type, payment as well as client itinerary.

The screenshot displays the 'Travel Select Plan Quote' interface for a trip from Sunday, November 13, 2022, to Saturday, November 19, 2022. The user is Sam Smith, Advisor: Anna Kulej. The interface includes a navigation bar with 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage' tabs. The 'Service Fees' tab is active, showing an 'ADD A FEE' section with a detailed description of the 24/7 MP Support Service. Below this, there are two plan options: '24/7 support plan' and 'On demand'. The '24/7 support plan' has a cost of \$48 and unlimited requests, with a payment preference of 'Client Pays \$50' selected. The 'On demand' plan has a cost of 'Per Request' and unlimited requests, with a payment preference of 'Final invoice will be sent to you after the end trip date'. A 'No coverage' option is also available. On the right, a 'FEE TYPES' section lists 'Planning Fee', 'Change Fee', '24/7 Support Fee' (which is selected), and 'Custom Fee'. At the bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'. Four numbered callouts (1-4) point to the 'Service Fees' tab, the '24/7 support plan' description, the '24/7 support plan' radio button, and the 'Save' button, respectively.

1. Service Fees tab

2. 24/7 support plan description

3. 24/7 support plan radio button

4. Save button

	Steps		Notes
1.	Press Service Fee tab	•	
2.	Press SELECT on 24/7 fee type	•	<i>This will expand the details of defaulted fee selection</i>
3.	Click radio button next to plan	•	<i>Button will turn purple when selected</i>
4.	Press SAVE	•	<i>Plan will update</i>

1.16.4 Confirming 24/7 Plan

When opting in to 24/7 plan, depending on who is paying for the cost, you will either process payment on client's credit card or press the book button when advisor pays. Both actions will be done from the PAYMENT tab of each individual trip.

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

Travel Select Plan Quote

Sunday, November 13, 2022 - Saturday, November 19, 2022

ADX Ref. 1QJHBZ | Archive | Link Bookings

Sam Smith
Advisor: Anna Kulej

TRAVEL-READY

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

COST SUMMARY

Travel Service	Est. Commission	Taxes	Cost	
Travel Select Plan See Details	USD \$11.70		USD \$45.00	PAID
24/7 Support		USD \$0.00	USD \$48.00	PAID
Total	USD \$59.70	USD \$0.00	USD \$93.00	

PAYMENT SUMMARY

No payments present at this time.

INVOICES

[GENERATE CLIENT STATEMENT](#)

Number	Type	Issued	Service	Payment Method	Amount
29031765*	Sale	May 16, 2022	Travel Select Plan	XXXXXXXXXXXX1111 CreditCard	USD \$45.00
Total Invoiced					USD \$45.00

1.16.4.1 CLIENT PAYS – PROCESS PAYMENT

When the client is paying for the 24/7 service, a payment button will be available on the Payment tab. You can process payment with other services or on its own. Once the fee is paid, the cost summary section will show PAID and a payment invoice will be generated. The amount cost will be included in the trip totals for the client.

The screenshot displays the 'Travel Select Plan Quote' interface. At the top, navigation tabs include 'Partners', 'Clients', 'Resources', and 'Bookings'. The quote details show the dates 'Sunday, June 19, 2022 - Saturday, June 25, 2022' and the advisor 'Sam Smith'. A 'TRAVEL READY' status is indicated. The 'Payment' tab is selected, showing a 'COST SUMMARY' table with columns for 'Travel Service', 'Est. Commission', 'Taxes', and 'Cost'. The table lists 'Travel Select Plan' (USD \$9.36 commission, USD \$36.00 cost, PAID) and '24/7 Support Fee' (USD \$0.00 tax, USD \$60.00 cost, PAID), with a total of USD \$69.36 commission and USD \$96.00 cost. Below this is a 'PAYMENT SUMMARY' section with the message 'No payments present at this time.' The 'INVOICES' section includes a 'GENERATE CLIENT STATEMENT' button and a table with columns for 'Number', 'Type', 'Issued', 'Service', 'Payment Method', and 'Amount'. It lists two invoices: one for 'Travel Select Plan' (USD \$36.00) and one for '24/7 Support Fee' (USD \$60.00), with a total of USD \$96.00. At the bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.

Travel Service	Est. Commission	Taxes	Cost	
Travel Select Plan See Details	USD \$9.36		USD \$36.00	PAID
24/7 Support Fee		USD \$0.00	USD \$60.00	PAID
Total	USD \$69.36	USD \$0.00	USD \$96.00	

Number	Type	Issued	Service	Payment Method	Amount
29031764*	Sale	May 16, 2022	Travel Select Plan	XXXXXXXXXXXX1111 CreditCard	USD \$36.00
Pending*	Sale	May 23, 2022	24/7 Support Fee		USD \$60.00
Total Invoiced					USD \$96.00

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

Travel Select Plan Quote

Sunday, June 19, 2022 - Saturday, June 25, 2022 Sam Smith
 Advisor: Anna Kulej

ADX Ref. 3E2TTQ [Archive] [Link Bookings](#) TRAVEL ALERT

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

COST SUMMARY

Travel Service	Est. Commission	Taxes	Cost	
Travel Select Plan See Details	USD \$9.36		USD \$36.00	PAID
24/7 Support Fee		USD \$0.00	USD \$60.00	Payment
Total	USD \$69.36	USD \$0.00	USD \$96.00	

PAYMENT SUMMARY

Service	FOPs	Type	Due	Amount
24/7 Support Fee		Balance		USD \$60.00
Total Owning				USD \$60.00

INVOICES

GENERATE CLIENT STATEMENT

Number	Type	Issued	Service	Payment Method	Amount
29031764*	Sale	May 16, 2022	Travel Select Plan	XXXXXXXXXXXXXXXX1111 CreditCard	USD \$36.00
Total Invoiced					USD \$36.00

Add ADX Service + Add non-ADX Service + Send Itinerary

	Steps		Notes
1.	Press PAYMENT tab		
2.	Press PAYMENT button		<ul style="list-style-type: none"> Payment button available when select Client Pay

1.16.4.2 ADVISOR PAYS – CONFIRM SERVICE

When payment plan is selected to Advisor Pays, no payment is processed through ADX. This option allows the advisor to pay for the service on behalf of the client and the payment will be deducted by finance from the advisor statement. To confirm the payment selection, press the BOOK button on the Payment tab. Once confirmed, the Cost Summary section will reflect a PAID service but no invoice will be generated in the invoice section.

The screenshot displays the ADX interface for a Travel Select Plan Quote. At the top, navigation links include Partners, Clients, Resources, Bookings, and a search bar for Cruise ID, ADX Ref, PNR, or Invoice #. The user is logged in as Anna Kulej. The quote is for Sam Smith, dated Sunday, November 13, 2022, to Saturday, November 19, 2022. The quote is marked as TRAVEL-READY. The interface has tabs for Trip, Client & Travelers, Payment, Service Fees, and Manage. The Cost Summary table shows the following details:

Travel Service	Est. Commission	Taxes	Cost	
Travel Select Plan See Details	USD \$11.70		USD \$45.00	PAID
24/7 Support		USD \$0.00	USD \$48.00	PAID
Total	USD \$59.70	USD \$0.00	USD \$93.00	

The Payment Summary section indicates: *No payments present at this time.*

The Invoices section includes a [GENERATE CLIENT STATEMENT](#) button and the following table:

Number	Type	Issued	Service	Payment Method	Amount
29031765*	Sale	May 16, 2022	Travel Select Plan	XXXXXXXXXXXX1111 CreditCard	USD \$45.00
Total Invoiced					USD \$45.00

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

Travel Select Plan Quote

Sunday, November 13, 2022 - Saturday, November 19, 2022

Sam Smith
Advisor: Anna Kulej

ADX Ref. 1QJHBZ | Archive | Link Bookings

TRAVEL-READY

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

2. COST SUMMARY

Travel Service	Est. Commission	Taxes	Cost	
Travel Select Plan See Details	USD \$11.70		USD \$45.00	PAID
24/7 Support		USD \$0.00	USD \$48.00	Book
Total	USD \$59.70	USD \$0.00	USD \$93.00	

3. Confirm Booking

Please note that confirming this choice will add a charge to your agent statement for this booking, this process can not be reversed.

Service	FOPs	Type	Due	Amount
24/7 Support		Balance		USD \$48.00
Total Owning				USD \$48.00

INVOICES [GENERATE CLIENT STATEMENT](#)

Steps	Notes
3. Press PAYMENT tab	
4. Press BOOK button	<ul style="list-style-type: none"> Located next to 24/7 fee line
5. Press YES to confirm	<ul style="list-style-type: none"> Press NO to go back without confirming

1.16.5 Plan Options and Client Itinerary

The information that shows on the client itinerary will depend on the type of plan you have selected and confirmed.

24/7 Support Fee

The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADP Reference and is limited to services booked directly in ADP. This service will not support travel services booked through the external service portal and cruises, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan

Cost: 48
Requests: Unlimited

Payment preference

Client Pays \$60 (1 earn \$12)
 I'm covering the cost for my client

No coverage

No thanks, I won't be offering 24/7 support service to my client

Client Pays Opted In

Round Trip Flights: New York - Miami

Itinerary Status **QUOTE**

Thursday, May 26, 2022 - Monday, May 30, 2022

For Mrs. Cara Jones

DATE	TIME		EVENT	DESCRIPTION
MAY 26	07:00 AM 10:05 AM		Departure: New York (JFK), Terminal 4 Arrival: Miami (MIA)	DELTA AIR LINES (DL) 2219,
MAY 30	07:50 AM 10:47 AM		Departure: Miami (MIA) Arrival: New York (JFK), Terminal 4	DELTA AIR LINES (DL) 2767,



INSURANCE

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VIP SUPPORT

24/7 Access
Toll-Free (North America): 1 (888) 481-2064
Global: 1-(647) 288-3059

ADW Partners Clients Resources Bookings Client ID, ADX Ref, PNR, or Invoice # Account Key

Change Fee
You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already booked hotel.

24/7 Support Fee
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchand of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan

Cost 48

Requests Unlimited

Payment preference

Client Pays \$50 I earn \$12

I'm covering the cost for my client

On demand

Cost Per request

Requests Unlimited

Payment preference

Final invoice will be sent to you after the end trip date.

No coverage

No thanks, I won't be offering 24/7 support service to my client.

Save

Advisor Pays Opted In

Round Trip Flights: New York - Miami

Itinerary Status **QUOTE**

Thursday, May 26, 2022 - Monday, May 30, 2022

For Mrs. Cara Jones

DATE	TIME		EVENT	DESCRIPTION
MAY 26	07:00 AM 10:05 AM		Departure: New York (JFK), Terminal 4 Arrival: Miami (MIA)	DELTA AIR LINES (DL) 2219,
MAY 30	07:50 AM 10:47 AM		Departure: Miami (MIA) Arrival: New York (JFK), Terminal 4	DELTA AIR LINES (DL) 2767,



INSURANCE

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VIP SUPPORT

24/7 Access
Toll-Free (North America): 1 (888) 481-2064
Global: 1-(647) 288-3059

ADIX Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # Anna Kaly

Create a New Planning Fee

Change Fee
You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already booked hotel.

24/7 Support Fee
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan Recommended

Cost 48

Requests Unlimited

Payment preference

Client Pays \$60 I earn \$12

I'm covering the cost for my client

On demand

Cost Per request

Requests Unlimited

Payment preference

Final invoice will be sent to you after the end trip date.

No coverage

No thanks, I won't be offering 24/7 support service to my client

Save

On Demand

Hotel 50 Bowery - 3 nights

Itinerary Status **QUOTE**

Wednesday, June 15, 2022 – Saturday, June 18, 2022

No assigned travelers.

DATE	TIME		EVENT	DESCRIPTION
JUN 15			Check-in: Hotel 50 Bowery	Address: 50 Bowery 10013 United States
JUN 18			Check-out: Hotel 50 Bowery	Address: 50 Bowery 10013 United States

INSURANCE

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Notes

For 24/7 Support, please call 1-(888) 481-2064 if you are in North America and 1-(647) 288-3059 if you are located anywhere else. Please be aware that there is a \$35 dollar fee per call.

ADIX Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # Anna Kubij

booked flight or to add room in already booked hotel.

24/7 Support Fee

The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX. This service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan

Cost 48

Requests Unlimited

Payment preference

Client Pays \$60 **Learn \$12**

I'm covering the cost for my client

On demand

Cost Per request

Requests Unlimited

Payment preference

Final invoice will be sent to you after the end trip date.

No coverage

No thanks, I won't be offering 24/7 support service to my client

Clients can reach me at this phone number

Save

Opted Out Advisor Number

One Way Flight: Los Angeles to New York

Itinerary Status **QUOTE**

Sunday, June 12, 2022

No assigned travelers.

DATE	TIME		EVENT	DESCRIPTION
JUN 12	06:25 AM 08:40 PM		Departure: Los Angeles (LAX) , Terminal 0 Arrival: New York (JFK) , Terminal 8 Via: Miami	AMERICAN AIRLINES (AA) 529, Economy



INSURANCE

Speak to your advisor about the benefits of purchasing travel insurance today

Notes

Please feel free to reach out to me any time during your trip at 555-555-5555 for any issues you may encounter as I want to ensure you have the best trip possible.

1.18. SPLITTING PAYMENT

Split payment can be applied when there are multiple services on a reference or when you are ticketing an air service with multiple tickets. Both scenarios will utilize the checkbox functionality to select and unselect what services are being paid for on what card. You will need to enter the credit card information once on each card tab in order to process the payments. Payments will process independently, and a payment invoice will be generated for each service.

Melia Paris Notre Dame - 5 nights
 Sunday, September 11, 2022 - Friday, September 16, 2022
 ADX Ref. 1QJH98

Sam Smith
 Advisor: Anna Kulej

1. Credit Card **+ Add Payment Method** **3.**

SERVICES READY TO BE PAID	COST
<input checked="" type="checkbox"/> De Notre Dame, Paris Sep 11, 2022 - Sep 16, 2022	USD \$1,221.99 Payment required in full.
<input type="checkbox"/> 24/7 Support Fee 24/7 Support Fee	USD \$60.00
Total to be paid:	USD \$1,221.99

2.

 Steps	 Notes
1. Verify Credit Card 1 tab	<ul style="list-style-type: none"> • Default
2. Check box next to service to add to credit card 1	<ul style="list-style-type: none"> • Check and uncheck boxes to add and remove • Total to process will reflect boxes checked • Enter CC information for Credit Card 1
3. Click Add Payment Method	<ul style="list-style-type: none"> • Add method to add Credit Card 2

**Melia Paris Notre Dame - 5 nights**

Sunday, September 11, 2022 - Friday, September 16, 2022

Sam Smith

Advisor: Anna Kulej

ADX Ref. 1QJH98

QUOTE

4.

1

Credit Card x

2

Credit Card x

+ Add Payment Method

5.

SERVICES READY TO BE PAID**COST** De Notre Dame, Paris
Sep 11, 2022 - Sep 16, 2022USD \$1,221.99
Payment required in full. 24/7 Support Fee
24/7 Support Fee

USD \$60.00

 Add a service fee**Total to be paid:****USD \$1,281.99**

	Steps		Notes
4.	Verify Credit Card 2 tab		<ul style="list-style-type: none"> • Will show once you press ADD PAYMENT METHOD
5.	Check box next to service to add to credit card 2		<ul style="list-style-type: none"> • Services already added to credit card will grey out • Total to process will reflect boxes checked • Enter CC information for Credit Card 2

1.19. CLIENT PAY

ADX gives your client the freedom to process their own transactions by sending them a **secure client payment link** on the client itinerary document for all bookings and fees⁶. ADX will send notifications of any action taken by the client and update the status of the service accordingly. The client payment link can be defaulted on or off through the advisor profile, can be set for a period of time with an expiry window, and will be added to the client document for ease of use.

The client pay link is available for the following modules:

The client pay link is available for the following modules:

- Air
- Hotel
- Activities
- Insurance
- Merchant of Record invoicing
- Service Fees
- 247 VIP Support Plan

Multiple Hotel Services for Miss Sarah Smith

Multiple Hotel Services Itinerary Status **QUOTE**

Sunday, July 17, 2022 - Monday, July 18, 2022

For Miss Sarah Smith

Pay for your services at our secure payment gateway with a credit card. **PAY NOW**
The payment link is valid until 07/17/2022 05:00 AM, Eastern Standard Time

DATE	TIME		EVENT	DESCRIPTION
JUL 17			Check-in: Park Hyatt New York	Address: 153 West 57th St. New York 10019 United States
JUL 18			Check-out: Park Hyatt New York	Address: 153 West 57th St. New York 10019 United States

INSURANCE

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VIP SUPPORT

24/7 Access
Toll-Free (North America): 1 (888) 481-2064
Global: 1-(647) 288-3069

Anna Kulej
Anna's Travel
Anna.Kulej@worldviewtravel.com
555-444-5666

⁶ Services must be in payable status and qualify for client pay link

1.18.1 Applicable Services

The client pay option will be available through the client itinerary on applicable services and PAYABLE services meaning they qualify for payment and confirmation. Each service type differs on how to achieve the payable status, but all must have a client and traveler assigned to the service.

10.18.1.1 AIR SERVICE

Air must be in a BOOKED status meaning inventory must be held and next step is to apply payment. You cannot apply the Client Pay Link on quoted air options.

- **Requirements**
 - ✓ Client and traveler assigned
 - ✓ BOOKED status
 - No client/traveler assigned
 - Quoted service

The screenshot displays the ADX system interface for a flight booking. At the top, there are navigation tabs for 'Partners', 'Clients', and 'Resources', along with a 'Bookings' dropdown menu and a search bar containing 'Anna Kulej'. The main heading is 'One Way Flight: Los Angeles to New York', with the dates 'Sunday, November 20, 2022 - Monday, November 21, 2022'. The advisor is listed as 'Sarah Smith' and 'Advisor: Anna Kulej'. The status is 'BOOKED N/S'. Below this, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. A 'Refresh Quote' button is also present. The 'Trip Name' field contains 'One Way Flight: Los Angeles to New York', and the 'Dates' field shows '11/20/2022' and '11/21/2022'. Below the trip details, there is a section for 'All Services' with a 'View by:' dropdown. The main service entry is 'One-way Los Angeles to New York', with a 'Rename' link and a 'BOOKED' status. The dates are 'Nov 20, 2022 - Nov 21, 2022', and there is a 'Ticket Flight' button. Below this, there are 'Actions' for 'Change Flights', 'Cancel Flights', 'Ask Air Support', 'Open PNR View', 'Seat Plan', and 'Fare Rules'. At the bottom, there is a section for 'Estimated Quote' showing 'USD \$47.00' and 'Potential Commission USD \$12.00', with an 'Add Insurance' button. To the right, there is a 'Client Documents' section with the text 'Insurance offered and declined.' and an 'Update' button. At the very bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.

10.18.1.2 HOTEL SERVICE

Hotel, both EDGE and standard, must be in a QUOTED status with client and traveler added. You cannot apply the Client Pay Link before a client and traveler is added to the service.

- **Requirements**
 - ✓ Client and traveler assigned
 - ✓ QUOTED status
 - No client/traveler assigned

The screenshot shows the ADX system interface for a hotel booking. At the top, there are navigation links for ADX, Partners, Clients, and Resources. A search bar contains 'Cruise ID, ADX Ref, PNR, or Invoice #' and a user profile for 'Anna Kulej'. The main heading is 'Park Hyatt New York - 6 nights' with the dates 'Sunday, October 9, 2022 - Saturday, October 15, 2022'. The advisor is 'Sarah Smith' and the status is 'QUOTED'. Below this, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. A 'Refresh Quote' button is also present. The 'Trip Name' field contains 'Park Hyatt New York - 6 nights' and the 'Dates' field shows '10/09/2022' and '10/15/2022'. There is an 'Add details/notes' button. Below this, there is a section for 'All Services' with a 'View by' dropdown. A service card for 'Park Hyatt New York' is shown with a 'Rename' link, dates 'Oct 9, 2022 - Oct 15, 2022', and a 'Book' button. The 'Actions' section includes 'Modify' and 'Remove'. Below this, there is an 'Actions: Reorder Services' button. At the bottom, there are two green boxes: 'Estimated Quote' showing 'USD \$571.00' and 'Potential Commission' showing 'USD \$148.00' with an 'Add Insurance' button, and 'Client Documents: Insurance offered' with an 'Update' button. At the very bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.

10.18.1.3 ACTIVITY SERVICE

Activities must be in a QUOTED status with client and traveler added. You cannot apply the Client Pay Link before a client and traveler is added to the service.

- **Requirements**
 - ✓ Client and traveler assigned
 - ✓ QUOTED status
 - No client/traveler assigned

The screenshot shows the ADX interface for a 'Brooklyn Bridge - Walking Tour' activity. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, and Bookings. A search bar contains 'Anna Kulej'. The activity details include the name 'Brooklyn Bridge - Walking Tour', dates 'Sunday, September 11, 2022 - Sunday, September 11, 2022', and advisor 'Sarah Smith'. A 'QUOTE' button is visible. Below this, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. The 'Client & Travelers' tab is active, showing the trip name 'Brooklyn Bridge - Walking Tour' and dates '09/11/2022'. Below this, there is a section for 'All Services' with a 'View by:' dropdown. The service 'Brooklyn Bridge - Walking Tour' is listed with a 'PAYABLE' status, a 'Book' button, and an 'Actions: Modify' link. At the bottom, there are two green boxes: one for 'Estimated Quote' showing 'USD \$47.00' and 'Potential Commission USD \$12.00' with an 'Add Insurance' button, and another for 'Client Documents' showing 'Insurance offered' with an 'Update' button. The footer contains buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.

10.18.1.4 INSURANCE SERVICE

Insurance must be in a QUOTED status with client and traveler. You cannot apply the Client Pay Link before a client and traveler is added to the service.

- **Requirements**
 - ✓ Client and traveler assigned
 - ✓ QUOTED status
 - No client/traveler assigned

The screenshot displays the ADX Travel Select Plan Quote interface. At the top, there are navigation links for Partners, Clients, Resources, and Bookings. The quote title is "Travel Select Plan Quote" with dates "Sunday, August 21, 2022 - Saturday, August 27, 2022". The advisor is "Sarah Smith" and the quote status is "QUOTED". The interface includes tabs for "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage". A "Refresh Quote" button is also present. Below the tabs, there are input fields for "Trip Name" (Travel Select Plan Quote) and "Dates" (08/21/2022 to 08/27/2022). A "View by:" dropdown is set to "All Services". The main content area shows a "Travel Select Plan" service with a "Rename" link, a "PAYABLE" status, and a "Book" button. An "Actions: Modify" link is also visible. At the bottom, there is a "Client Documents" section with "Insurance offered" and an "Update" button. The footer contains buttons for "Add ADX Service", "Add non-ADX Service", and "Send Itinerary".

10.18.1.5 MERCHANT OF RECORD (MOR) INVOICING SERVICE

Merchant of Record invoicing service must be in a BOOKED status with payment process set to TE Processes. You cannot apply the Client Pay Link to a Vendor Processes type of invoice.

- **Requirements**
 - ✓ Client and traveler assigned
 - ✓ TE Processes payment
 - ✓ BOOKED status
 - No client/traveler assigned
 - Vendor Processes type
 - Quote

The screenshot displays the ADX interface for a booked trip. At the top, there are navigation tabs for 'Partners', 'Clients', and 'Resources', along with a search bar and a user profile for 'Anna Kulej'. The main header shows the trip name 'Courtyard Marriott College Stn' and the dates 'Monday, August 15, 2022 - Sunday, August 21, 2022'. The status is 'BOOKED IN/S'. Below the header, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. The 'Trip' tab is active, showing the trip name, dates, and a 'Refresh Quote' button. Below this, there is a section for 'All Services' with a 'View by' dropdown. The main content area shows a service card for 'Courtyard Marriott College Stn' with a 'Rename' button, dates 'Aug 15, 2022 - Aug 21, 2022', a 'Payment' button, and 'Vendor: Courtyard Marriott College Stn' and 'Service Provider: Courtyard Marriott College Stn'. There are also 'Modify' and 'Cancel' actions. Below the service card, there is an 'Actions: Reorder Services' button. At the bottom, there are two green boxes: one for 'Estimated Quote' showing 'USD \$208.00' and 'Potential Commission USD \$54.00' with an 'Add Insurance' button, and another for 'Client Documents' showing 'Insurance offered' with an 'Update' button. At the very bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.

10.18.1.6 EXTRA FEES – 247 FEE AND SERVICE FEES

Fees have a client assigned to the reference in order for it to be payable. You cannot apply the Client Pay Link when there is no client selected.

- **Requirements**

- ✓ Client and traveler assigned
- ✓ Processed alone
- ✓ Processed with other services
- No client/traveler assigned

Courtyard Marriott College Stn
 Monday, August 15, 2022 - Sunday, August 21, 2022
 ADX Ref. 6P5iW2 | [Archive](#) | [Link Bookings](#)

Sarah Smith
 Advisor: Anna Kulej

BOOKED N/S

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

COST SUMMARY					
Travel Service		Est. Commission	Taxes	Cost	
Courtyard Marriott College Stn	EXTERNAL See Details	USD \$42.80	USD \$0.00	USD \$4,680.00	Payment
24/7 Support Fee			USD \$0.00	USD \$60.00	Payment
Consultation fee			USD \$0.00	USD \$50.00	Payment
Total		USD \$152.80	USD \$0.00	USD \$4,790.00	

1.18.2 Default on Profile

Default your account to always add the client payment link when applicable on the client itinerary. **Defaulting it ON** will always have the checkbox checked on the client itinerary so that you don't forget to add it for your clients.

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

2. Welcome Anna! Use the following tiles to update any aspect of your ADX profile.

3. Communication Profile: Control the appearance and contents of emails and documents. Access Sharing: Share access to your bookings with other ADX users. Set Preferences: Customize default values for certain fields within ADX. Change Password: Change your password at anytime to ensure your account is secure.

4. Set Preferences: Customize your default values for certain fields within ADX.

Air Search Inventory (GDS) Preference	All
Commission Display	On
Files to show upon login ("Using ADX As" field)	Mine Only
Default Client Pay selection (when available)	On
Default Currency	On
Client Itinerary View Quote Preference	By Date
Client Itinerary Canceled Services Visibility	Show by Default
Air Search Filters	No Filter Applied
Hide Agent Profile in Client Itinerary	No

5. Save Preferences

[← BACK TO ITINERARY](#)

SPECIFY EMAIL CONTENTS

FROM: noreply@traveledge.com

TO: sarah@smith.com

SUBJECT: Multiple Hotel Services

BODY: **B I U** [List Icons] Normal : Default : [Text Icon]

Hello,
Please find attached details for your itinerary.
If you have any questions please give me a call.
Best Regards,
Anna Kulej

Edits here apply to this message only – please see your advisor profile to edit your default signature and email text.

ATTACHMENTS Client Itinerary (See Below)

CUSTOMIZE CLIENT ITINERARY

Travel Services

Please check all services you want to appear on the client itinerary.

- PARK HYATT NEW YORK (PAYABLE) DISPLAY HOTEL MAP
- 24/7 SUPPORT (PAYABLE)
- AUTOMATICALLY ADDED FEE (PAYABLE)

6.

This itinerary includes services eligible for client payment. **INCLUDE CLIENT PAYMENT LINK**
Please set the date and time you would like this payment link to expire. If you have no timeline in mind, please set it to the day before the trip start date.

07/17/2022 [calendar icon] 00:00 AM Eastern Time (ET)

	Steps		Notes
1.	Press v next to name		<ul style="list-style-type: none"> • <i>Your name on the top right corner</i>
2.	Press MY PROFILE		<ul style="list-style-type: none"> • <i>First item in the list</i>
3.	Press SET PREFERENCES button		<ul style="list-style-type: none"> • <i>Third box in the list</i>
4.	Press v next to Default Client Pay Selection and select ON		<ul style="list-style-type: none"> • <i>OFF will not automatically check the add link box on the client itinerary</i> • <i>ON will automatically check the add link box on the client itinerary</i>
5.	Press SAVE PREFERENCES		<ul style="list-style-type: none"> • <i>Saves changes on your profile</i>
6.	Verify box is checked on client itinerary		<ul style="list-style-type: none"> • <i>When applicable services are part of the reference</i>

1.18.3 Accessing Client Pay Link

The Client Pay Link lives on the client itinerary page. When you have services that are applicable and in a PAYABLE status, you can add the link to the itinerary document for the client to access and process payment. **REMINDER:** When adding the link and setting the expiry, you **MUST** press the SAVE/VIEW button for it to update the client document before emailing or downloading the file.

The screenshot displays the ADX client itinerary interface. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, and Bookings. A search bar contains 'Cruise ID, ADX Ref, PNR, or Invoice #' and a user dropdown for 'Anna Kulej'. The main header shows 'Multiple Hotel Services' for the dates 'Sunday, July 17, 2022 - Monday, July 18, 2022', with an advisor 'Sarah Smith' and 'Advisor: Anna Kulej'. A purple 'Quote' button is visible. A navigation bar includes 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage' tabs, along with a 'Refresh Quote' button. The 'Trip Name' field contains 'Multiple Hotel Services' and the 'Dates' field shows '07/17/2022' to '07/18/2022'. Below this, the 'All Services' section lists 'Park Hyatt New York' for 'Jul 17, 2022 - Jul 18, 2022' with a 'Book' button and 'Actions: Modify' and 'Remove'. A summary box shows 'Estimated Quote' of USD \$93.00 and 'Potential Commission' of USD \$24.00, with an 'Add Insurance' button. Another box shows 'Client Documents: Insurance offered' with an 'Update' button. At the bottom, a dark bar contains three buttons: 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'. A blue line with the number '1.' points to the 'Link Bookings' link in the top navigation area, and another blue line with the number '2.' points to the bottom bar.

	Steps		Notes
7.	Open ADX reference	•	
8.	Press SEND ITINERARY	•	

The Client Itinerary Page

The Client Pay Link shows in the green box under the Customize Client Itinerary section.

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

« BACK TO ITINERARY

SPECIFY EMAIL CONTENTS

FROM: noreply@traveledge.com

TO: sarah@smith.com

SUBJECT: Multiple Hotel Services

BODY

B I U Normal Default *Ix*

Hello,
Please find attached details for your itinerary.

If you have any questions please give me a call.

Best Regards,
Anna Smith

Edits here apply to this message only – please see your advisor profile to edit your default signature and email text.

ATTACHMENTS Client Itinerary (See Below)

CUSTOMIZE CLIENT ITINERARY

Travel Services

Please check all services you want to appear on the client itinerary.

PARK HYATT NEW YORK (PAYABLE) DISPLAY HOTEL MAP

24/7 SUPPORT (PAYABLE)

AUTOMATICALLY ADDED FEE (PAYABLE)

This itinerary includes services eligible for client payment. INCLUDE CLIENT PAYMENT LINK

Please set the date and time you would like this payment link to expire. If you have no timeline in mind, please set it to the day before the trip start date.

07/17/2022 05:30 PM Eastern Time (ET)

The Client Itinerary Document

The Pay Now button will appear on the client itinerary along with the link expiry date and time.

Multiple Hotel Services for Miss Sarah Smith

Multiple Hotel Services Itinerary Status [QUOTE](#)

Sunday, July 17, 2022 – Monday, July 18, 2022

For Miss Sarah Smith

Pay for your services at our secure payment gateway with a credit card.
The payment link is valid until 07/17/2022 05:00 AM, Eastern Standard Time PAY NOW

DATE	TIME		EVENT	DESCRIPTION
JUL 17		📅	Check-in: Park Hyatt New York	Address: 153 West 57th St. New York 10019 United States
JUL 18		📅	Check-out: Park Hyatt New York	Address: 153 West 57th St. New York 10019 United States

 **INSURANCE**

Speak to your advisor about the benefits of purchasing travel insurance today

 **VIP SUPPORT**

24/7 Access
Toll-Free (North America): 1 (888) 481-2064
Global: 1-(647) 288-3069

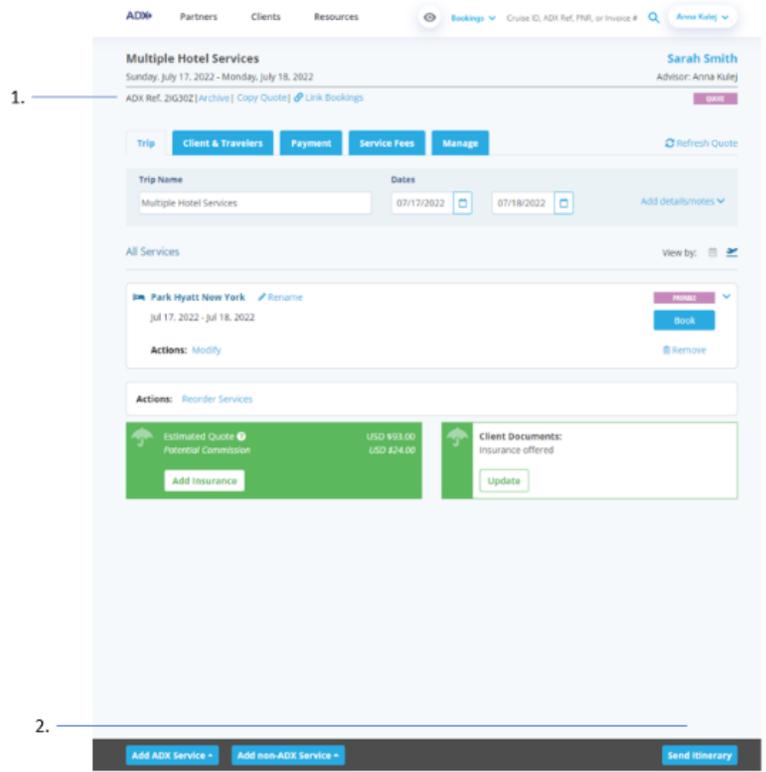


Anna Kulej

Anna's Travel
Anna.Kulej@worldviewtravel.com
555-444-5666

1.18.4 Setting Expiry on Link

Set an expiry date and time for the link to ensure payment from your client by a particular time frame. If you do not want to set a timeline, you can set expiry to the day before the trip start date. The timeline will be set on the client itinerary page before you send or download the document. Remember to press SAVE/VIEW CLIENT ITINERARY CHANGES for changes to save on the document before sending or downloading.



	Steps		Notes
1.	Open ADX reference	•	
2.	Press SEND ITINERARY button	•	<i>Bottom right corner</i>

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

[← BACK TO ITINERARY](#)

SPECIFY EMAIL CONTENTS

FROM: noreply@traveledge.com

TO: sarah@smith.com

SUBJECT: Multiple Hotel Services

BODY:

B I U **Normal** **Default**

Hello,
 Please find attached details for your itinerary.
 If you have any questions please give me a call.
 Best Regards,
 Anna Kulej

Edits here apply to this message only – please see your advisor profile to edit your default signature and email text.

ATTACHMENTS: [Client Itinerary \(See Below\)](#)

CUSTOMIZE CLIENT ITINERARY

Travel Services

Please check all services you want to appear on the client itinerary.

PARK HYATT NEW YORK (PAYABLE) DISPLAY HOTEL MAP

24/7 SUPPORT (PAYABLE)

AUTOMATICALLY ADDED FEE (PAYABLE)

This itinerary includes services eligible for client payment. INCLUDE CLIENT PAYMENT LINK

Please set the date and time you would like this payment link to expire. If you have no timeline in mind, please set it to the day before the trip start date.

07/17/2022 05:30 PM Eastern Time (ET)

3.
4.

5.

	Steps		Notes
3.	Select date for expiry		<ul style="list-style-type: none"> • <i>Set any date up until the date of travel</i>
4.	Enter the time		<ul style="list-style-type: none"> • <i>Formatting is 00:00</i> • <i>Set AM/PM</i>
5.	Select time zone		<ul style="list-style-type: none"> • <i>Select from ET or PT</i> • <i>REMEMBER to press SAVE/VIEW itinerary changes before sending or downloading once set</i>

1.18.5 Client View – Payment Page

Once the client opens the itinerary document, the **PAY NOW** button will show in the executive summary along with the link expiration. Pressing the PAY NOW button will take the client to a secure payment page where they can enter their credit card details. The payment is processed in 3 steps.

Client Itinerary

Multiple Hotel Services for Miss Sarah Smith

Multiple Hotel Services Itinerary Status **QUOTE**

Sunday, July 17, 2022 – Monday, July 18, 2022

For Miss Sarah Smith

Pay for your services at our secure payment gateway with a credit card. **PAY NOW**
The payment link is valid until 07/17/2022 05:00 AM, Eastern Standard Time

DATE	TIME		EVENT	DESCRIPTION
JUL 17			Check-in: Park Hyatt New York	Address: 153 West 57th St. New York 10019 United States
JUL 18			Check-out: Park Hyatt New York	Address: 153 West 57th St. New York 10019 United States

INSURANCE

Speak to your advisor about the benefits of purchasing travel insurance today

VIP SUPPORT

24/7 Access
Toll-Free (North America): 1 (888) 481-2064
Global: 1-(647) 288-3069

Anna Kulej

Anna's Travel
Anna.Kulej@worldviewtravel.com
555-444-5666

1.18.5.1 STEP 1: ENTER PAYMENT INFORMATION

Round Trip Flights: Los Angeles - New York

ADX Ref: 3C7RC9

Invoiced To:
Sarah Smith
123 Sunny Drive, San Diego, California
United States 54323

Services Payable		Services Requiring Credit Card for Guarantee	
24/7 Support	USD \$60.00	New York Marriott Downtown	USD \$3986.78
Automatically Added fee	USD \$100.00	View Details	
Fee is non refundable			
<hr/>		<hr/>	
PAYABLE AMOUNT	USD \$160.00	GUARANTEE AMOUNT	USD \$3986.78
			<i>Card will not be charged</i>

Payment Details

1
Enter Payment Info

2
Confirm & Pay

3
Print/Send Receipt

Use address on file

Cardholder Name	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	Address	<input type="text"/>
Card Number	<input type="text"/>			<input type="text" value="optional"/>
Expiry Date	<input type="text" value="Month"/> <input type="text" value="Year"/>		City	<input type="text"/>
CVV Code	<input type="text"/>		Country	<input type="text" value="United States"/>
			State/Province	<input type="text" value="Alabama"/>
			Zip/Postal Code	<input type="text"/>

[Proceed To Confirmation](#)

1.18.5.2 STEP 2: CONFIRM AND PAY

SECURE PAYMENT GATEWAY
Travel Edge HQ

Welcome to the secure payment gateway - please input credit card details below to confirm the travel services booked through Anna Kulej.
If you have any questions, comments or concerns, please reach out to Anna Kulej prior to processing payment.

Round Trip Flights: Los Angeles - New York

ADX Ref: 3C7RC9

Invoiced To:
Sarah Smith
123 Sunny Drive, San Diego, California
United States 54323

Services Payable		Services Requiring Credit Card for Guarantee	
24/7 Support	USD \$60.00	 New York Marriott Downtown	USD \$3986.78
Automatically Added fee	USD \$100.00	View Details	
Fee is non refundable			
<hr/>			
PAYABLE AMOUNT	USD \$160.00	GUARANTEE AMOUNT	USD \$3986.78
			<i>Card will not be charged</i>

 **Payment Details**



Amount	USD \$4,146.78	Address	123 Sunny Drive San Diego, California, United States 54323
Cardholder Name	Sarah Smith		
Card Number	XXXXXXXXXXXX9299		
Expiry	1/25		

Terms & Conditions

The Payment Details section above requires that you enter your confidential and personal information, including your residential address, credit card number, expiration date and verification number. You acknowledge and agree that you consent to the collection of this information for the sole purpose of booking the product or service above. You are solely responsible for verifying that the credit card information that you input is correct.

I have read the terms and conditions. [Make Payment](#)

1.18.5.3 STEP 3: PRINT/SEND RECEIPT

St Regis New York - 5 nights

ADX Ref: 7IX70I

Invoiced To:

Cara Jones
123 Sunny Drive, Brooklyn, New York
United States 20678

Services Payable		Services Requiring Credit Card for Guarantee	
24/7 Support Support plan	USD \$60.00	Gardens Nyc Affinia Gardens, New York View Details	USD \$4250.00
PAYABLE AMOUNT	USD \$60.00	GUARANTEE AMOUNT	USD \$4250.00 <i>Card will not be charged</i>

Payment Details

- Enter Payment Info
- Confirm & Pay
- Print/Send Receipt**

Confirmed!

Your credit card has been processed successfully. Your agent will be in touch with you for next steps.

Gardens Nyc Affinia Gardens, New York	
24/7 Support	4SC96617HX9145815

Print Confirmation

1.18.5.4 SERVICE PRICE CHANGE

If a **price change** occurs on a service, the client will be prompted before entering their credit card information for payment. The advisor will see the original price and the revised price and will need to either decline or accept the revisions. Advisor will receive a notification on the price change and whether the client accepted or declined it.

SECURE PAYMENT GATEWAY

Travel Edge HQ

Welcome to the secure payment gateway - please input credit card details below to confirm the travel services booked through Anna Kulej.
If you have any questions, comments or concerns, please reach out to Anna Kulej prior to processing payment.

Multiple Hotel Services
 ADX Ref: 2IG30Z

Invoiced To:
 Sarah Smith
 123 Sunny Drive, San Diego, California
 United States 54323

i We have received price revisions for the services listed below.

SERVICE NAME	ORIGINAL PRICE	REVISED PRICE
Park Hyatt New York	USD \$1273.64	USD \$961.67

I have read and understood the price revisions.
 Decline
Accept Revised Prices

AD^x Partners Clients Resources

Bookings v Cruise ID, ADX Ref, PNR, or Invoice # Q

Anna Kulej v

Multiple Hotel Services

Sunday, July 17, 2022 - Monday, July 18, 2022

ADX Ref. 2IG30Z | [Archive](#) | [Copy Quote](#) | [Link Bookings](#)

Sarah Smith

Advisor: Anna Kulej

QUOTE

Trip
Client & Travelers
Payment
Service Fees
Manage 1

[Refresh Quote](#)

Notifications [Create Notification](#) [Include Hidden](#)

Service	Date	Notification
• Park Hyatt New York	Jun 2, 2022	There was a price change for the travel service, and client accepted it.

Hide

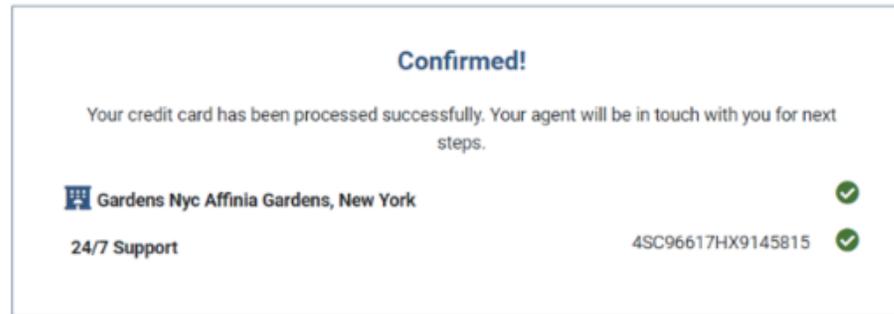
1.18.6 Advisor View - Advisor Notifications

Once the client attempts to pay for services using the Client Pay Link, a notification will be generated for the advisor stating an attempt at payment was made and it was successful, or it failed. These notifications will be emailed to the primary advisor on the file and will live under the MANAGE tab notification section of the specific itinerary.

1.18.6.1 SUCCESSFUL ATTEMPT

When the client attempts the payment and payment goes through, all services as part of that payment will confirm with each vendor and confirmation numbers will be pro

- **Client View**



- **Advisor View**

The screenshot shows the Advisor View interface for a travel booking. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, Bookings (with a dropdown arrow), and a search bar containing "Cruise ID, ADX Ref, PNR, or Invoice #". The user's name "Anna Kulej" is displayed in the top right. The main content area shows the booking details: "St Regis New York - 5 nights" with dates "Thursday, June 30, 2022 - Tuesday, July 5, 2022". The advisor's name "Cara Jones" and "Advisor: Anna Kulej" are shown. There are links for "ADX Ref. 7ix70i | Archive | Link Bookings" and a "TRAVEL-READY" badge. Below this is a navigation bar with tabs: Trip, Client & Travelers, Payment, Service Fees, and Manage (with a red notification badge showing "2"). A "Refresh Quote" button is also present. The "Notifications" section is expanded, showing a table with columns for Service, Date, and Notification. Two notifications are listed, both indicating a successful payment attempt for "Gardens Nyc Affinia Gardens, New York" and "24/7 Support" on June 1, 2022. Each notification has a "Hide" button.

Service	Date	Notification	Action
Gardens Nyc Affinia Gardens, New York	Jun 1, 2022	Client tried to pay through Client Pay flow and payment succeeded.	Hide
24/7 Support	Jun 1, 2022	Client tried to pay through Client Pay flow and payment succeeded.	Hide

1.18.6.2 FAILED ATTEMPT

When the client attempts payment and payment fails, the client will be directed to contact their advisor for next steps. Advisor will receive a failed attempt notification and failed service will NOT be confirmed with the vendor.

- **Client View**

Your transaction was not successful

There was an issue making a payment. Please make a note of the failed transactions below and contact your agent for next steps.

<input type="checkbox"/> Brooklyn Bridge - Walking Tour	
24/7 Support	Not Processed
Automatically Added fee	Not Processed

- **Advisor View**

ADXPartnersClientsResources

 Bookings ▼ Cruise ID, ADX Ref, PNR, or Invoice #  Anna Kulej ▼

TripClient & TravelersPaymentService FeesManage 1

Refresh Quote

Notifications  Create Notification  Include Hidden

Service	Date	Notification	
• Brooklyn Bridge - Walking Tour	Jun 2, 2022	Client tried to pay through Client Pay flow and payment failed.	Hide

1.20. MANAGER ACCESS

Accounts set up in TRAMS with a MANAGERS group will give the account access to the Office Management page and some management features for the office they are associated with.

- Visibility to all quotes/bookings/clients regardless of sharing permissions
- Office management ability to turn on/off portions of ADX
- Access advisor profiles
- Set office wide suggested fee structure
- Set regulatory information on all accounts – Coming Soon!
- Receive regular list of pending unactioned air schedule changes

Office Management

SELECT OFFICE

Note: Once you have saved the changes, the affected agents will need to log out for the changes to take effect.

Travel Edge HQ

Agent Name	<input type="checkbox"/> AIR	<input type="checkbox"/> HOTEL	<input type="checkbox"/> CRUISE	<input type="checkbox"/> ACTIVITY	<input type="checkbox"/> INSURANCE	<input type="checkbox"/> EXTERNAL	<input type="checkbox"/> EMULATOR	<input type="checkbox"/> CLIENT PAY
------------	------------------------------	--------------------------------	---------------------------------	-----------------------------------	------------------------------------	-----------------------------------	-----------------------------------	-------------------------------------

1.19.1 Accessing Quotes and Bookings

Management accounts will be able to view all quotes and bookings, as well as access all client profiles under the office they are set to manage.

1.19.1.1 USING ADX AS

The Using ADX As feature will change whose items you are viewing in the Quotes and Bookings section of the dashboard. With a management account, you can opt to see your own items, your delegated accounts and/or quotes for your entire team by selecting ALL on the Using ADX AS feature.

The screenshot shows a dashboard with navigation tabs: ADX, Partners, Clients, Resources, and Bookings. Below these are icons for Itinerary Builder, Air, Hotel, Activity, Insurance, Cruise, and Invoice Tool. A search bar contains 'Anna Kulej'. The 'Using ADX AS' dropdown menu is open, showing options: Multiple Agents (selected), ME (checked), NORAH RAHAMIM (unchecked), and ALL (checked). Below the menu is a table titled 'MY QUOTES & BOOKINGS' with columns: STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICE, and a View button. The table contains 8 rows of data.

STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICE	View	
QUOTE	DA	Mary Kleen	Hyatt Regency Aruba Resort And - 5 nights	08.07.22	im	06.03.22	View
QUOTE	AK		One Way Flight: Los Angeles to New York	06.27.22	✈️	06.02.22	View
QUOTE	AK	Sarah Smith	Brooklyn Bridge - Walking Tour	09.11.22	🚶	06.02.22	View
QUOTE	AK	Sarah Smith	Travel Select Plan Quote	08.21.22	✈️	06.02.22	View
QUOTE	AK	Sarah Smith	Park Hyatt New York - 6 nights	10.09.22	im	06.02.22	View
BOOKED IN/1	AK	Sarah Smith	One Way Flight: Los Angeles to New York	11.20.22	✈️	06.02.22	View
QUOTE	AK	Sarah Smith	Brooklyn Bridge - Walking Tour	10.16.22	🚶	06.02.22	View
QUOTE	DA		Multi-City Flight: Los Angeles - Frankfurt-am-M...	07.14.22	✈️	05.31.22	View

Advisor column determined by Using ADX AS feature. Will show initials of primary owner. Will see most recent 8 quotes and bookings

Using ADX AS determines who's items you see in the Quotes and Bookings section

- Me** – View your own only
- Name below** – Delegated accounts
- ALL** – View everyone across an office

1.19.1.2 FILTER BY ADVISOR

Viewing by specific advisor can be done by applying the advisor filter to the quotes and bookings section on the dashboard. Press the v to expand the filter and enter the advisor's name into the search box. Once the filter is applied, the quotes and bookings section will show ONLY the items pertaining to that advisor.

Advisor column lets you enter an advisor name (first or last) to ONLY show that advisors items

The screenshot shows the ADX dashboard interface. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, and Bookings. A search bar contains the text 'Cruise ID, ADX Ref, PNR, or Invoice #' and a user profile 'Anna Kulej'. Below the navigation is a row of tool icons: ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. A dropdown menu for 'USING ADX AS:' is set to 'Multiple Agents'. The main section is titled 'MY QUOTES & BOOKINGS' and contains a table with columns: STATUS, ADVISOR, CLIENT, QUOTE NAME, DEPART, SERVICES, and UPDATED. A dropdown menu is open over the 'ADVISOR' column, showing options: 'ME', 'ALL', and a search box containing 'Demo|ADX'. The search results show 'Demo ADX' and 'Demo Travelex'. The table lists several quotes and bookings, including 't Regency Aruba Resort And - 5 nights', 'Way Flight: Los Angeles to New York', 'Brooklyn Bridge - Walking Tour', 'Park Hyatt New York - 6 nights', 'One Way Flight: Los Angeles to New York', and 'Multi-City Flight: Los Angeles - Frankfurt-am-M...'.

Using ADX AS set to ALL

1.19.1.3VIEW ALL PAGE

View more than 8 recent quotes on the **View All** page on the dashboard. Apply filters using the v on the header and search by advisor, client etc. on items for the entire office.

« BACK TO DASHBOARD

My Quotes & Bookings

SHOW ARCHIVED QUOTES Results: 1 - 20 of 7337

Filters:
No filters applied. Click on column headings to narrow down your search results.

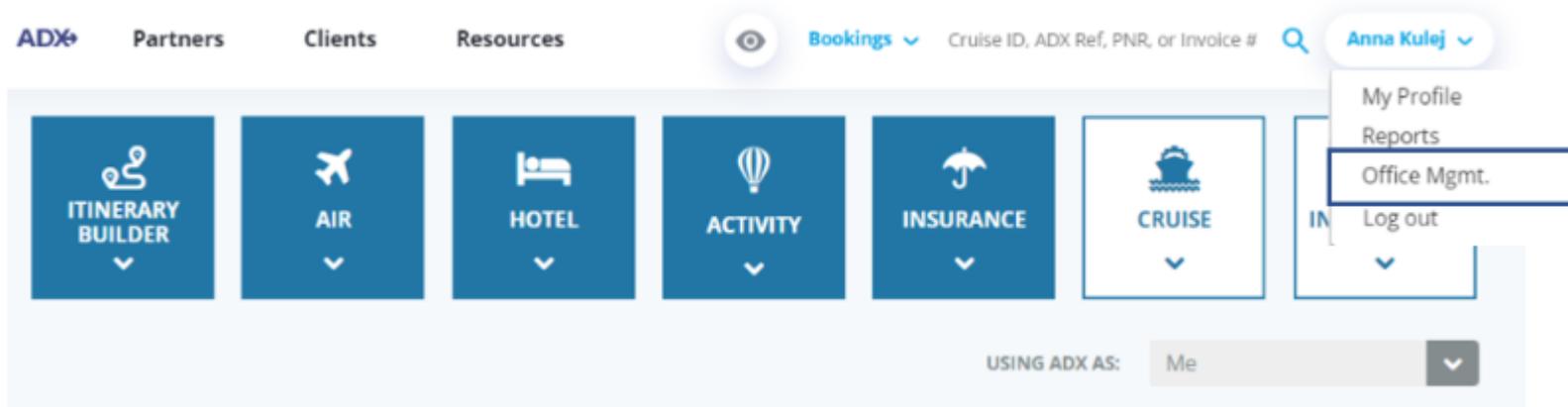
Archive	STATUS	ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATED	View
<input type="checkbox"/>	QUOTE	DA	Mary Kleen	Hyatt Regency Aruba Resort And - 5 nights	08.07.22		06.03.22	View
<input type="checkbox"/>	QUOTE	AK		One Way Flight: Los Angeles to New York	06.27.22		06.02.22	View
<input type="checkbox"/>	QUOTE	AK	Sarah Smith	Brooklyn Bridge - Walking Tour	09.11.22		06.02.22	View
<input type="checkbox"/>	QUOTE	AK	Sarah Smith	Travel Select Plan Quote	08.21.22		06.02.22	View
<input type="checkbox"/>	QUOTE	AK	Sarah Smith	Park Hyatt New York - 6 nights	10.09.22		06.02.22	View
<input type="checkbox"/>	BOOKED N/A	AK	Sarah Smith	One Way Flight: Los Angeles to New Ynrk	11.20.22		06.02.22	View

1.19.2 Office Management Page

Accounts set up with the MANAGERS group in Trams will have access to the OFFICE MGMT. section under the advisor profile page. This section will allow managers or admin to:

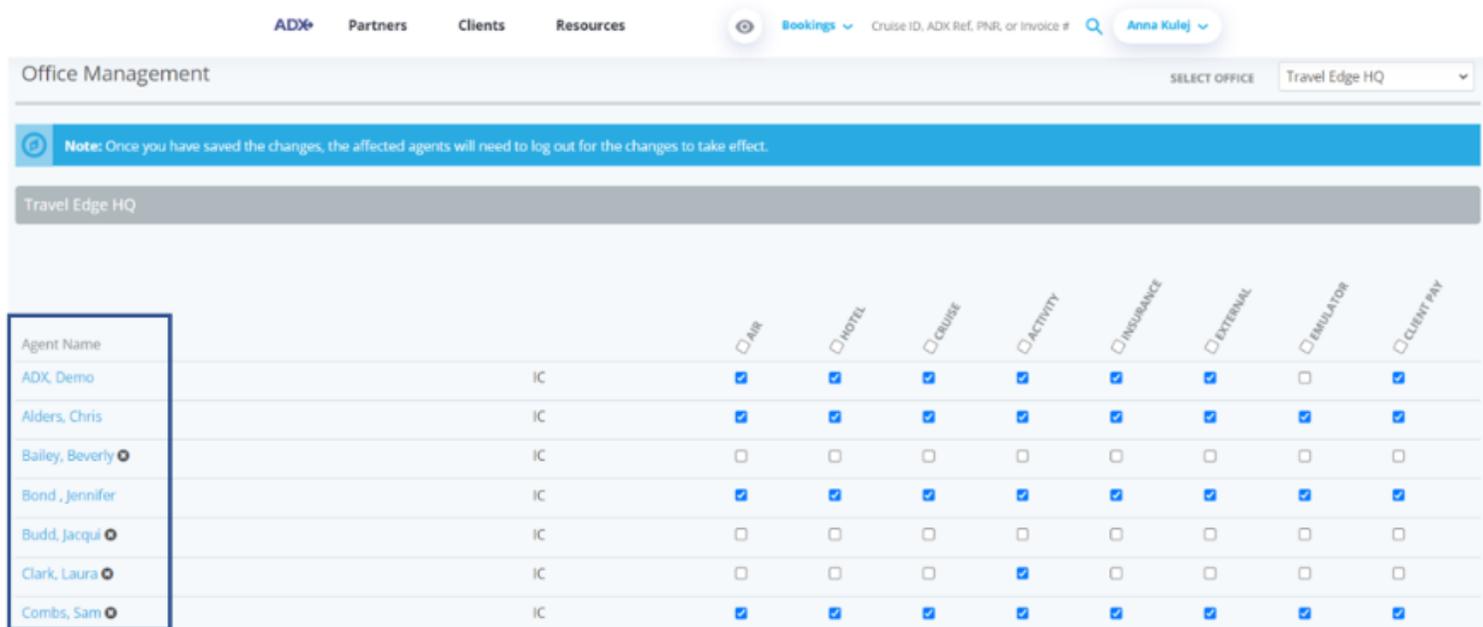
- manage advisor lists
- access advisor profiles
- reset passwords
- configure modules
- set the suggested planning fee structures.
- set regulatory information – Coming Soon!

To access the Office Management page, press the v button next to your name and click the Office Mgmt. button. This will take you to your office management page.



1.19.2.1MANAGE ADVISOR LIST

Management accounts will be able to view the list of advisors that are associated with their office. This list will show who is currently active vs not active in the system. Any account that has an  next to the name is a locked account with no access into ADX.



The screenshot shows the 'Office Management' interface for 'Travel Edge HQ'. At the top, there are navigation tabs for 'ADX', 'Partners', 'Clients', and 'Resources'. A search bar contains 'Anna Kulej'. Below the navigation is a 'SELECT OFFICE' dropdown menu set to 'Travel Edge HQ'. A blue notification bar states: 'Note: Once you have saved the changes, the affected agents will need to log out for the changes to take effect.' The main table lists advisors with columns for 'Agent Name', 'Role', and various permissions: AIR, HOTEL, CRUISE, ACTIVITY, INSURANCE, EXTERNAL, EMULATOR, and CLIENT PAY. The 'Agent Name' column is highlighted with a blue border. Lock icons are present next to the names of Bailey, Beverly; Budd, Jacqui; Clark, Laura; and Combs, Sam.

Agent Name	Role	AIR	HOTEL	CRUISE	ACTIVITY	INSURANCE	EXTERNAL	EMULATOR	CLIENT PAY
ADX, Demo	IC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
Alders, Chris	IC	<input checked="" type="checkbox"/>							
Bailey, Beverly 	IC	<input type="checkbox"/>							
Bond, Jennifer	IC	<input checked="" type="checkbox"/>							
Budd, Jacqui 	IC	<input type="checkbox"/>							
Clark, Laura 	IC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Combs, Sam 	IC	<input checked="" type="checkbox"/>							

1.19.2.ACCESSING AVISOR PROFILES

Management accounts can access any advisor profile to review and configure accounts by clicking on the name of the advisor on the management page. This will take you to that advisor's profile page and their communication profile, sharing settings, preferences, and password resets. Management accounts can update the communication details including uploading logos, set sharing permissions and delegations on accounts as well as resetting passwords.

Click the advisor's name to access their profile page

Agent Name		<input type="checkbox"/> AIR	<input type="checkbox"/> HOTEL	<input type="checkbox"/> CRUISE	<input type="checkbox"/> ACTIVITY	<input type="checkbox"/> INSURANCE	<input type="checkbox"/> EXTERNAL	<input type="checkbox"/> TRANSLATOR	<input type="checkbox"/> COLLECT PAY
ADX, Demo	IC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
Alders, Chris	IC	<input checked="" type="checkbox"/>							
Bailey, Beverly	IC	<input type="checkbox"/>							
Bond, Jennifer	IC	<input checked="" type="checkbox"/>							

Welcome Anna! Use the following tiles to update any aspect of your ADX profile.

- Communication Profile**
Control the appearance and contents of emails and documents.
- Access Sharing**
Share access to your bookings with other ADX users.
- Set Preferences**
Customize default values for certain fields within ADX.
- Change Password**
Change your password at anytime to ensure your account is secure.

1.19.2.3 RESETTING ADVISOR PASSWORD

From the advisor's profile whose password you want to reset, press the **CHANGE PASSWORD** button at the top of the page. If you know the current password for that account, you can use the Change Password section to apply a new password. If you do not have the current password on the account, press the SEND PASSWORD RESET EMAIL button. The advisor will receive an email to the email on the account with reset instructions.

Change password for the advisor if you know the current one

Send advisor a password reset email with instructions

The screenshot shows the ADX user profile page for 'Anna Kutig'. The navigation bar includes 'ADX', 'Partners', 'Clients', 'Resources', 'Bookings', and a search bar. A welcome message states: 'Welcome Anna! Use the following tiles to update any aspect of your ADX profile.' There are four tiles: 'Communication Profile', 'Access Sharing', 'Set Preferences', and 'Change Password'. The 'Change Password' tile is highlighted in green. Below the tiles, the 'Change Password' section is active, showing password requirements (at least 8 characters, one upper case letter, one lower case letter, one digit or special character) and three input fields: 'CURRENT PASSWORD', 'NEW PASSWORD', and 'REPEAT PASSWORD'. There are 'Change Password' and 'Cancel' buttons. Below this is the 'Admin Password Reset' section with a 'Send Password Reset Email' button. The footer contains 'ADX Copyright TravelEdge 2022 - All Rights Reserved.' and 'Version: 7.21.13.2'.

1.19.2.4 CONFIGURE MODULES

Management accounts can select what ADX and features are enabled on each advisor account. Unchecking the module box will grey out the module on the main dashboard and advisor will not be able to access it. When changing the access on an account, be sure to press SAVE CHANGES button at the bottom of the page for the changes to take effect.

The screenshot shows the 'Office Management' interface for 'Travel Edge HQ'. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, and Bookings. A search bar contains 'Anna Kulej'. Below the navigation is a 'SELECT OFFICE' dropdown menu set to 'Travel Edge HQ'. A blue notification bar states: 'Note: Once you have saved the changes, the affected agents will need to log out for the changes to take effect.' Below this is a table with columns for Agent Name, IC, and eight modules: AIR, HOTEL, CRUISE, ACTIVITY, INSURANCE, EXTERNAL, EMULATOR, and CLIENT PAY. A 'Save Changes' button is located at the bottom left of the table area.

Agent Name	IC	<input type="checkbox"/> AIR	<input type="checkbox"/> HOTEL	<input type="checkbox"/> CRUISE	<input type="checkbox"/> ACTIVITY	<input type="checkbox"/> INSURANCE	<input type="checkbox"/> EXTERNAL	<input type="checkbox"/> EMULATOR	<input type="checkbox"/> CLIENT PAY
ADX, Demo	IC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
Alders, Chris	IC	<input checked="" type="checkbox"/>							
Bailey, Beverly	IC	<input type="checkbox"/>							
Bond, Jennifer	IC	<input checked="" type="checkbox"/>							
Budd, Jacqui	IC	<input type="checkbox"/>							
Clark, Laura	IC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Combs, Sam	IC	<input checked="" type="checkbox"/>							

1.19.2.5 DEFAULT BRANCH PLANNING FEE AMOUNT

Management accounts can customize the suggested planning fee amounts that show up on each advisors quotes automatically . Fees are NOT automatically added to each quote but appear as a suggested value that the advisor can set to active and process.

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

Office Management SELECT OFFICE Travel Edge HQ

Note: Once you have saved the changes, the affected agents will need to log out for the changes to take effect.

Travel Edge HQ

Agent Name		<input type="checkbox"/> AIR	<input type="checkbox"/> HOTEL	<input type="checkbox"/> CRUISE	<input type="checkbox"/> ACTIVITY	<input type="checkbox"/> INSURANCE	<input type="checkbox"/> EXTERNAL	<input type="checkbox"/> EMULATOR	<input type="checkbox"/> CLIENT PAY
ADX, Demo	IC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
Alders, Chris	IC	<input checked="" type="checkbox"/>							
Bailey, Beverly	IC	<input type="checkbox"/>							
Bond, Jennifer	IC	<input checked="" type="checkbox"/>							
Budd, Jacqui	IC	<input type="checkbox"/>							
Clark, Laura	IC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Combs, Sam	IC	<input checked="" type="checkbox"/>							

Save Changes

Customize your suggested fee amounts

You can add suggested amounts for the fees. These suggestions will help your agents when they set up their fee structure. If you do not wish for a suggested fee amount to appear you can enter an amount of \$0.00 and agents will not see a suggestion.

Travel Service	Branch Settings
Planning Fee	USD \$ 150.00
Change Fee	USD \$ 30.00

Save suggested fee amounts

1.19.3 Pending Unactioned Schedule Change List

Management accounts will receive a **daily email from ADX** listing the itineraries that have been on the schedule change queue for more than 72 hours. Review the action required by pressing the link directly in the email, which will open the all notifications page in ADX. Management can use this email to advisor advisors who appear on this list to get the schedule changes actioned. Unactioned schedule changes are subject to Air team fees as well as out of synch itineraries.

Action Required Schedule Changes Report - May 27, 2022



adx.noreply@traveledge.com

To Anna Kulej

Reply Reply All Forward [Share] [More]

Fri 5/27/2022 7:00 AM

If there are problems with how this message is displayed, click here to view it in a web browser.



ACTION REQUIRED SCHEDULE CHANGES REPORT - MAY 27, 2022

You are receiving this notification because there are pending air schedule change notifications for your branch/branches which haven't been accepted in the last 72 hours.

It is important to action schedule changes to avoid any potential missed connections and keep itineraries up to date.

Office Name: Travel Edge HQ

Agent Name	Agent Email	View/Action
David Thorne	david.thorne@traveledge.com	1 requiring action

Please note that replies to this email are not being monitored. Create a support ticket within ADX if you need assistance.