



Quick Guide –
Resending Emails
June 2022

Contents

1. Post Booking Management	3
1.1. RESENDING EMAILS	4

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. 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 page. At the top, there are navigation links: ADX, Partners, Clients, Resources, and a Bookings dropdown menu. A search bar contains the text "Cruise ID, ADX Ref, PNR, or Invoice #" and a user profile for "Anna Kulej".

The main content area is titled "Jones New York Business Trip" with the dates "Monday, June 20, 2022 - Tuesday, June 21, 2022". The advisor is "Sarah Smith" and the advisor name is "Advisor: Anna Kulej".

1. Below the trip title, there is a line of text: "ADX Ref. 4ZQYtz | Archive | Copy Quote | Link Bookings". A purple button labeled "QUOTE" is on the right.

2. Below this is a row of navigation tabs: "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage". A "Refresh Quote" button is on the right.

3. Below the tabs is a "Notifications" section with a "Create Notification" button and an "Include Hidden" button. The text "There are no notifications to display." is centered.

4. Below the notifications is a "Sent Emails" section with a table:

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

5. Below the table is a "Bon Voyage & Welcome Home Email Messages" section. It has a checkbox "SEND BON VOYAGE AND WELCOME HOME EMAILS" with the text "(these are sent out on trip departure and return dates)". To the right, there is a section "SEND TO THE FOLLOWING EMAIL ADDRESSES" with a text input field containing "sarah@smith.com".

6. At the bottom, there is a note: "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	•	
2.	Press MANAGE tab	•	<i>Sent emails section will show all emails sent out of system</i>
3.	Press icon to open file	•	<i>Open the attachment in new tab</i>
4.	Press VIEW SENT EMAIL button	•	<i>Opens information on email sent</i>

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

5. FROM: noreply@traveledge.com [v]

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] [Align Icons] Normal [v] Default [v] *Ix*

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-1909463-4ZQYTZ-20220509022338.pdf](#)

8. [Resend Email](#)

	Steps		Notes
5.	Review FROM/TO	•	<i>Will show email sent from and sent to</i>
6.	Review email body	•	
7.	Press attachment link to open	•	<i>View the PDF attachment that was previously sent</i>
8.	Press RESNED EMAIL	•	<i>This will re-send the original PDF attachment</i>