



Quick Guide –
Managing Notifications
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. 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 of the ADX system interface, illustrating the notification management workflow.

Left Screenshot: Dashboard Overview
 Shows the main navigation menu with options like ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. Below the menu is a table titled "MY QUOTES & BOOKINGS" 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: Client Information
 Displays detailed information for a client, Miss Sarah Smith. It includes fields for NAME, BIRTHDAY, GENDER, PHONE, ADVISOR, and MARKETING FIELDS. A "QUOTES & BOOKINGS FOR MISS SARAH SMITH" table is shown below, listing various travel quotes with columns for Status, Advisor, Client, Quote Name, Depart, Services, and Updated.

Right Screenshot: Trip Management
 Focuses on a specific trip: "Round Trip Flights: Indianapolis - Austin" for Wednesday, May 25, 2022 - Friday, May 27, 2022. It shows the advisor's name (David Thorne) and a "Manage" tab with a notification count. A "Notifications" section lists messages with columns for Service, Date, and Notification, including options to Hide or Review.

1.2.1 Notification Types

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

1.2.1.1 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 with a title bar and a close button. The first two windows are for 'sam smith' with PNR AIHJEP, dated May 23, 2022, for a OneWay LAX - LHR flight. The third window is for 'Sam Smith' with PNR AXLIAS, dated December 02, 2021, for a RoundTrip LAX - JFK flight. Each window contains a 'View' button, a toggle for 'Frequent Flyer Numbers' (Old/New), and an 'Other Information' section with specific instructions and a 'Please review the special instructions from the airline...' message. The first two windows also have a 'Close' and 'Hide' button at the bottom.

Traveler	PNR	Date	Flight
sam smith	AIHJEP	May 23, 2022	OneWay LAX - LHR
sam smith	AIHJEP	May 23, 2022	OneWay LAX - LHR
Sam Smith	AXLIAS	December 02, 2021	RoundTrip LAX - JFK

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.

1.2.1.2 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:

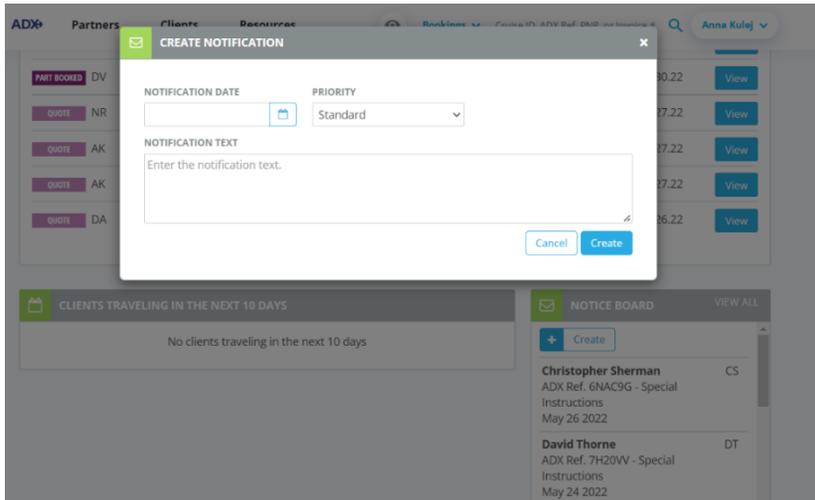
- Customer Info:** Kenneth Haderer, Email: 33641455181, Phone: 33641455181.
- PNR:** ZCVDML, May 23, 2022, OneWay USH - FTE.
- View** button: View the Trip Services Page
- Schedule Comparison Table:**

	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		

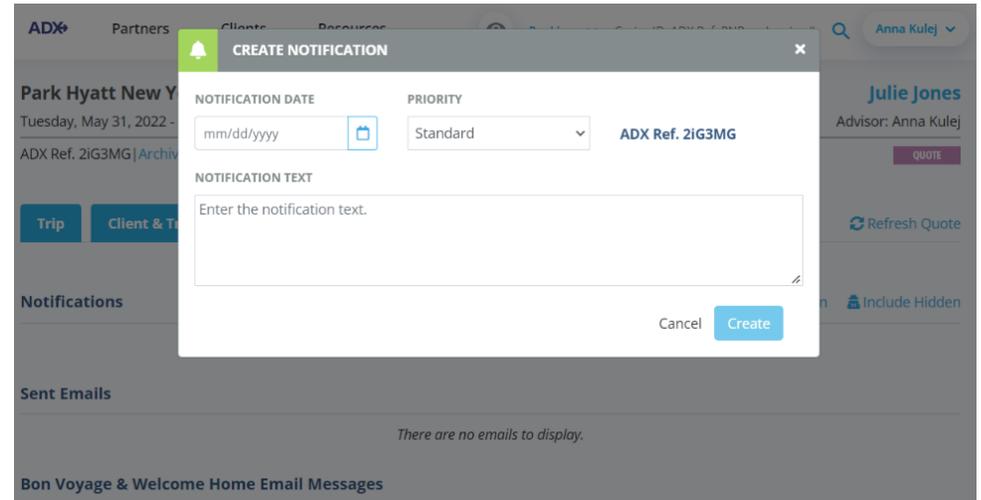
Revised schedule in **ORANGE**
- Comments:** A text box labeled "ACCEPT/REJECT COMMENTS" with the prompt "Please tell us why you are rejecting or accepting the changes here." and a "Comments directed to Air Support team around changes" callout.
- Note:** "If you do not action this notification a fee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

1.2.1.3 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

1.2.2 Hiding Notifications

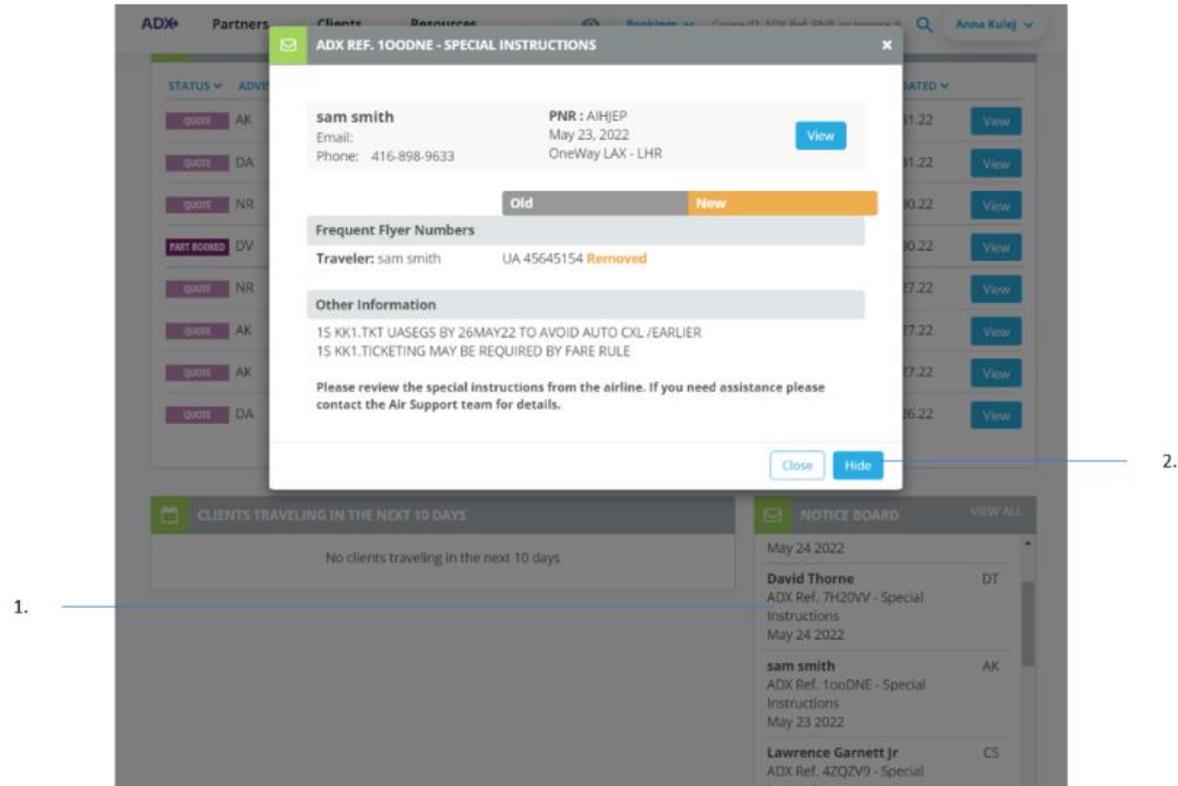
Notifications can be hidden once reviewed, to avoid clutter on the notice board and trip services pages. Hidden notifications can always be reviewed, they do not get deleted from the system. The notifications can be hidden directly from the notice board on the dashboard or from the Trip Services manage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

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

- Customer Information:** sam smith, Email: [redacted], Phone: 416-898-9633.
- PNR:** AIHJEP, May 23, 2022, OneWay LAX - LHR. A blue "View" button is located to the right.
- Filters:** A horizontal bar with "Old" (grey) and "New" (orange) tabs. The "New" tab is selected.
- Frequent Flyer Numbers:** A section header with a grey background. Below it, "Traveler: sam smith" is listed with "UA 45645154" and "Removed" in orange text.
- Other Information:** A section header with a grey background. Below it, two lines of text are displayed: "1S KK1.TKT UASEGS BY 26MAY22 TO AVOID AUTO CXL /EARLIER" and "1S KK1.TICKETING MAY BE REQUIRED BY FARE RULE".
- Instructions:** A bolded paragraph: "Please review the special instructions from the airline. If you need assistance please contact the Air Support team for details."
- Buttons:** "Close" and "Hide" buttons are located at the bottom right of the window.

1.2.2.1 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

1.2.2.2 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.

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

Round Trip Flights: Indianapolis - Austin

Wednesday, May 25, 2022 - Friday, May 27, 2022

David Thorne
Advisor: David Thorne

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

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

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

ADX REF. 100DNE - SPECIAL INSTRUCTIONS

sam smith
Email: 416-898-9633
Phone: 416-898-9633

PNR: AIHJEP
May 23, 2022
OneWay LAX - LHR

View

Old New

Frequent Flyer Numbers

Traveler	Number	Status
sam smith	UA 45645154	Removed

Other Information

15 KK1.TKT UASEGS BY 26MAY22 TO AVOID AUTO CXL /EARLIER
15 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.

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>

1.2.3 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.

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

Multiple Air Services

Sunday, November 15, 2020 - Friday, November 20, 2020

Sarah Smith
Advisor: Anna Kulej

1. ADX Ref. 3C4L7Z [Archive] Link Bookings 0698

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

3. Notifications Create Notification Include Hidden

There are no notifications to display.

Sent Emails

There are no emails to display.

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.

Preview

Bon Voyage Welcome Home

EMAIL SUBJECT
Bon Voyage!

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

	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>

1.2.4 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.

The screenshot displays the 'NOTICE BOARD' interface. On the left, a sidebar contains a 'Create' button and a list of notifications for Christopher Sherman (CS), David Thorne (DT), and sam smith (AK). The main area shows 'My Notifications' with a search bar and a table of notification details. A blue arrow points from the 'VIEW ALL' link in the sidebar to the 'View All' button in the notification table.

ADX Ref	Agent	Date	Notification	Priority	Type	Status	Action
100DNE	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
10N9ET	AK	January 14, 2022	f	Standard	Generic Notice	Unread	View
10MR5C	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

1.2.5 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.norprely@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.



 **ADX REF. 7H25RF - PRIMARY ADVISOR : ANNA KULEJ**

Reference information — **Sarah Smith** **ADX Reference: 7H25RF**
Email: sarah@smith.com Event Date: June 04, 2022
Phone: 416-444-4343 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](#)