



Quick Guide –
Air Management
June 2022

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Air Booking Guide

ADX air itineraries are compared against 200+ contracts to build you an intuitive list of options with commissions. This air flow will take you from quoting to multi options to booking to ticketing, all in one platform. Booking ADX Air builds beautifully crafted comparisons and client itineraries as well as records commission automatically for reporting and finance payouts.



- All air itineraries are compared against our 200+ contracts to build you an intuitive list of options with commission
- Search Sabre and Amadeus inventory
- Net fares with mark-up opportunity available
- Air team support is a single click away
- Build side by side comparisons of up to 4 different itineraries
- Automatic invoicing for commission tracking
- Split credit card option when multiple tickets are sold

1.1. AIR MANAGEMENT

Quoting and booking air is not the end of the process. Maximize your ADX air tool to get the most in the most efficient way.

- Mixed air search
- Restricted to class search
- Saved air searches
- Filtering basic economy fares
- Branded fare types
- Air Net rates
- Filtering search results
- Flexible date grid
- Accessing seat maps
- PNR View
- Adding and reviewing special instructions
- Adding and reviewing frequent flyers
- Locating air fare rules
- Airline notifications
- Air Support actions

1.3.1. Mixed Cabin Search

Round trip and multi city options can be built as mixed cabin searches meaning you can have one cabin type on an outbound flight and a different cabin type for the return. To set the search to allow for a mixed cabin search, uncheck the SAME FOR ALL CITY PAIRS checkbox under the cabin selection and then select your cabin category for the subsequent flights.

Unselect the "Same for all city pairs" checkbox

Select your cabin types for next flights

The screenshot shows the 'NEW AIR SEARCH' interface. At the top, there are navigation tabs: ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. Below these is the search form. The 'TRAVELLERS' section shows '1 Adult'. The 'SEARCH TYPE' section has 'Multi-city' selected. The form is divided into three flight segments. Each segment has 'FROM', 'TO', 'DEPART', and 'CABIN' fields. The 'CABIN' dropdown menu is open for the first segment, showing 'Economy' selected and the 'Same for all city pairs' checkbox unchecked. Below the 'CABIN' dropdown, there is a checkbox for 'Limit to selected cabin'. The form also includes sections for 'AIRLINES AND ALLIANCES (Optional / Max 3)', 'FARE OPTIONS', 'STOPS', 'FILTER', and 'INVENTORY SOURCE'. At the bottom, there are fields for 'QUOTE OWNER' (Anna Kulej) and 'CURRENCY' (USD), along with 'Save for Later' and 'Search' buttons.

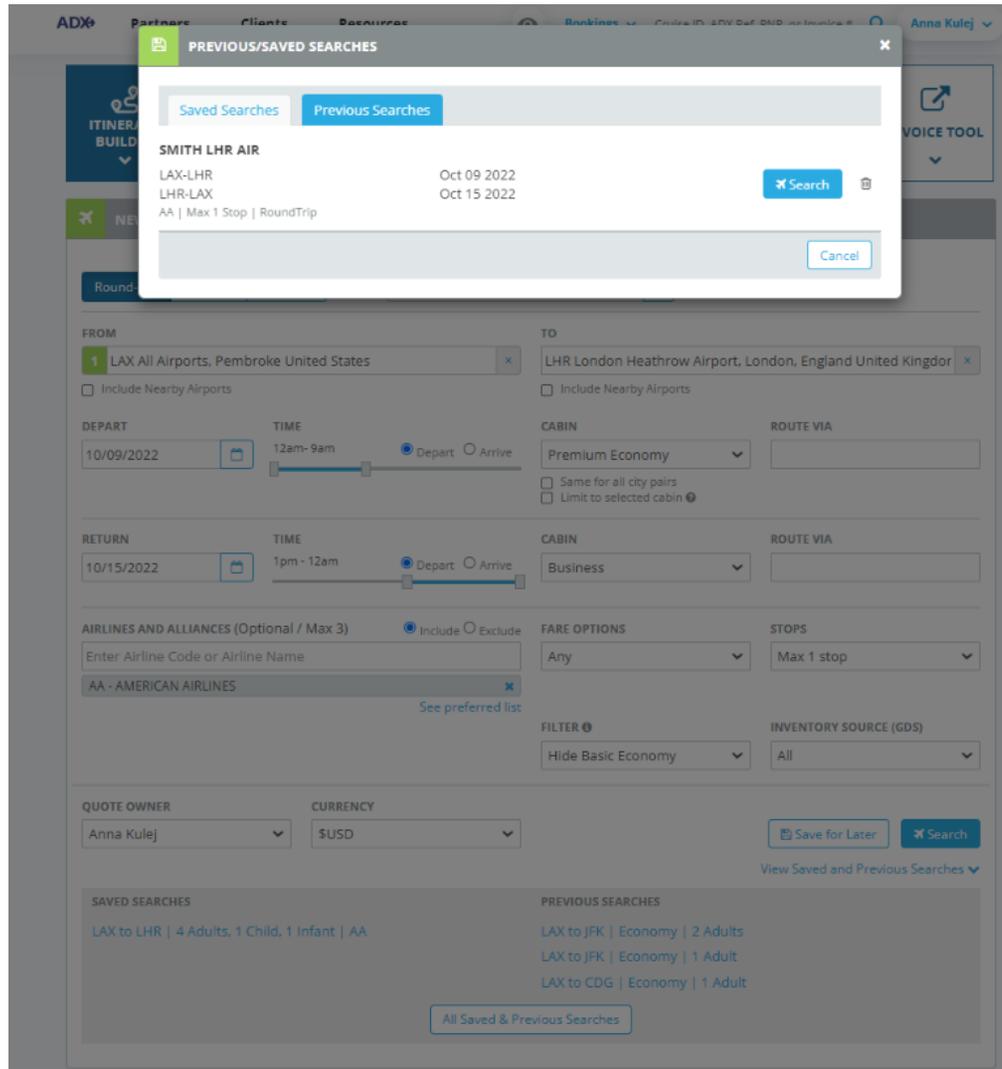
1.3.2. Restricted to class search

Build a true class air search by restricting the category on the upfront search. This will ONLY show you results where all the flights are available in the class selected.

The screenshot displays the 'NEW AIR SEARCH' form in the ADX+ system. The form is divided into several sections: TRAVELERS, SEARCH TYPE, FROM/TO, DEPART/TIME, CABIN, ROUTE VIA, AIRLINES AND ALLIANCES, FARE OPTIONS, STOPS, FILTER, and INVENTORY SOURCE. The 'CABIN' dropdown menu is open, showing 'Economy' selected and the 'Limit to selected cabin' checkbox checked. A text annotation on the left points to this checkbox with the text: 'Check the "Limit to selected cabin" checkbox'. Other fields include 'Round-trip' selected for the trip type, '1 Adult' for the number of travelers, and 'USD' for the currency.

1.3.3. Saved Air Searches

Commonly used air searches can be saved and accessed at any time. Enter the air search criteria and press the SAVE FOR LATER button. To access the saved and previously run searches, press the VIEW SAVED searches button, and select from the saved list. The search fields will populate with the data previously entered and saved.

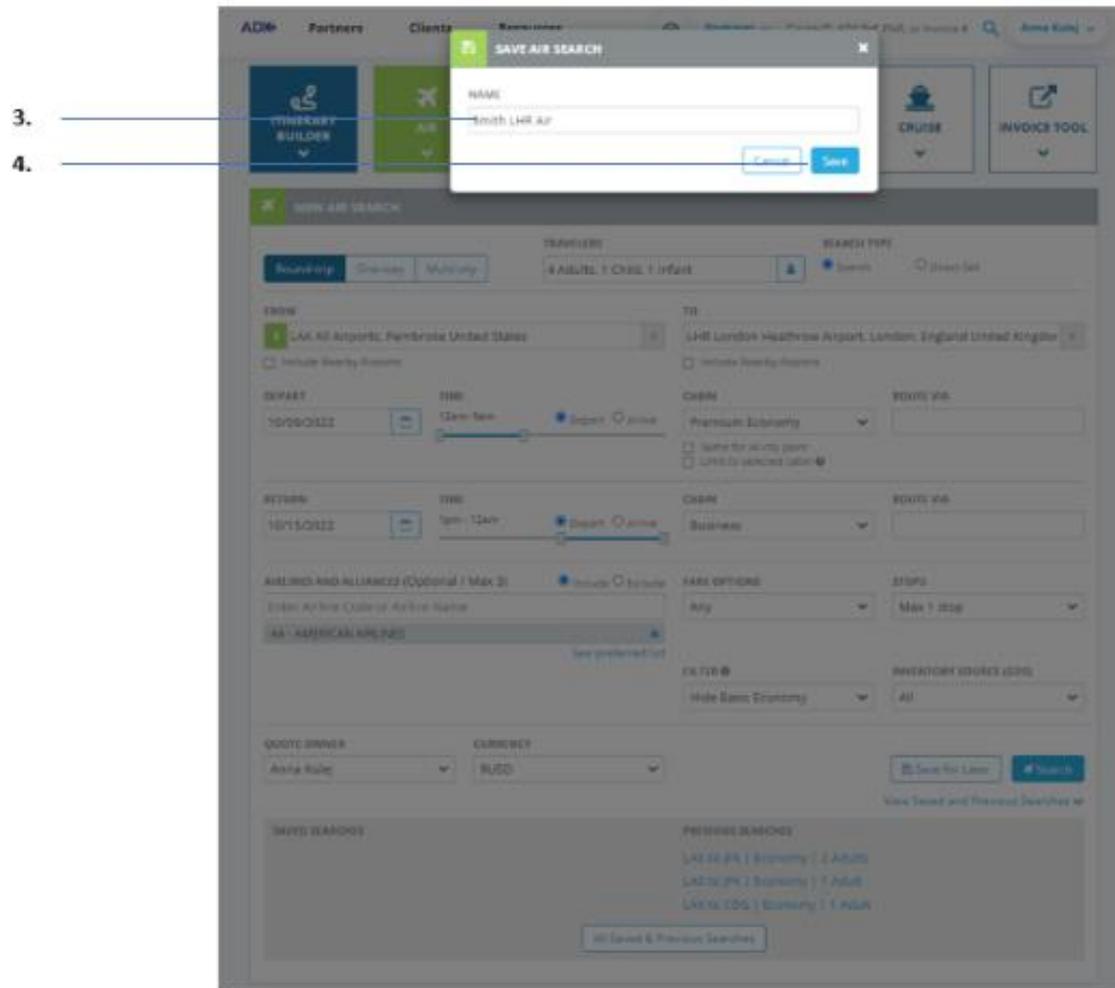


1.3.3.1. Creating Saved Searches

The screenshot shows the 'NEW AIR SEARCH' form with the following details:

- TRAVELERS:** 4 Adults, 1 Child, 1 Infant
- SEARCH TYPE:** Search (selected), Direct Sell
- FROM:** LAX All Airports, Pembroke United States
- TO:** LHR London Heathrow Airport, London, England United Kingdom
- DEPART:** 10/09/2022, TIME: 12am - 9am
- RETURN:** 10/15/2022, TIME: 1pm - 12am
- CABIN (DEPART):** Premium Economy
- CABIN (RETURN):** Business
- AIRLINES AND ALLIANCES:** AA - AMERICAN AIRLINES (selected)
- FARE OPTIONS:** Any
- STOPS:** Max 1 stop
- QUOTE OWNER:** Anna Kulej
- CURRENCY:** \$USD
- Buttons:** Save for Later, Search

	Steps		Notes
1.	Enter air search criteria	•	
2.	Press SAVE FOR LATER button	•	



- 3.
- 4.

	Steps		Notes
3.	Enter name for search		<ul style="list-style-type: none"> • Will appear in list of existing saved searches
4.	Press SAVE		<ul style="list-style-type: none"> •

ADD Partners Clients Resources Bookings Cruise ID: ADD-INT-POL-0-INT-0000 & [Anita Kulk](#)

ITINERARY BUILDER AIR HOTEL ACTIVITY INSURANCE CRUISE INVOICE TOOL

NEW AIR SEARCH

TRAVELLER: 4 ADULT, 1 CHILD, 1 INFANT SEARCH TYPE: Search Direct Sell

FROM: LAX All Airports, Pembroke United States TO: LHR London Heathrow Airport, London, England United Kingdom

DEPART: 10/09/2022 12:00-18:00 CABIN: Premium Economy

RETURN: 10/15/2022 18:00-12:00 CABIN: Business

AVIATION AND ALLIANCE (Optional / Max 3): AA - AMERICAN AIRLINES

FARE OPTIONS: Any STOPS: Max 1 STOP

QUOTE OWNER: Anita Kulk CURRENCY: \$USD

SAVED SEARCHES: LAX to LHR | 4 Adults, 1 Child, 1 Infant | AA

PREVIOUS SEARCHES: LAX to JFK | Economy | 2 Adults, LAX to JFK | Economy | 1 Adult, LAX to CDG | Economy | 1 Adult

5.

	Steps		Notes
5.	Review saved search in list	•	

1.3.3.2. Accessing Saved Searches

The screenshot shows the ITINERARY BUILDER interface. At the top, there are navigation tabs: ADP, Partners, Clients, Resources, Bookings, and a user profile for Anna Kulej. Below these are several action buttons: ITINERARY BUILDER, AIR, HOTEL, ACTIVITY, INSURANCE, CRUISE, and INVOICE TOOL. A line labeled '1.' points to the AIR button.

The main section is titled 'NEW AIR SEARCH'. It contains various search filters:

- TRAVELERS: Round trip, One-way, Multi-city; 1 Adult
- SEARCH TYPE: Direct Sell
- FROM: LAX; TO: (empty)
- DEPART: Anytime; TIME: Depart/Arrive slider
- RETURN: Anytime; TIME: Depart/Arrive slider
- CABIN: Economy
- FARE OPTIONS: Any
- STOPS: Any
- QUOTE OWNER: Anna Kulej
- CURRENCY: USD

 A line labeled '2.' points to the 'View Saved and Previous Searches' link at the bottom right of the search form.

Below the search form, there are two sections: 'SAVED SEARCHES' and 'PREVIOUS SEARCHES'. The 'SAVED SEARCHES' section lists:

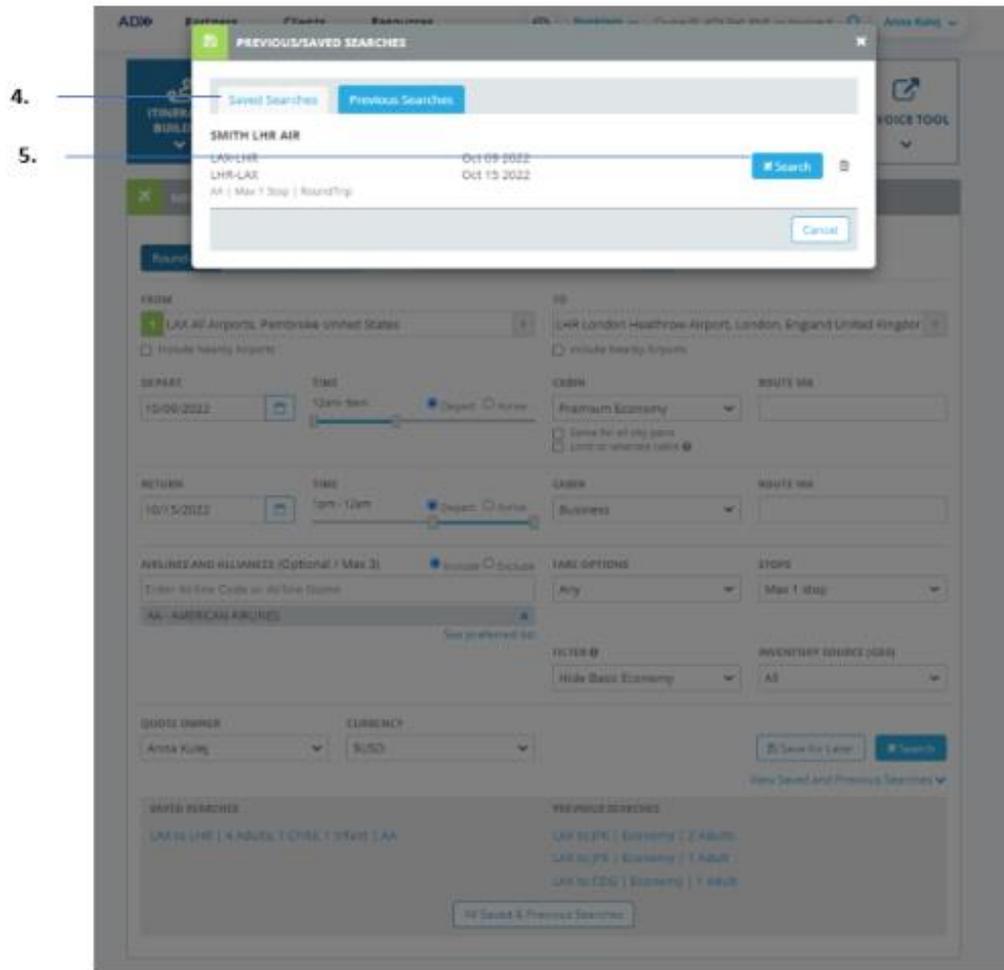
- LAX to LHR | 4 Adults, 1 Child, 1 Infant | AA

 The 'PREVIOUS SEARCHES' section lists:

- LAX to JFK | Economy | 2 Adults
- LAX to JFK | Economy | 1 Adult
- LAX to CDG | Economy | 1 Adult

 A line labeled '3.' points to the 'All Saved & Previous Searches' button at the bottom of these sections.

	Steps	 Notes
1.	Press AIR button	<ul style="list-style-type: none"> •
2.	Press VIEW SAVED AND PREVIOUS SEARCHES	<ul style="list-style-type: none"> •
3.	Click search in list OR press ALL SAVED AND PREVIOUS SEARCHES	<ul style="list-style-type: none"> •



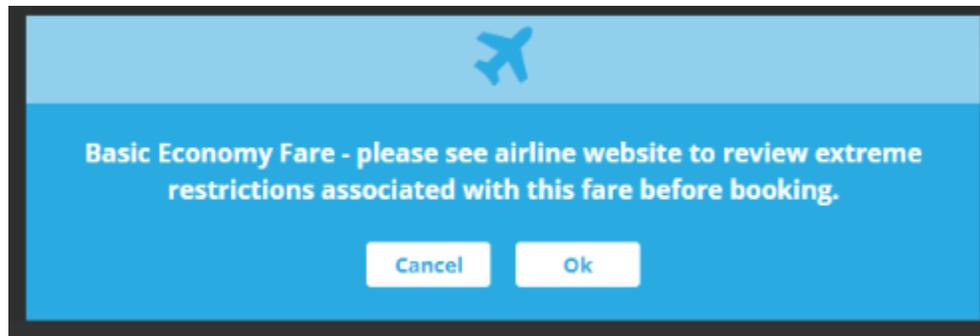
	Steps		Notes
4.	Click tab		<ul style="list-style-type: none"> • <i>Select Saved or Previous search tab</i>
5.	Press SEARCH		<ul style="list-style-type: none"> • <i>All search info will populate</i>

1.3.4. Filtering Basic Economy Fares

ADX air search results will include all available fares on the results page. To filter out Basic Economy fares, you can:

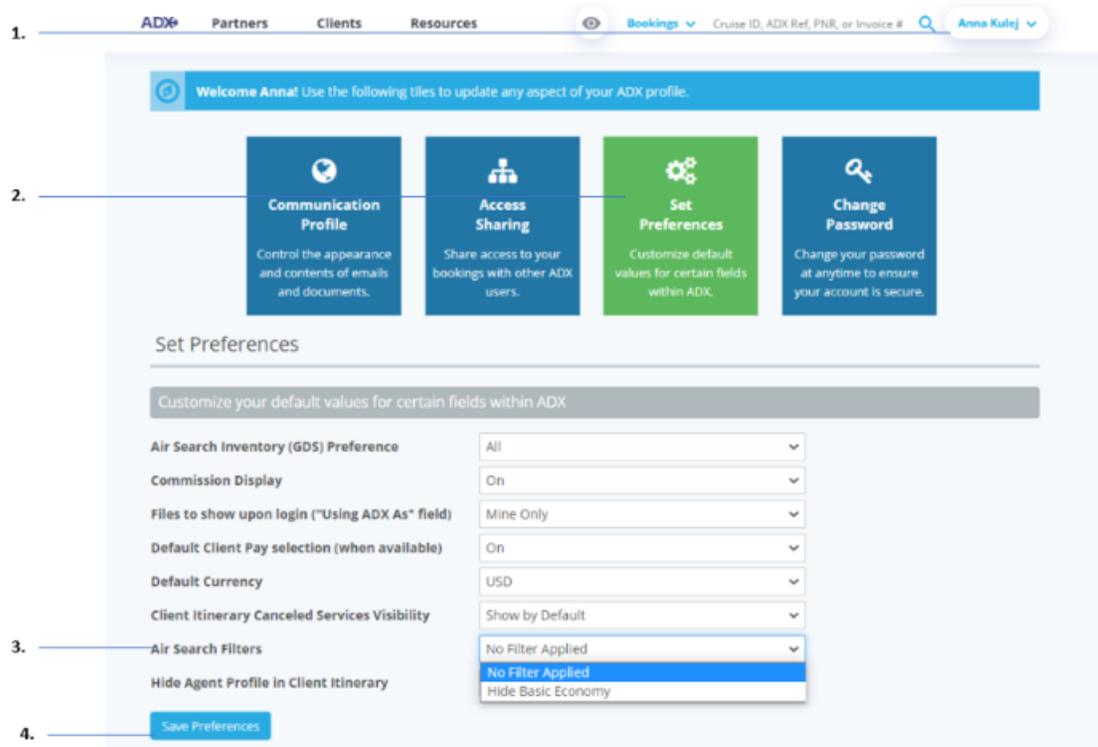
- set a default in your profile to automatically hide these fares on every air search
- change the filter during your air search
- set a filter on the search results page

When selecting Basic Economy Fares, advisor will need to confirm the message below before being able to continue with booking or ticketing.



1.3.4.1. Setting a Default Filter

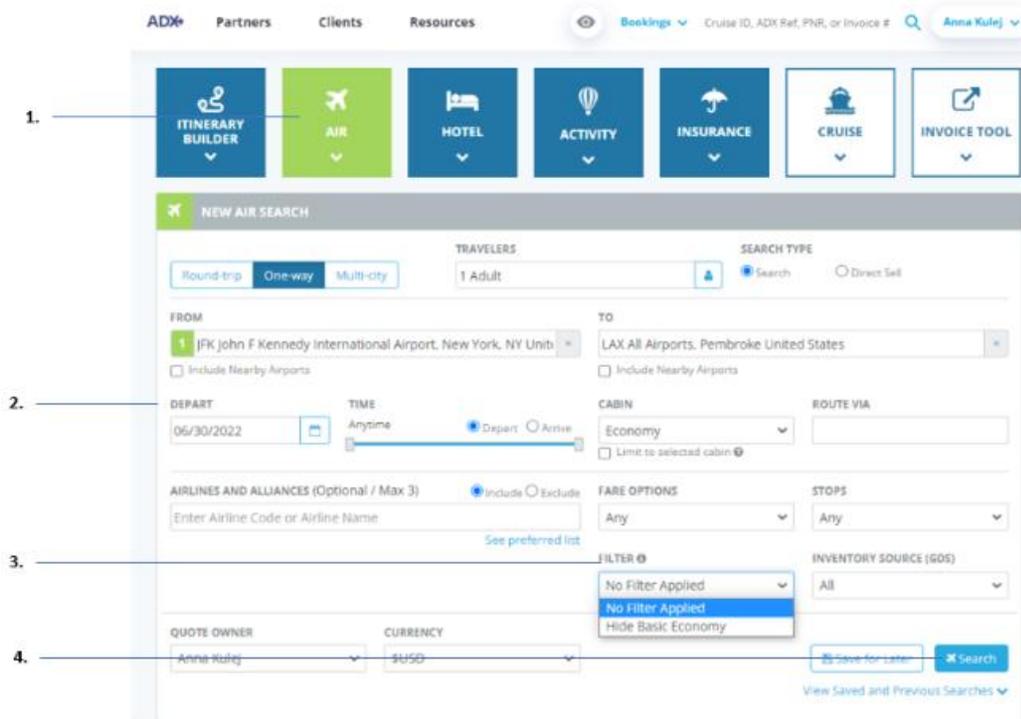
Setting a filter in your advisor profile will set the search to auto filter basic fares every time automatically. This only needs to be set ONCE.



	Steps	 Notes
1.	Open advisor profile	<ul style="list-style-type: none"> • V next to name • Select MY PROFILE
2.	Click SET PREFERENCES tab	<ul style="list-style-type: none"> •
3.	Click v on Air Search Filter and select filter type	<ul style="list-style-type: none"> • No filter applied – Basic will show in results • Hide Basic Economy – No basic will show in results

1.3.4.2. Air Search Filter

Apply or change the filter during the air search BEFORE running the search.



	Steps		Notes
1.	Press AIR button on dashboard		<ul style="list-style-type: none"> Open the air search widget
2.	Enter search criteria		<ul style="list-style-type: none">
3.	Click v on FILTER and select option		<ul style="list-style-type: none"> No filter applied – Basic will show in results Hide Basic Economy – No basic will show in results
4.	Press SEARCH		<ul style="list-style-type: none"> Search results will not show basic fares

1.3.4.3. Search Results Filter

Filter our Basic Economy fares on the results page by applying a filter to the advisory column.

The screenshot shows the 'Flight Search Results' page. At the top, there are navigation links like 'Partners', 'Clients', and 'Resources'. Below that, the search criteria are displayed: 'City Pair 1: New York (JFK) to Los Angeles (LAX)', 'Class: Economy', and 'Route Via: Current'. A table of flight options is shown with columns for 'ALL FLIGHTS', 'AMERICAN AIRLINES', 'UNITED AIRLINES', 'DELTA AIR LINES', 'ALASKA AIRLINES', and 'JETBLUE AIRWAYS'. The 'ADVISORY' column is highlighted, and a dropdown menu is open, showing the 'Basic Economy Fare' checkbox checked.

	Steps		Notes
1.	Run air search		<ul style="list-style-type: none"> Filter available on results page
2.	Press v on ADVISORY column		<ul style="list-style-type: none">
3.	Check/uncheck Basic Economy checkbox		<ul style="list-style-type: none"> Results will update

1.3.5. Branded Fares

Branded fares¹ are the bundling of optional services that airlines historically charged for a la carte – in addition to the base fare – or provided on a complimentary basis. You will see a matrix of fare comparisons between the different branded fare options and your requested itinerary (ex. Basic Economy, Main Cabin, Delta Comfort+, Delta Premium Select, etc.).

You will see as many brands as the airline gives us for a given route meaning you can UP SELL from economy to business if the price and "amenities" are right. Currently approximately 80 airlines support branded fares and results will vary based on routes and codeshares.

The screenshot shows a flight booking interface with the following details:

- Selected Flights:**
 - City Pair: Los Angeles (LAX) to London (LHR)
 - Flight: Los Angeles (LAX) to London (LHR) - Sun Nov 13
 - American Airlines, Class: H, Brand: MAIN CABIN
 - Depart: Sun Nov 13 at 06:00pm, Arrive: Mon Nov 14 at 12:25pm
- City Pair: London (LHR) to Los Angeles (LAX)
- Flight: London (LHR) to Los Angeles (LAX) - Sat Nov 19
- American Airlines, Class: H, Brand: MAIN CABIN
- Depart: Sat Nov 19 at 12:30pm, Arrive: Sat Nov 19 at 03:55pm

Alternate Fares Table:

	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
LAX - LHR	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
LHR - LAX	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
Per Adult	USD \$2,082.37	USD \$2,262.37	USD \$3,099.17	USD \$3,299.17
Commission	18%	18%	10%	10%

FARE DETAILS

Note: these fare attributes may not be applicable to codeshare flights operated by other airlines.

	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
FIRST CHECKED BAG	✓	✓	✓	✓
SECOND CHECKED BAG	\$	\$	✓	✓
THIRD CHECKED BAGGAGE	\$	\$	\$	\$
SMALL PERSONAL ITEM UP TO 40LI	✓	✓	✓	✓
CARRYON UP TO 45LI 115LCM	✓	✓	✓	✓
SAME DAY STANDBY				
SAME DAY FLIGHT CHANGE				

¹ Branded fares ONLY available on Sabre itineraries

Selected Flights

1. USD \$2,082.37 +

City Pair Los Angeles (LAX) to London (LHR) EDIT

Los Angeles (LAX) to London (LHR) - Sun Nov 13 Total Duration: 10h 25m View seat plan

Los Angeles (LAX) to London (LHR)
AMERICAN AIRLINES 6991 | Flight 6991
Aircraft: Boeing 777-300ER
Cabin Type: Economy
Class: H
Brand: MAIN CABIN
Meal: Meal Available
Baggage Allowance: 1 Piece/Passenger
Operated By: BA

Depart: Sun Nov 13 at 06:00pm
Terminal: B
Arrive: Mon Nov 14 at 12:25pm
Terminal: 5
Duration: 10h 25m

City Pair London (LHR) to Los Angeles (LAX) EDIT

London (LHR) to Los Angeles (LAX) - Sat Nov 19 Total Duration: 11h 25m View seat plan

London (LHR) to Los Angeles (LAX)
AMERICAN AIRLINES 6992 | Flight 6992
Aircraft: Boeing 777-300ER
Cabin Type: Economy
Class: H
Brand: MAIN CABIN
Meal: Meal Available
Baggage Allowance: 1 Piece/Passenger
Operated By: BA

Depart: Sat Nov 19 at 12:30pm
Terminal: 5
Arrive: Sat Nov 19 at 02:55pm
Terminal: B
Duration: 11h 25m

Alternate Fares

2.

	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
LAX - LHR	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
LHR - LAX	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
Per Adult	USD \$2,082.37	USD \$2,262.37	USD \$3,099.17	USD \$3,299.17
Commission	18%	18%	10%	10%
	Select	Select	Select	Select

3.

FARE DETAILS

Note: these fare attributes may not be applicable to codeshare flights operated by other airlines.

	MAIN CABIN	MAIN CABIN FLEXIBLE	PREMIUM ECONOMY	PREMIUM ECONOMY FLEXIBLE
FIRST CHECKED BAG	✓	✓	✓	✓
SECOND CHECKED BAG	\$	\$	✓	✓
THIRD CHECKED BAGGAGE	\$	\$	\$	\$
SMALL PERSONAL ITEM UP TO 40L	✓	✓	✓	✓
CARRYON UP TO 45L 115LGM	✓	✓	✓	✓
SAME DAY STANDBY				
SAME DAY FLIGHT CHANGE				

	Steps		Notes
1.	Search and select flights	•	
2.	Press Branded Fare name to review details of fare	•	<ul style="list-style-type: none"> • <i>Use <> to rotate through available branded fare options when available</i> • <i>The name is a hyperlink, and an overlay will open</i>
3.	Press SELECT to change fare type (optional)	•	<ul style="list-style-type: none"> • <i>Selected fare indicated with blue SELECTED button</i> • <i>Changing fare type will update price, class, brand, etc. in details</i>

1.3.6. Air Net Rates

One of the types of contracts you can access through ADX is an **air net rate**. Net rates are based on special airline contracts that allow for a markup to the airfare price that is **not visible to the client**. Mark up is added to the base fare of the ticket price. All net contracts will have a min/max rule requirement that needs to be met before being able to quote or book. Not all air routings will offer a net fare contract. You can distinguish an air net by looking at the Est. Comm column on the search results page.

Mark up rules will be shown once a net fare is selected and before continuing to quote or booking the fare.

The screenshot shows the ADX Flight Search Results interface. At the top, there are navigation links for 'Partners', 'Clients', and 'Resources'. A search bar contains 'Bookings' and a search icon. Below this, the search parameters are displayed: 'In Progress', 'TRAVELLERS: 1 Adult', 'CURRENCY: USD', and 'City Pair 1: Sun Aug 14 New York (JFK) to London (LHR) Business Route Via: — Current'. There are buttons for 'Save for Later' and 'Modify Search'.

The main section is titled 'Choose City Pair 1' with a sub-option 'Select Flexible Dates Within ±3 Days'. Below this is a table of flight options:

	KLM ROYAL DUTCH AIRLINES KLM	VIRGIN ATLANTIC virginatlantic	DELTA AIR LINES DELTA	AIR FRANCE AIRFRANCE	SWISS INTERNATIONAL AIRLINES SWISS	LUFTHANSA Lufthansa	AUSTRIAN AIRLINES Austrian	BRUSSELS AIRLINES brusselsairlines
NONSTOP	USD \$2,098.80	USD \$2,469.80	USD \$2,469.80	USD \$2,486.80	—	—	—	—
1 STOP	USD \$2,491.30	USD \$2,474.30	USD \$2,474.30	USD \$2,491.30	USD \$2,366.30	USD \$2,878.80	USD \$2,891.00	USD \$2,893.10
2 STOPS	—	—	—	—	—	—	—	—

Below the table, there are 'Filters' and a 'Clear Filters' button. A note states 'Price is per passenger including taxes and fees'. The results are shown as 'Results: 1 - 1 of 1'. The first result is expanded, showing details:

PRICE	AIRLINE	DEPART	ARRIVE	FROM/TO	DURATION	STOPS	ADVISORY	EST. COMM	GDS
USD \$2,008.10	FI	08:25pm	11:55am	JFK - LHR	10h 30m	KEF		Net Rate	S

The 'EST. COMM' column shows 'Net Rate' and a red 'S' icon, indicating a special contract type.

Type of contract shown under Est. Comm column

ADP Partners Clients Resources **Bookings** Close ID, ADP Ref, PNR, or Invoice # **Anna Kaly**

Cabin Type: Business
Class: 0
Brand: SAGA PREMIUM
Meal: Dinner
Baggage Allowance: 2 Pieces/Passenger
① Layover in Reykjavik: 3h 25m

KOLANBAR **Reykjavik (REY) to London (LHR)**
ICELANDAIR 430 | Flight 430
Aircraft: Boeing 757-300 (single-aisle)
Cabin Type: Business
Class: 0
Brand: SAGA PREMIUM
Meal: Breakfast
Baggage Allowance: 2 Pieces/Passenger

Depart: Mon Aug 15 at 07:40am
Terminal: 7
Arrive: Mon Aug 15 at 11:05am
Terminal: 2
Duration: 3h 13m

Alternate Fares

	SAGA PREMIUM	SAGA PREMIUM FLEX
JOB - JFK		
JFK - LHR		
Per Adult	USD 42,008.10	USD 42,076.10
Commission	Net Rate	Net Rate
	<input type="button" value="Selected"/>	<input type="button" value="Select"/>

Your Selected Fare

TRAVELLERS	COST FOR PASSENGER (INCLUDING TAXES & FEES)	NET RATE MARKUP
1 passenger Adult	USD 42,008.10	Adult
Total cost for 1 passengers	USD 42,008.10	Base Fare per person: USD 41,872.00
Please be aware that prices are not guaranteed until ticketed. ADP is not responsible for any price changes that occur or any guarantees with regard to pricing, implied or otherwise that you may make to your clients.		Taxes per person: USD 136.10
<input type="button" value="Cancel"/>	<input type="button" value="Previous"/>	* Net Rate: <input checked="" type="radio"/> \$ <input type="radio"/> % <input type="text" value="50"/>
View Rules <small>Show price and baggage details</small>	<input type="button" value="Proceed"/>	Markup: <input type="text" value="50"/>
		Total Fare per Adult: USD 42,008.10 (Published Fare: USD 42,008.10)
		<input type="button" value="Apply Markup"/>

Rules

- Minimum % is 2.67.
- Maximum % is 25.00.
- Minimum amount is 50.00.
- Maximum amount is 448.00.

* Markup amounts are subject to currency conversions and final commissions may differ from amount specified

Set the markup \$ or % amount before being able to continue

Review published fare comparable

Contract rules for min/max mark up requirements

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

One Way Flight: New York to London Advisor: Anna Kulej
 Sunday, August 14, 2022 - Monday, August 15, 2022
 ADX Ref: 6NALGC | Archive | Copy Quote | Link Bookings

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

COST SUMMARY

Travel Service	Est. Commission	Taxes	Cost	
One-way New York to London See Details	USD \$50.00	USD \$136.10	USD \$2,058.10 UPDATE PRICE	Book
Suggested Planning Fee		USD \$0.00	USD \$50.00	
24/7 Support		USD \$0.00	USD \$60.00	
Automatically Added fee		USD \$0.00	USD \$100.00	
Total	USD \$260.00	USD \$136.10	USD \$2,268.10	

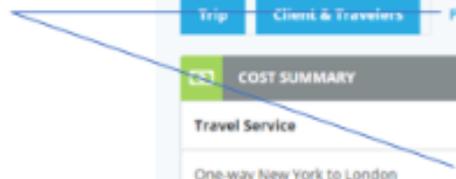
PAYMENT SUMMARY

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

INVOICES
No invoices present at this time.

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

Review or edit the markup once quoted on the Payment tab Details section



1.3.7. Filtering Search Results

Get the most out of the search results by applying filters to narrow down the options. Filters are available through the airline price grid box as well as through the header columns. Any filters applied will be added to the filters section and the results will be reflected. To remove the added filter, press the x button next to the filter name and the results will update accordingly.

The screenshot displays the ADX flight search interface. At the top, there are navigation links for Partners, Clients, and Resources, along with a search bar containing 'Anna Kulej'. The main section is titled 'Flight Search Results' and includes a status indicator 'In Progress' with a plus sign. Below this, there are fields for 'TRAVELERS' (1 Adult) and 'CURRENCY' (USD). There are buttons for 'Save for Later' and 'Modify Search'. The search criteria are summarized as follows:

City Pair 1	Date	Route	Class	Route Via	Status
Los Angeles (LAX) to London (LHR)	Sun Nov 13		Economy	---	Current
London (LHR) to Los Angeles (LAX)	Sat Nov 19		Economy	---	Not Selected

Below the search criteria, there is a section for 'Choose City Pair 1' and a dropdown for 'Select Flexible Dates Within ±3 Days'. The main part of the interface is the 'Airline Price Grid', which is a table with columns for flight type, airline, and price. The grid is currently filtered to show 'NONSTOP' flights. Below the grid, there is a 'Filters Applied' section showing 'Nonstop' and 'Only Commissionable Flights' filters. At the bottom, there is a 'Heading Filters' section with various dropdown menus for filtering results.

Airline Price Grid

ALL FLIGHTS	BRITISH AIRWAYS	AMERICAN AIRLINES	IBERIA	AIR CANADA	UNITED AIRLINES	DELTA AIR LINES	VIRGIN ATLANTIC	AUSTRIAN AIRLINES
NONSTOP	USD \$2,110.37	USD \$2,082.37	USD \$2,110.37	--	USD \$2,216.07	USD \$2,223.37	USD \$2,223.37	USD \$2,237.07
1 STOP	USD \$1,743.27	--	--	USD \$2,216.07	USD \$2,222.37	--	--	--
2 STOPS	--	--	--	--	--	--	--	--

Filters Applied

Filters:
 Nonstop X Only Commissionable Flights X Clear Filters

Heading Filters

Price is per passenger including taxes and fees Results: 1 - 10 of 47

PRICE	AIRLINE	DEPART	ARRIVE	FROM/TO	DURATION	STOPS	ADVISORY	EST. COMM*	GDS
USD \$2,082.37	AA	03:40pm	09:55am	LAX - LHR	10h 15m	--		18%	S Add
MAIN CABIN		Nov 13	Nov 14	Live Search					
USD \$2,082.37	AA	04:50pm	11:35am	LAX - LHR	10h 45m	--		18%	S Add
MAIN CABIN		Nov 13	Nov 14	Live Search					
USD \$2,082.37	AA	06:00pm	12:25pm	LAX - LHR	10h 25m	--		18%	S Add
MAIN CABIN		Nov 13	Nov 14	Live Search					

1.7.7.1. Airline Price Grid

The airline price grids will allow you to quickly apply a filter by airline, price point or number of stops. Only 1 filter can be applied at a time using the airline price grid. Click on the item you want to filter by, the filter section will show that filter as applied, and you will see the results below reflecting that filter.

Click on filter to apply

Filters Applied

Filter applied to results

The screenshot shows the ADX interface for selecting a city pair and filtering flight results. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, Bookings, and a search bar for Anna Kulaj. Below this, a section titled 'Choose City Pair 1' includes a dropdown for 'Select Flexible Dates Within ±3 Days'. The main part of the interface is a grid of filters for various airlines and stop counts. The 'NONSTOP' filter is selected, and this is reflected in the 'Filters Applied' section below the grid, which shows 'Nonstop X' and a 'Clear Filters' button. Below the filters, a table of flight results is displayed, sorted by price. The first five results are for American Airlines (AA) nonstop flights from LAX to LHR, all priced at USD \$2,082.37. The sixth result is for British Airways (BA) nonstop, priced at USD \$2,110.37. The seventh result is for Iberia (IB) nonstop, also priced at USD \$2,110.37. The eighth result is for British Airways (BA) nonstop, priced at USD \$2,110.37. The table columns include Price, Airline, Depart, Arrive, From/To, Duration, Stops, Advisory, Est. Comm, and GDS. Each row has an 'Add' button.

PRICE	AIRLINE	DEPART	ARRIVE	FROM/TO	DURATION	STOPS	ADVISORY	EST. COMM	GDS
USD \$2,082.37	AA	03:40pm	09:55am	LAX - LHR	10h 15m	—		18%	S
USD \$2,082.37	AA	04:50pm	11:35am	LAX - LHR	10h 45m	—		18%	S
USD \$2,082.37	AA	06:00pm	12:25pm	LAX - LHR	10h 25m	—		18%	S
USD \$2,082.37	AA	07:35pm	02:20pm	LAX - LHR	10h 45m	—		18%	S
USD \$2,082.37	AA	08:50pm	03:10pm	LAX - LHR	10h 20m	—		18%	S
USD \$2,110.37	BA	03:40pm	09:55am	LAX - LHR	10h 15m	—		18%	S
USD \$2,110.37	IB	04:50pm	11:35am	LAX - LHR	10h 45m	—		18%	S
USD \$2,110.37	BA	04:50am	11:35am	LAX - LHR	10h 45m	—		18%	S

1.7.7.2. Filters Applied

After applying filters either via the airline price grid or the results header, the filter will show in this section. You can apply multiple filters using the results header. You can remove filters by pressing the x next to the filter applied.

The screenshot shows a flight search interface with the following elements:

- Navigation:** ADX, Partners, Clients, Resources, Bookings, and a search bar for Cruise ID, ADX Ref, PNR, or Invoice #.
- User:** Anna Kulej
- Search Criteria:** Choose City Pair 1, Select Flexible Dates Within ±3 Days
- Filter Grid:** A table showing filters for ALL FLIGHTS, BRITISH AIRWAYS, AMERICAN AIRLINES, IBERIA, AIR CANADA, UNITED AIRLINES, DELTA AIR LINES, VIRGIN ATLANTIC, and AUSTRIAN AIRLINES. It also shows filter options for NONSTOP, 1 STOP, and 2 STOPS.
- Filters Applied:** A section showing 'Filters:' with 'Nonstop x' and 'Arrive: 10am Nov 14 - 05pm Nov 14 x'. A 'Clear Filters' button is present.
- Results:** A table of flight results with columns: PRICE, AIRLINE, DEPART, ARRIVE, FROM/TO, DURATION, STOPS, ADVISORY, EST. COMM*, and GDS. The results show three flights from AA (American Airlines) with a price of USD \$2,082.37.

Filters Applied
Click x to remove
Clear ALL filters

1.7.7.3. Header Filters

Use the v on each column in the header to apply a filter on price, airline, departure/arrival times, from/to, flight duration, stops, advisories, contract type and GDS. Press the v button in the column and apply the desired filter. Click on the filter again to close the section and review the filtered results.

The screenshot shows the ADX flight search interface. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, Bookings, and a search bar with the text 'Cruise ID, ADX Ref, PNR, or Invoice #' and the user name 'Anna Kulej'. Below this is a section for 'Choose City Pair 1' and 'Select Flexible Dates Within ±3 Days'. A table lists various airlines and their prices for different stop counts (Nonstop, 1 Stop, 2 Stops). Below the table, there are filters for 'Nonstop' and 'Arrive: 10am Nov 14 - 05pm Nov 14'. A 'Clear Filters' button is also present. The main results section shows 'Price is per passenger including taxes and fees' and 'Results: 1 - 10 of 56'. A table of flight results is displayed with columns for Price, Airline, Depart, Arrive, From/To, Duration, Stops, Advisory, Est. Comm, and GDS. A blue box highlights the header row of this table, and a line points from the text 'Header Filters' to this box.

ALL FLIGHTS	BRITISH AIRWAYS	AMERICAN AIRLINES	IBERIA	AIR CANADA	UNITED AIRLINES	DELTA AIR LINES	VIRGIN ATLANTIC	AUSTRIAN AIRLINES
NONSTOP	USD \$2,110.37	USD \$2,082.37	USD \$2,110.37	--	USD \$2,216.07	USD \$2,223.37	USD \$2,223.37	USD \$2,237.07
1 STOP	USD \$1,743.27	--	--	USD \$2,216.07	USD \$2,222.57	--	--	--
2 STOPS	--	--	--	--	--	--	--	--

PRICE	AIRLINE	DEPART	ARRIVE	FROM/TO	DURATION	STOPS	ADVISORY	EST. COMM*	GDS
USD \$2,082.37	AA	04:50pm Nov 13	11:35am Nov 14	LAX - LHR Live Search	10h 45m	--	18%	S	Add
USD \$2,082.37	AA	06:00pm Nov 13	12:25pm Nov 14	LAX - LHR Live Search	10h 25m	--	18%	S	Add
USD \$2,082.37	AA	07:35pm Nov 13	02:20pm Nov 14	LAX - LHR Live Search	10h 45m	--	18%	S	Add

Header Filters

☰	Steps	✍️	Notes
	<p>Price SORT BY PRICE ↕</p> <p>Price range 1,386.97 - 2,290.37</p> 		<ul style="list-style-type: none"> • Press SORT BY PRICE to toggle between high/low and low/high • Apply sliders to adjust pricing window
	<p>Airline</p> <p>Airlines</p> <p><input type="checkbox"/> SELECT ALL</p> <p><input checked="" type="checkbox"/>  BRITISH AIRWAYS 1,743.27</p> <p><input type="checkbox"/>  UNITED AIRLINES 2,216.07</p> <p><input type="checkbox"/>  AIR CANADA 2,216.07</p> <p><input type="checkbox"/>  DELTA AIR LINES 2,223.37</p> <p><input type="checkbox"/>  VIRGIN ATLANTIC 2,223.37</p> <p><input type="checkbox"/>  AUSTRIAN AIRLINES 2,237.07</p>		<ul style="list-style-type: none"> • Sort by by or filter on airlines you want to include in the results • Check/uncheck airlines to apply filter
	<p>Departure/Arrive SORT BY DEPARTURE TIME ↕</p> <p>Departure Time 08am Nov 13 - 09pm Nov 13</p> 		<ul style="list-style-type: none"> • Press SORT BY button to show earliest to latest • Apply sliders to narrow the time windows
	<p>From/To SORT BY AIRPORTS ↕</p> <p>Origin Airports</p> <p><input checked="" type="checkbox"/> Los Angeles International Airport (LAX) 1,743.27</p> <p>Destination Airports</p> <p><input checked="" type="checkbox"/> London Heathrow Airport (LHR) 1,743.27</p>		<ul style="list-style-type: none"> • Review airports
	<p>Duration SORT BY DURATION ↕</p> <p>Duration range 10h 15m - 15h 15m</p> 		<ul style="list-style-type: none"> • Press SORT BY button to sort by duration of trip • Apply sliders to narrow the duration window
	<p>Stops SORT BY STOPS ↕</p> <p>Stops Allowed</p> <p><input checked="" type="checkbox"/> Nonstop 2,216.07</p> <p><input type="checkbox"/> 1 stop 1,743.27</p> <p><input type="checkbox"/> 2 stops —</p> <p><input type="checkbox"/> 3 stops —</p>		<ul style="list-style-type: none"> • Press SORT BY button to sort by number of stops • Check/uncheck stop count to apply filter

	<p>Advisory</p> <hr/> <p>ADVISORY</p> <p>Include Advisory</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Short connection <input type="checkbox"/> Airport changes <input type="checkbox"/> Terminal changes <input type="checkbox"/> Basic Economy Fare <input type="checkbox"/> Carrier not ticketable within ADX <input type="checkbox"/> Long Connection <input type="checkbox"/> Overnight Connection 	<ul style="list-style-type: none"> • <i>Check/uncheck advisories</i> <ul style="list-style-type: none"> ○ <i>Short connection</i> ○ <i>Airport changes</i> ○ <i>Terminal changes</i> ○ <i>Basic economy fares</i> ○ <i>Carrier not ticketable in ADX</i> ○ <i>Long Connection</i> ○ <i>Overnight Connection</i>
	<p>Est. Comm*</p> <hr/> <p>SORT BY COMMISSION ↕</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Show all <input type="radio"/> Show only commissionable flights <input type="radio"/> Show net rates only <input type="radio"/> Show private fares only 	<ul style="list-style-type: none"> • <i>Sort by or filter on type of contract you want to book</i> <ul style="list-style-type: none"> ○ <i>Show all</i> ○ <i>Show only commissionable flights</i> ○ <i>Show net rates only</i> ○ <i>Show private fares only</i>
	<p>GDS</p> <hr/> <p>SORT BY GDS ↕</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> a <input checked="" type="checkbox"/> s 	<ul style="list-style-type: none"> • <i>Filter on Sabre and Amadeus</i> • <i>Filter will reflect any defaults and search preference entered</i>

1.7.8. Flexible Date Grid

The flexible date grid will show a +/- 3 day date grid of pricing and availability when running a regular search. The departure dates are displayed at the top and return dates on the side. The grid will highlight the time frame originally selected. You can change the flight dates through the grid without having to re-run the search by selecting the new outbound or return dates.

1. City Pair 1 Sun Nov 13 **Los Angeles (LAX) to Vancouver (YVR)** Economy Route Via: — Current

City Pair 2 Sat Nov 19 **Vancouver (YVR) to Los Angeles (LAX)** Economy Route Via: — Not Selected

Choose City Pair 1

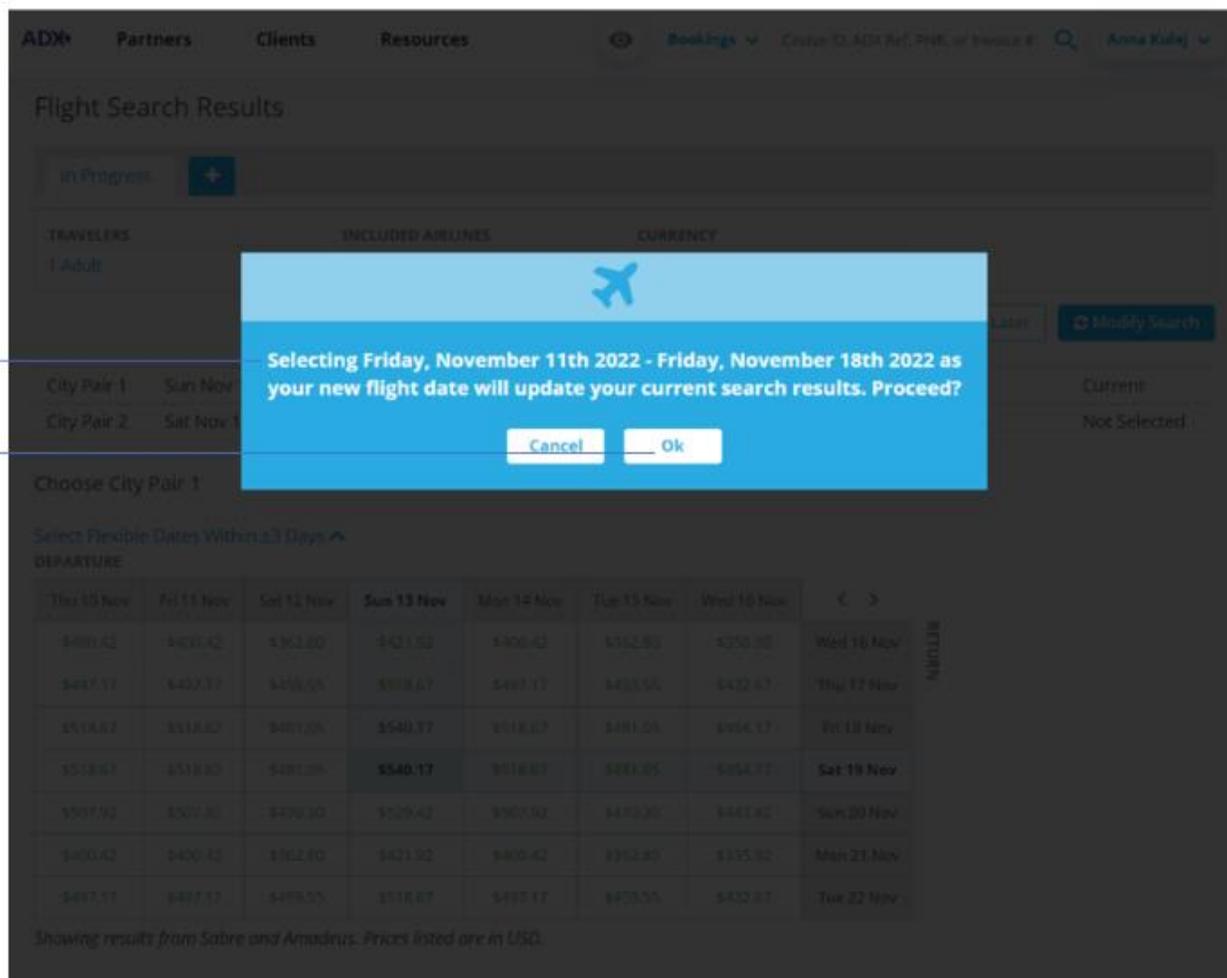
2. [Select Flexible Dates Within ±3 Days ^](#)

DEPARTURE							
Thu 10 Nov	Fri 11 Nov	Sat 12 Nov	Sun 13 Nov	Mon 14 Nov	Tue 15 Nov	Wed 16 Nov	< >
\$400.42	\$400.42	\$362.80	\$421.92	\$400.42	\$362.80	\$350.90	Wed 16 Nov
\$497.17	\$497.17	\$459.55	\$518.67	\$497.17	\$459.55	\$432.67	Thu 17 Nov
\$518.67	\$518.67	\$481.05	\$540.17	\$518.67	\$481.05	\$454.17	Fri 18 Nov
\$518.67	\$518.67	\$481.05	\$540.17	\$518.67	\$481.05	\$454.17	Sat 19 Nov
\$507.92	\$507.92	\$470.30	\$529.42	\$507.92	\$470.30	\$443.42	Sun 20 Nov
\$400.42	\$400.42	\$362.80	\$421.92	\$400.42	\$362.80	\$335.92	Mon 21 Nov
\$497.17	\$497.17	\$459.55	\$518.67	\$497.17	\$459.55	\$432.67	Tue 22 Nov

3. \$518.67

Showing results from Sabre and Amadeus. Prices listed are in USD.

	Steps		Notes
1.	Create and run air search	•	
2.	Press SELECT FLEXIBLE DATES button	•	<ul style="list-style-type: none"> • <i>A grid will open showing a price grid</i> • <i>Only available on regular search</i>
3.	Review new pricing options and press price button to change dates	•	<ul style="list-style-type: none"> • <i>Green indicates a lower fare</i> • <i>Red indicates a higher fare</i> • <i>Black indicates no change in price</i>



4.

5.

	Steps		Notes
4.	Review the new dates	•	
5.	Press OK to adjust the search to new dates	•	<ul style="list-style-type: none"> • Search results page will refresh with new date range • Press CANCEL to close and keep original dates

1.7.9. Accessing Seat Maps

Air seat maps are available during the initial flight search as well as on the trip services page after an air has been booked and/or ticketed. The air search seat map is a READ ONLY view meaning you can only see the options available; you cannot select seats before anything is booked. Once an air itinerary is booked or ticketed, you can access the seat map from the trip services page and select seats as permitted by the airline. Once seats are selected an advisor notification will be generated confirming the selection – no action is required.

Clients who have frequent flyers that open paid seats for free will be able to access these seats automatically as long as their frequent flyer number is in their profile. You cannot purchase seats through ADX. Please reach out to the Air Support team or the airline directly for paid seat access.

SEAT AVAILABILITY PREVIEW

LAX - JFK

SHOW ACCESSIBILITY SEATS

MAIN DECK

	A	B	C	D	E	F	
6	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	6
7	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	7
8	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	8
9	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	9
10	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	10
11	Regular	Regular	Regular	Regular	Regular	Regular	11
12	Regular	Regular	Regular	Regular	Regular	Regular	12
13	Regular	Regular	Regular	Regular	Regular	Regular	13
14	Regular	Regular	Regular	Regular	Regular	Regular	14
15	Regular	Regular	Regular	Regular	Regular	Regular	15
16	Regular	Regular	Regular	Regular	Regular	Regular	16
17	Regular	Regular	Regular	Regular	Regular	Regular	17
18	Occupied	Occupied	Occupied		Disability	Disability	18
19	Occupied	Occupied	Occupied		Disability	Disability	19
20	Regular	Regular	Regular	Regular	Regular	Regular	20
21	Regular	Regular	Regular	Regular	Regular	Regular	21

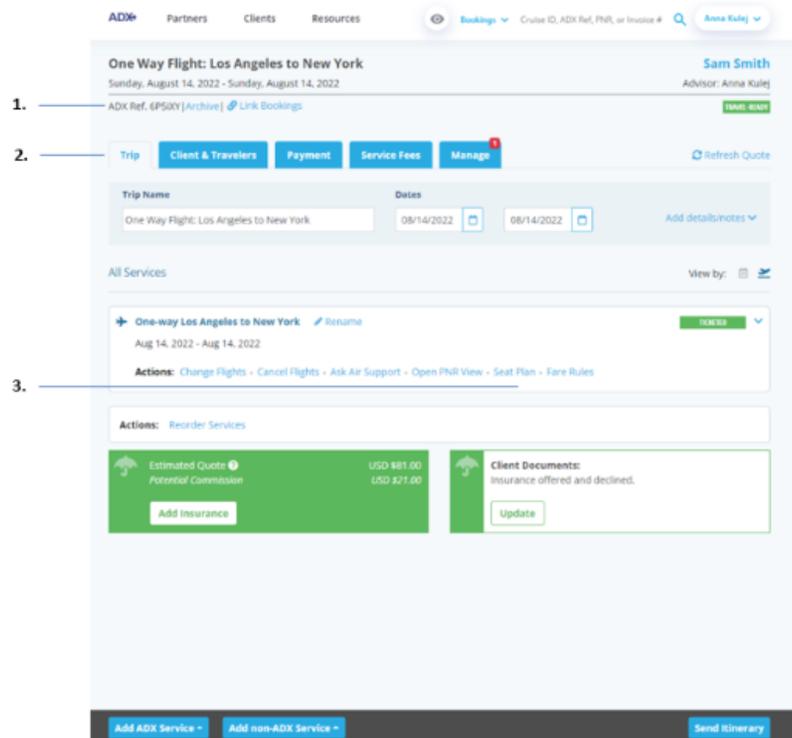
Legend:

- Regular seat: Available for selection
- Preferred seat: Reserved for loyalty card holder
- Chargeable seat: Additional payment required
- Disability seat: Reserved for disabled travelers
- Occupied seat: Not available

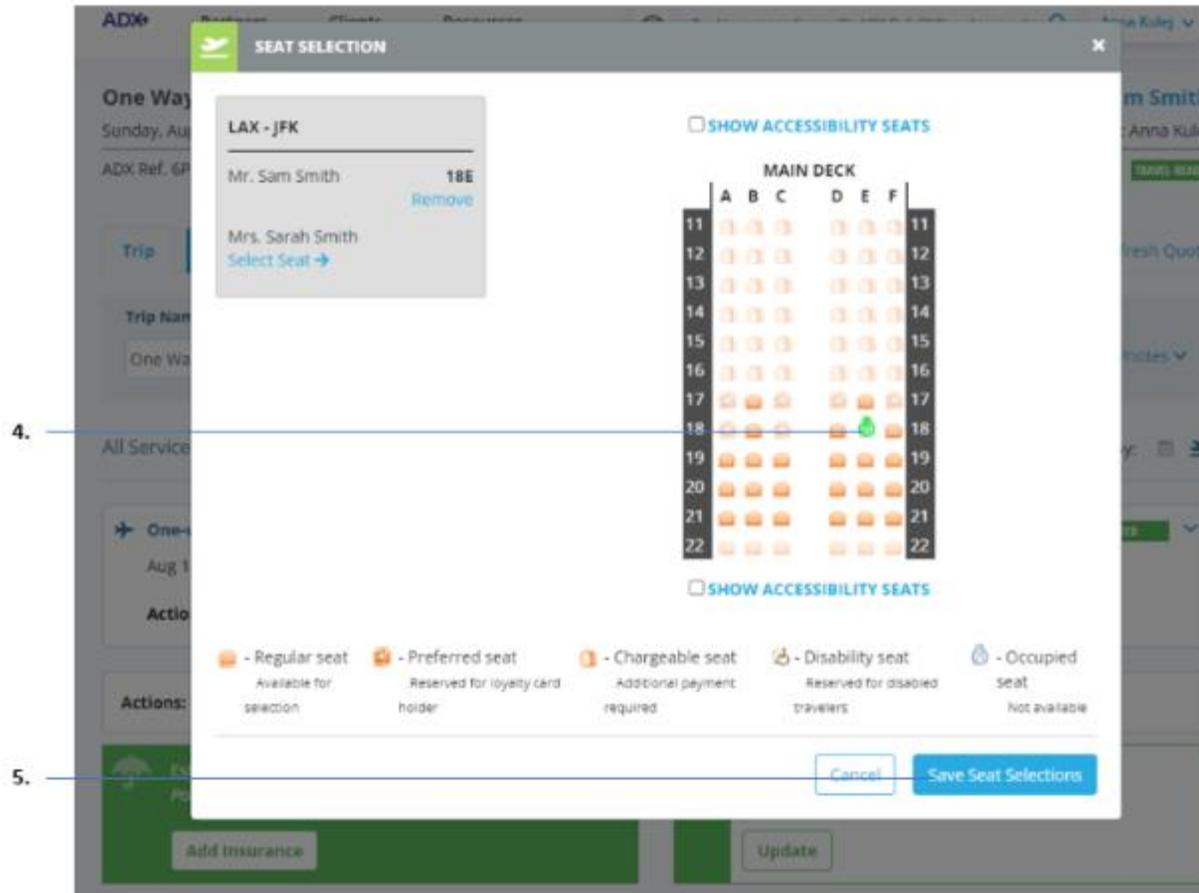
	Steps		Notes
1.	Run air search		<ul style="list-style-type: none"> •
2.	Press v on flight details		<ul style="list-style-type: none"> • <i>Next to ADD button</i> • <i>This will expand the details</i>
3.	Press VIEW SEAT PLAN		<ul style="list-style-type: none"> • <i>Seat map will be READ ONLY</i> • <i>You cannot select seats during a search</i>

1.7.9.2. Selecting Seats on Trip Page

Once an air option is booked or ticketed, seats can be selected directly on the Trip Services page TRIP tab.



	Steps		Notes
1.	Open ADX reference	•	
2.	Press TRIP tab	•	<i>Defaulted tab</i>
3.	Press SEAT PLAN	•	<i>Located in ACTION section</i> • <i>Service MUST be in BOOKED or TICKETED status to select seats</i>



☰	Steps	✎	Notes
4.	Click seat		<ul style="list-style-type: none"> •  Icon will appear on seat selected • Repeat for all travelers and segments
5.	Press SAVE SEAT SELECTION		<ul style="list-style-type: none"> • Overlay will close

AD06 Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # Anna Rulez

Trip Client & Travelers Payment Service Fees Manage Refresh Quote

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

All Services View by: [icon] [icon]

6. **One-way Los Angeles to New York** [Rename](#) **TERMINAL**

Aug 14, 2022 - Aug 14, 2022

Actions: [Change Flights](#) - [Cancel Flights](#) - [Ask Air Support](#) - [Open PNR View](#) - [Seat Plan](#) - [Fare Rules](#)

GDS: Sabre

PNR REF: (Sabre) FWOGGL
PNR REF: (AA) FWQHHD

AIR SUPPORT HOURS
 Mon-Fri: 10:00 am EDT - 7:00 pm EDT

AFTER-HOURS ASSISTANCE (Fees Apply)
PHONE #: 888-481-2064
CODE: S-4REG

SERVICE DETAILS

Sunday, August 14, 2022 - Los Angeles (LAX) to New York (JFK)

Los Angeles (LAX) to New York (JFK) **Duration: 5h 40m**
Aug 14, 2022

AMERICAN AIRLINES | Flight 2 **Departure:** Sun Aug 14 at 6:00 AM
 Class: Q **Terminal:**
 Cabin: Economy **Arrival:** Sun Aug 14 at 2:40 PM
 Aircraft: Airbus A321 (sharklets) **Terminal:** TERMINAL 8
 Baggage Allowance: 0 Pieces/Passenger

Passenger Name	Seat	Meal	Ticket Number
Mr. Sam Smith	18E	—	0017587923239
Mrs. Sarah Smith	19F	—	0017587923240

TRAVELERS COST & FEES

	Steps		Notes
6.	Press v on Trip Tab	•	<i>Expand the service details</i>
7.	Verify seat selection	•	

1.7.10. PNR View

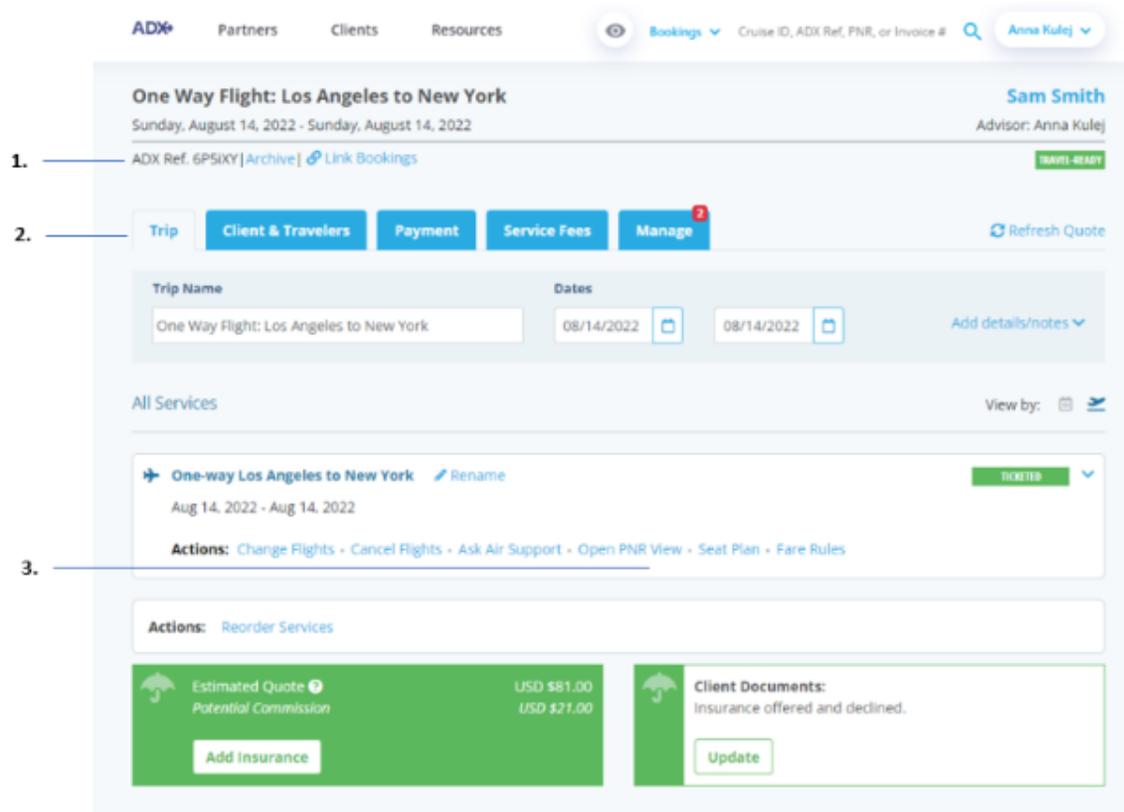
The PNR View (Sabre emulator)² is available for all ADX Air Sabre bookings. The emulator will allow advisors to change and manage their records themselves without having to access the air support team. Advisors will use regular Sabre commands to manipulate the booking and changes will reflect in ADX once completed. **Please note, any debit memos as a result of changes made via the emulator will be the responsibility of the advisor.**



² Only available for Sabre booked/ticketed itineraries

1.7.10.1. Accessing PNR View

The PNR view button is available on any Sabre booked or ticketed itinerary, in the action section of the trip tab.



☰	Steps	✍️	Notes
1.	Open ADX reference	•	
2.	Click TRIP tab	•	<i>Defaulted tab</i>
3.	Click OPEN PNR VIEW button	•	<i>Located under Actions section</i>

S Sabre PNR View - FWQGGL

i You are now using the Sabre Command Window. Committing changes to the PNR will void the "Debit Memo Guarantee" that Travel Edge provides for ADX bookings.

```

SABRE SESSION STARTED.

1.ISHETH/SAH 2.ISHETH/SARAH
1 AA 2Q 14AUG S LAXDFK HK2 600A 240P HRS /DCAA*FWQHG /E
2 0TH AA 8BFER W GK1 LAX/KEEP PNR TILL 02-23
TKT/TIME LIMIT
1.T-20JUN-6REG*AMS
PHONES
1.SNA1-800-387-2977-A
2.SNASS54445555-H
FORM OF PAYMENT DATA EXISTS *FOP TO DISPLAY ALL
CUSTOMER NUMBER - 5554445555
INVOICED
ADDRESS
TRAVEL EDGE
SUITE 1700, 333 CITY BLVD. WEST
ORANGE COUNTY, CA US
92868
PRICE QUOTE RECORD EXISTS - SYSTEM
SECURITY INFO EXISTS *P30 OR *P40 TO DISPLAY
GENERAL FACTS
3.SSR CTO1 AA HK1/5554445555
4.SSR CTO1 AA HK1/5554445555
REMARKS
1..S**TA/25
  
```

SABRE COMMAND SEE LIST OF SUPPORTED COMMANDS

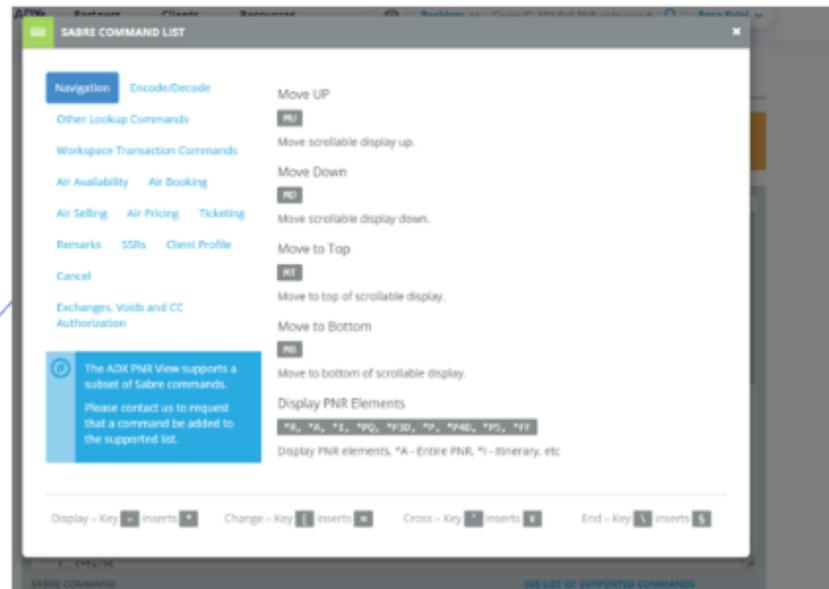
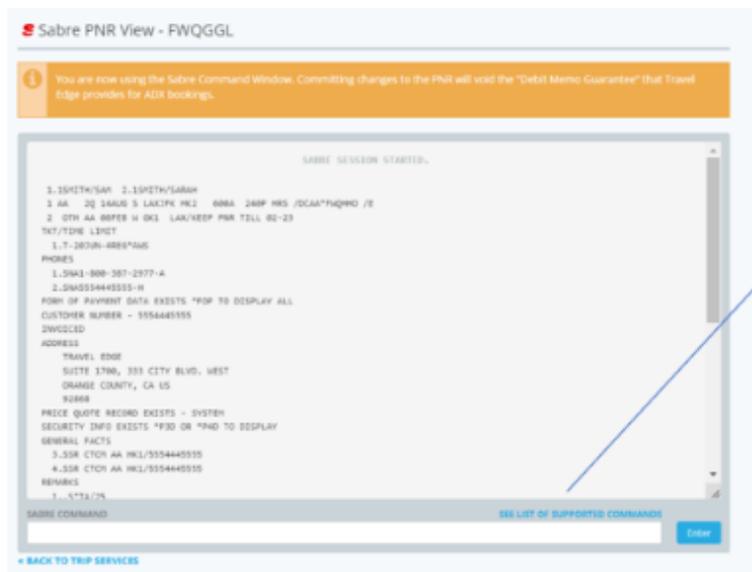
[← BACK TO TRIP SERVICES](#)

4.

	Steps		Notes
4.	Enter Sabre commands to review and change PNR	•	

1.7.10.2. Access Supported Commands

The PNR View supports a subset list of Sabre commands. A list of supported commands can be accessed through the emulator.



1.7.11. Adding and Reviewing Special Instructions

Special instructions or requests for special assistance such as wheelchair service or individual assistance, can be added to the record on the Client and Traveler tab of the reference. You can do this for each traveler associated with the trip. Information can be added on the record up until the time of travel and it will automatically synch on to the record for you. Once added, you can press the ADD/VIEW button to review the special instruction that were previously added to the record.

The screenshot displays the ADX* flight booking interface for a "One Way Flight: Los Angeles to New York" on Sunday, August 14, 2022. The interface includes a navigation bar with "Home", "Partners", "Clients", "Resources", "Bookings", and a search field. The main content area is titled "One Way Flight: Los Angeles to New York" and includes the flight details and the client's name, "Sam Smith".

Three numbered callouts point to specific elements:

1. Points to the "ADK Ref. 6P50Y [Archive] [Link Bookings]" text.
2. Points to the "Trip" tab in the navigation menu, which is currently selected. Other tabs include "Client & Travelers", "Payment", "Service Fees", and "Manage".
3. Points to the "Mr. Sam Smith | Client | Mar 23, 1998" entry in the "CLIENT AND TRAVELERS INFO" section.

The "CLIENT AND TRAVELERS INFO" section displays the client's name, phone number, and contact information for the trip. It includes a "CONTACT INFORMATION FOR THIS TRIP" section with checkboxes for "EMAIL ADDRESS" and "PHONE NUMBER". The "PHONE NUMBER" checkbox is checked, and the number "5554445555" is displayed. A "Show Details" link is visible next to each traveler entry.

At the bottom of the interface, there are buttons for "Add ADX Service", "Add non-ADX Service", and "Send Itinerary".

	Steps		Notes
1.	Open ADX reference		<ul style="list-style-type: none"> • <i>Booked or ticketed air services can request special instructions</i>
2.	Click CLIENT AND TRAVELERS		<ul style="list-style-type: none"> • <i>Second tab</i>
3.	Click SHOW DETAILS		<ul style="list-style-type: none"> • <i>Each traveler attached to the record will have a details section where you can add special instructions</i>

SS Mr. Sam Smith | Client | Mar 23, 1990 | [Hide Details](#)

TITLE: Mr. | FIRST NAME: Sam | MIDDLE NAME: optional | LAST NAME: Smith

GENDER: M F | DATE OF BIRTH: 23 Mar 1990 | NATIONALITY: United States | SAVE AS CLIENT

PASSPORT NUMBER: 1111111 | REDRESS NUMBER: | ISSUING COUNTRY: United States | KNOWN TRAVELER NUMBER: | EXPIRY DATE: 2 Jan 2025

✈️ One-way Los Angeles to New York HEATM

CONTACT EMAIL ADDRESS: No email provided. | CONTACT PHONE NUMBER: 5554445555

[Using client contact information - switch to per traveler contact details.](#)

SEATING PREFERENCE: Aisle | MEAL PREFERENCE: None

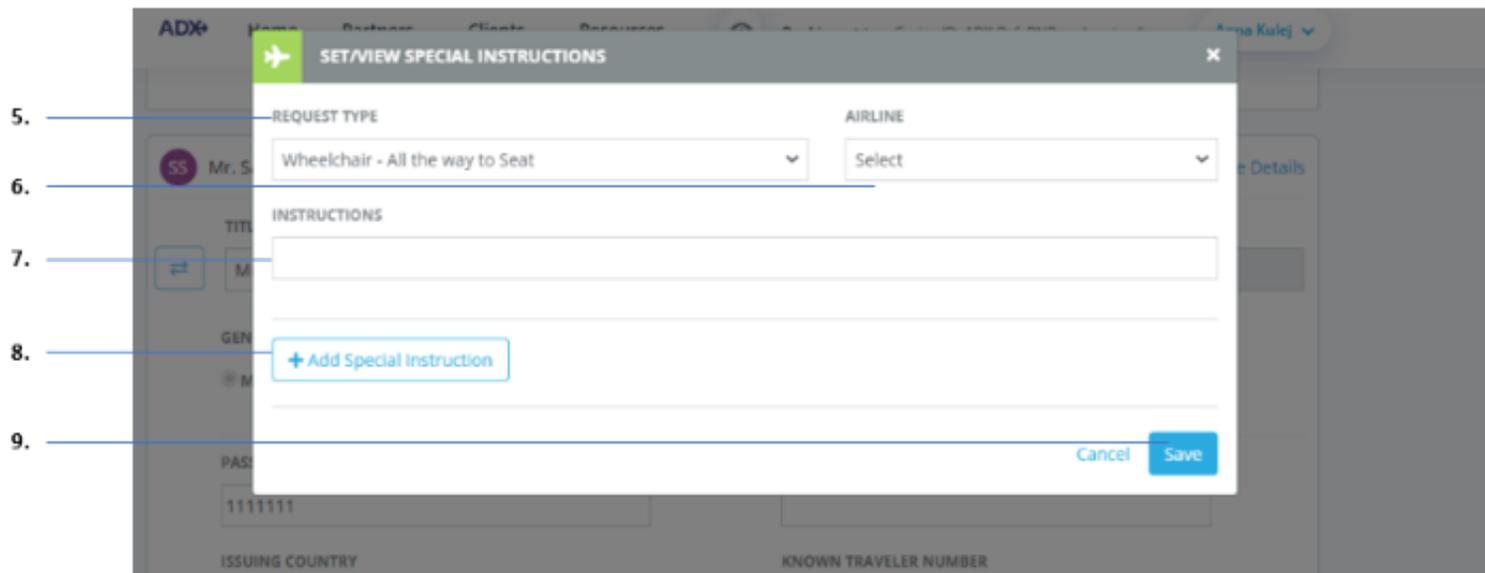
[+ Add Airline Loyalty Program](#)

[+ Add/View Special Instructions](#)

[Hide Details](#)

4.

	Steps		Notes
4.	Click ADD/VIEW Special Instructions	<ul style="list-style-type: none"> <li data-bbox="1125 1295 1837 1333">• Located at the bottom of each traveler section 	



	Steps		Notes
5.	Click V on request type		<ul style="list-style-type: none"> • <i>Select type from list</i>
6.	Click v on airline		<ul style="list-style-type: none"> • <i>Select airline – applicable when multiple flights are present on record</i>
7.	Type manual instructions – as needed		<ul style="list-style-type: none"> •
8.	Press Add Special Instructions to add another request		<ul style="list-style-type: none"> • <i>Repeat as needed</i>
9.	Press SAVE		<ul style="list-style-type: none"> •

1.7.12. Adding and Reviewing Frequent Flyer Numbers

Frequent flyers that are on the client and companion profiles will automatically be added to the record once the travelers are assigned. Frequent flyers can be reviewed through the client profile OR on a specific record under the Client and Travelers tab details section. If you need to add a number **AFTER** you have booked and/or ticketed a flight, this needs to be done on the specific reference for it to push on to the record. The new number once saved will update the client or companion profile automatically. Updating the client profile will NOT automatically add the new number to the existing records. Frequent flyers can be added up until the time of travel.

1. ADX Ref. EPS00Y [Archive] Link Bookings

2. Trip Client & Travelers Payment Service Fees Manage

3. Mr. Sam Smith | Client | Mar 23, 1990 | Show Details

Mrs. Sarah Smith | Companion | Jul 7, 1970 | Show Details

Save Changes

	Steps		Notes
1.	Open ADX reference		<ul style="list-style-type: none"> • <i>Booked or ticketed air services can request special instructions</i>
2.	Click CLIENT AND TRAVELERS		<ul style="list-style-type: none"> • <i>Second tab</i>
3.	Click SHOW DETAILS		<ul style="list-style-type: none"> • <i>Each traveler attached to the record will have a details section where you can add and review airline loyalty programs</i>

Mr. Sam Smith | Client | Mar 23, 1990 | [Hide Details](#)

TITLE: Mr. | FIRST NAME: Sam | MIDDLE NAME (optional): | LAST NAME: Smith

GENDER: M | DATE OF BIRTH: 23 Mar 1990 | NATIONALITY: United States | SAVE AS CLIENT

PASSPORT NUMBER: 1111111 | REDRESS NUMBER: | ISSUING COUNTRY: United States | KNOWN TRAVELER NUMBER: | EXPIRY DATE: 2 Jan 2025

✈️ One-way Los Angeles to New York TICKETS

CONTACT EMAIL ADDRESS: No email provided. | CONTACT PHONE NUMBER: 5554445555

[Using client contact information - switch to per traveler contact details.](#)

SEATING PREFERENCE: Aisle | MEAL PREFERENCE: None

[+ Add Airline Loyalty Program](#)

[+ Add/View Special Instructions](#)

[Hide Details](#)

4.

	Steps		Notes
4.	Click ADD Airline Loyalty Program	<ul style="list-style-type: none"> <li data-bbox="1129 1320 1724 1349">• Located at the bottom of each traveler section 	

Mr. Sam Smith | Client | Mar 23, 1990 | [Hide Details](#)

TITLE: FIRST NAME: MIDDLE NAME: LAST NAME:

SENDER: DATE OF BIRTH: NATIONALITY: SAVE AS CLIENT

PASSPORT NUMBER: ADDRESS NUMBER:

ISSUING COUNTRY: KNOWN TRAVELER NUMBER:

EXPIRY DATE:

One-way Los Angeles to New York [Details](#)

CONTACT EMAIL ADDRESS: CONTACT PHONE NUMBER:

Using client contact information – switch to per traveler contact details.

SEATING PREFERENCE: MEAL PREFERENCE:

LOYALTY AIRLINE: LOYALTY #:

[+ Add Airline Loyalty Program](#)

[+ Add/View Special Instructions](#)

[Hide Details](#)

Mrs. Sarah Smith | Companion | Jul 7, 1970 | [Show Details](#)

Check USA Requirements

[Done](#)

[New Traveler](#) [Save Changes](#)

5.

6.

7.

8.

	Steps		Notes
5.	Type in name of loyalty program		<ul style="list-style-type: none"> • <i>Type ahead will show airline name as you type</i>
6.	Type in loyalty number		<ul style="list-style-type: none"> •
7.	Press Add Airline Loyalty Program – as needed		<ul style="list-style-type: none"> • <i>Add multiple frequent flyers as needed</i>
8.	Press SAVE		<ul style="list-style-type: none"> • <i>Bottom of the traveler section</i>

1.7.13. Locating Air Fare Rules

It is important to understand the fare type you are offering and selling to your client and the rules that come along with that fare. Fare rules are available for your review before quoting an air option, on the trip reference once an air option is selected as well as on the client itinerary. The Fare rules link will organize the information by flight segment and category. Please click the specific category to review the rules.

 **FARE RULES** ×

These rules can be used for reference, if any details or flights are missing please confirm with the Air Support Team. If you need to provide change or refund penalty details to your client, please confirm with the Air Support Team for full terms and whether any current travel advisories may impact the changes.

Adult

LAX - JFK ← JFK - LAX >

RULE APPLICATION AND OTHER CONDITIONS	ELIGIBILITY	DAY/TIME
SEASONALITY	FLIGHT APPLICATION	ADVANCE RESERVATIONS/TICKETING
MINIMUM STAY	MAXIMUM STAY	STOPOVERS
TRANSFERS	COMBINATIONS	BLACKOUT DATES
SURCHARGES	ACCOMPANIED TRAVEL	TRAVEL RESTRICTIONS
SALES RESTRICTIONS	PENALTIES	HIP/MILEAGE EXCEPTIONS
TICKET ENDORSEMENTS	CHILDREN DISCOUNTS	TOUR CONDUCTOR DISCOUNTS
AGENT DISCOUNTS	ALL OTHER DISCOUNTS	MISCELLANEOUS PROVISIONS
FARE BY RULE	GROUPS	TOURS
VISIT ANOTHER COUNTRY	DEPOSITS	VOLUNTARY CHANGES
VOLUNTARY REFUNDS	NEGOTIATED FARES	INTERNATIONAL CONSTRUCTION

1.7.13.1. During Air Search

Run your air search and select your flights – if using Direct Sell, enter your search criteria and run your search. The fare rules are available BEFORE you quote or book an air option, at the bottom of the fare section.

USD \$2,963.30

City Pair: Los Angeles (LAX) to London (LHR)

Los Angeles (LAX) to London (LHR) - Mon Aug 15 Total Duration: 17h 47m

UNITED Los Angeles (LAX) to Denver (DEN)
 UNITED AIRLINES 1490 | Flight 1490
 Aircraft: Boeing 737-800
 Cabin Type: Economy
 Class: Y
 Brand: ECONOMY PARTIALLY REFUNDABLE
 Meal: Food and Beverage (for purchase)
 Baggage Allowance: 1 Piece/Passenger

Depart: Mon Aug 15 at 10:23pm
 Terminal: 7
 Arrive: Mon Aug 15 at 12:00pm
 Terminal: 2
 Duration: 2h 27m

UNITED Denver (DEN) to London (LHR)
 UNITED AIRLINES 342 | Flight 342
 Aircraft: Boeing 767-9
 Cabin Type: Economy
 Class: Y
 Brand: ECONOMY PARTIALLY REFUNDABLE
 Meal: Dinner
 Baggage Allowance: 1 Piece/Passenger

Depart: Mon Aug 18 at 08:20pm
 Terminal: 7
 Arrive: Tue Aug 18 at 12:30pm
 Terminal: 2
 Duration: 9h 30m

0 Layover in Denver: 8h 28m
 • Long Connection

Alternate Fares

	ECONOMY	ECONOMY PARTIALLY REFUNDABLE	ECONOMY FULLY REFUNDABLE	PREMIUM ECONOMY
LAX - DEN				
DEN - LHR				
Per Adult	USD 8944.30	USD \$2,963.30	USD \$1,548.30	USD \$1,295.30
Commission	0%	22%	22%	22%

Your Selected Fare

TRAVELLERS: 1 passenger/ Adult
 COST PER PASSENGER (INCLUDING TAXES & FEES): USD \$2,963.30
Total cost for 1 passenger: USD \$2,963.30

Please be aware that prices are not guaranteed until ticketed. ADX is not responsible for any price changes that occur. Any guarantees with regard to pricing, implied or otherwise that you may make to your clients.

Cancel Quote Book

Fare Rules Show price and baggage details

ESTIMATED COMMISSION: 22% = USD \$600.38

FARE RULES & RESTRICTIONS

These rules can be used for reference. If any details or flights are missing please confirm with the Air Support Team. If you need to provide change or refund penalty details to your client, please confirm with the Air Support Team for full terms and whether any current travel advisories may impact the changes.

Adult

LAX - LHR
 LAX - LHR

LAX - LHR Adult Fare Rules

REFUNDABLE/CL FEE
 VALIDATING CARRIER - UA

RULE APPLICATION AND OTHER CONDITIONS	ELIGIBILITY	BUY/TIME
CONDITIONS	FLIGHT APPLICATION	ADVANCE
SEASONALITY	MAXIMUM STAY	BOOKING/ACTIVATING
MINIMUM STOP	COORDINATIONS	STOPOVERS
TRANSFERS	ACCOMPANIED TRAVEL	BLACKOUT DATES
INCHARGES	PENALTIES	TRAVEL RESTRICTIONS
SALES RESTRICTIONS	CHILDREN DISCOUNTS	WARRANTAGE EXCEPTIONS
TICKET ENDORSEMENTS	ALL OTHER DISCOUNTS	TOUR CONDUCTOR DISCOUNTS
AGENCY DISCOUNTS	GROUPS	WHEELCHAIR PREVISIONS
FARE BY RULE	DEPOSITS	TOURS
VISIT ANOTHER COUNTRY	NEGOTIATED FARES	WARRANTY CHANGES
VOLUNTARY REFUNDS		INTERNATIONAL CONNECTIONS

RULE APPLICATION AND OTHER CONDITIONS

NOTE: THE FOLLOWING TEXT IS INFORMATIONAL AND NOT VALIDATED FOR AUTOPRICING
 TRAVEL/TALENT ROUNDTRIP STRUCTURE FARES FROM AREA 1
 TO AREA 2/3
 APPLICATION AREA
 THESE FARES APPLY FROM AREA 1 TO AREA 2/AREA 3

1.7.13.2. On the Trip Services Reference

Once an air service is quoted/booked/ticketed, the trip service reference will give you access to the fare rules on the Trip Tab Action section.

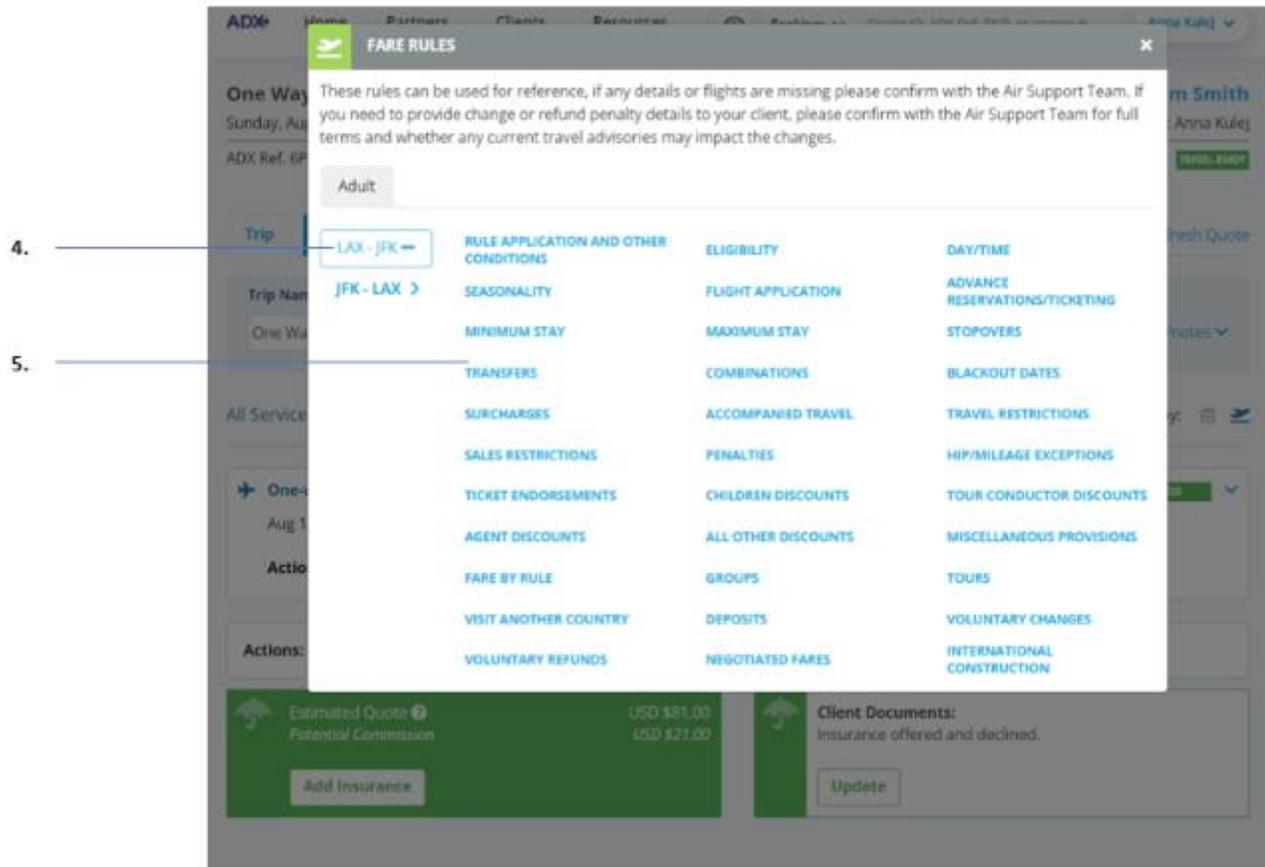
The screenshot displays the ADX system interface for a flight booking. At the top, there is a navigation bar with links for Home, Partners, Clients, Resources, Bookings, and a search field. The main header shows the flight details: "One Way Flight: Los Angeles to New York" for Sunday, August 14, 2022. The advisor is Sam Smith, and the advisor is Anna Kulej. A "Trip" tab is selected, with sub-tabs for Client & Travelers, Payment, Service Fees, and Manage. The Trip Name is "One Way Flight: Los Angeles to New York" and the Dates are "08/14/2022" to "08/14/2022". The "All Services" section shows a "One-way Los Angeles to New York" service for "Aug 14, 2022 - Aug 14, 2022". The "Actions" section includes "Change Flights", "Cancel Flights", "Ask Air Support", "Open PNR View", "Seat Plan", and "Fare Rules". The "Estimated Quote" section shows a potential commission of USD \$31.00. The "Client Documents" section shows "Insurance offered and declined".

1. ADX Ref. 6PS6XY [Archive] | Link Bookings

2. Trip

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

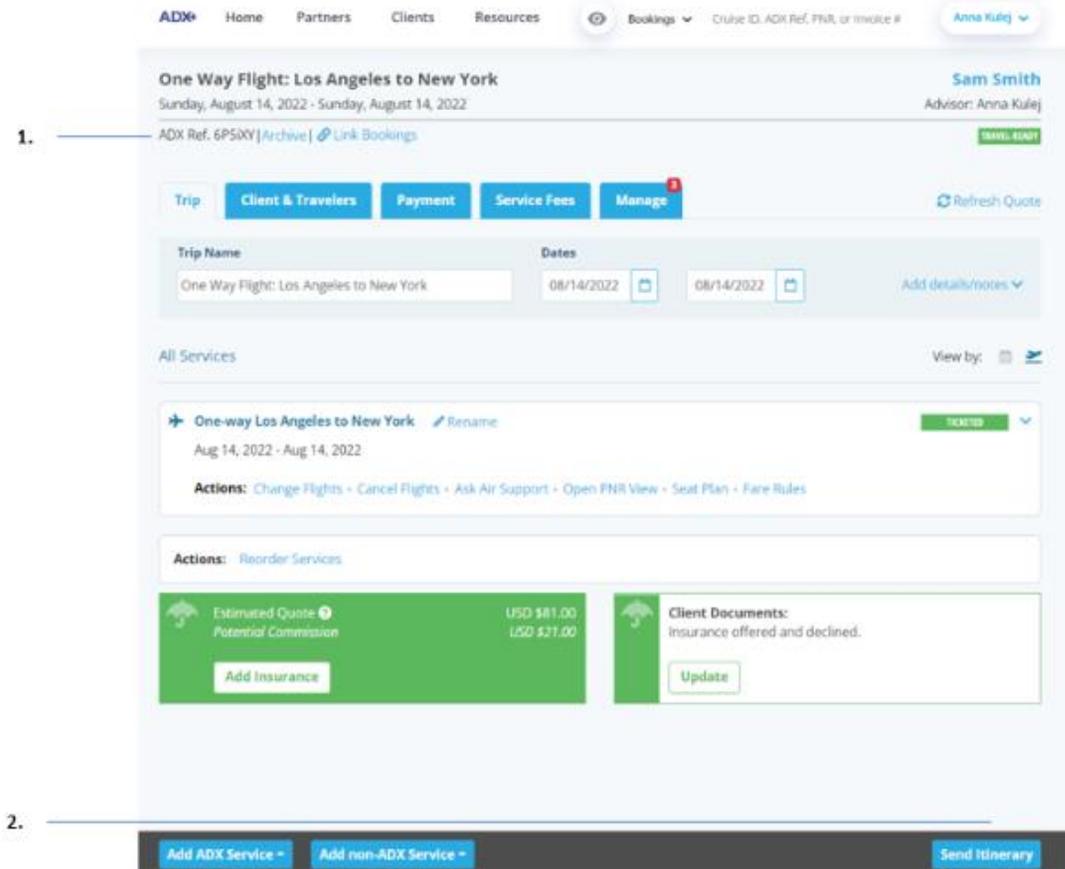
	Steps		Notes
1.	Open ADX reference		<ul style="list-style-type: none"> • <i>Quoted, booked, ticketed status</i>
2.	Click TRIP tab		<ul style="list-style-type: none"> • <i>Defaulted tab</i>
3.	Click Fare Rules to open fare rules		<ul style="list-style-type: none"> • <i>In Action section of air service</i>



☰	Steps	✍️	Notes
4.	Click the segment	•	
5.	Click the category	•	<i>Fare rules for that specific category will open</i>

1.7.13.3. On the Client Itinerary

Once an air option is added as a quote/booked/ticketed item on an ADX reference, the client itinerary will contain a link to the fare rules for the client to access.



☰	Steps	✎	Notes
1.	Open the ADX reference	•	
2.	Click SEND ITINERARY	•	<i>Located at the bottom of the page</i>

3. Sunday,
August 14,
2022

 **One-way Los Angeles to New York**

Airline Confirmation Number
AMERICAN AIRLINES - FWQHHO

Traveler:	Ticket Number:
Mr. Sam Smith	0017687923239
Mrs. Sarah Smith	0017687923240

// **AMERICAN AIRLINES Flight 2** Reference: FWQGGL

LAX	JFK	Duration	American Airlines 
Los Angeles	New York	5h 40m	
06:00 AM	02:40 PM		
Aug 14	Aug 14		
	Terminal B		

Cabin: Economy, Class: Q	Passenger Name	Seat
Aircraft: Airbus A321 (sharklets)	Sam Smith	10E
Brand: MAIN CABIN	Sarah Smith	10F
Baggage allowance: 0 for all travelers combined.		

4. [See Full Fare Rules & Restrictions \(http://te-clients.uat.te.td/air-fare-rules/5166687\)](http://te-clients.uat.te.td/air-fare-rules/5166687)

	Steps	 Notes
3.	Scroll to air section of the itinerary	•
4.	Click SEE FULL FARE RULES AND RESTICTIONS	•

1.7.14. Airline Notifications

Airline notifications will include anything put on a queue from the airline that needs the advisor's attention. Notifications will appear in the Notice Board on the main dashboard page and in the Manage tab on the trip services page.

Advisors will receive an email from ADX with the notification message in it. The manage tab will also show a little red number on the corner if there are unactioned messages on the service.

Types of Notifications

- Schedule change – MUST be actioned within ADX
- Seat selection confirmation
- Meal selection confirmation
- Ticketing deadline change
- Special instructions
- Duplicate booking warning
- Air team change notification
- Ticketing deadline missed
- Cancelled booking

Dashboard

The dashboard is titled 'MY QUOTES & BOOKINGS' and 'VIEW ALL'. It features a navigation bar with 'ALL', 'CRUISE', 'AIR', 'HOTEL', 'INSURANCE', and 'EXTERNAL'. Below this is a search bar for 'Find Client/Traveler' and filters for 'IS CLIENT' and 'IS TRAVELER'. A table lists various quotes with columns for Status, Agent, Client, Quote Name, Depart, Services, and Updated. Below the table is a 'CLIENTS TRAVELING IN THE NEXT 10 DAYS' section showing 'No clients traveling in the next 10 days'. To the right is a 'NOTICE BOARD' with a '+ Create' button and a list of notices, including 'ADX Ref. 7GWFB6 - Generic Notice' and 'ADX Ref. 6NAQJ5 - Generic Notice'.

There are
are informational

Trip Services Page

The Trip Services Page is titled 'One Way Flight: Los Angeles to New York' for 'Sunday, August 14, 2022 - Sunday, August 14, 2022'. It shows the advisor 'Sam Smith' and 'Advisor: Anna Kulej'. The page has tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. Below the tabs is a 'Notifications' section with a table of notifications for 'OneWay LAX - JFK' on 'Jun 20, 2022'. The table includes columns for 'Service', 'Date', and 'Notification'. Below this is a 'Sent Emails' section with the message 'There are no emails to display.'. To the right is a 'SUPPORT TICKETS' section with an 'Attach Ticket' button and a table with columns for 'Service', 'Date', and 'Message'. Below the table is a 'Bon Voyage & Welcome Home Email Messages' section with a checkbox for 'SEND BON VOYAGE AND WELCOME HOME EMAILS' and a text input field for 'SEND TO THE FOLLOWING EMAIL ADDRESSES'.

ired and informational. Notifications that require action are schedule changes, all other

³ Air team will work directly with advisor via email. Unactioned scheduled changes are subject to air support fees when having to action on advisor behalf

Action Required

- Press notification OR VIEW button OR Review button

ADX REF. 6N3YK7 - SCHEDULE CHANGES

Sarah Smith
Email: sarah@smith.com
Phone: 4165554545

PNR : PMVCRA
October 12, 2016
OneWay YYZ - IAD

	Original Schedule	Revised Schedule
City Pair 1	UA8274 YYZ-IAD	UA8274 YYZ-IAD
Flights	November 13, 2016 02:30pm November 13, 2016 04:00pm	November 13, 2016 12:30pm November 13, 2016 02:00pm
Duration	01:30:00	01:30:00
Warnings		
ACCEPT/REJECT COMMENTS	Please tell us why you are rejecting or accepting the changes here.	
	<input type="text"/>	
	<input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="Accept"/>	

- Review schedule change in orange

- Add comment to comment box

- Press REJECT or ACCEPT

Informational Only

- Review special instruction message

- If you need assistance contact Air Support team

ADX REF. 6N4PSV - SPECIAL INSTRUCTIONS

Sarah Smith
Email: sarah@smith.com
Phone: 4165554545

PNR : PMVCRA
October 12, 2016
OneWay YYZ - IAD

	Old	New
Seat Selection		
Traveler: Sarah Smith Flight No: NZ 1	No assignment	55J - Confirmed
Traveler: Jack Jones Flight No: NZ 1	No assignment	55K - Confirmed
Please review the special instructions from the airline. If you need assistance please contact the Air Support team for details.		
	<input type="button" value="Close"/> <input type="button" value="Hide"/>	

- Press HIDE to close

1.7.15. Air Support Actions

Air support can be accessed directly from the ADX reference Action section. Select from **ASK AIR SUPPORT, CHANGE FLIGHT, CANCEL FLIGHT** and submit an email request to the air team. Using these buttons will send all relevant information to the air team including the record locator, the traveler date and advisor info. It will also prioritize it based on the type of request and urgency related to travel date.

When pressing these buttons, a support ticket will generate to the internal air team to pick up during office hours⁴. Please do not submit multiple support requests. If you have an inquiry regarding an already submitted ticket, refer to the MANAGE tab for your ticket number and reach out to your branch manager for assistance.

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. 6P5iXY | [Archive](#) | [Link Bookings](#)

Sam Smith
Advisor: Anna Kulej

TRAVEL-READY

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

Trip Name **Dates**

One Way Flight: Los Angeles to New York 08/14/2022 08/14/2022 [Add details/notes](#)

All Services View by:

✈ 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](#)

⁴ Please reference the Accessing Support section for information on after hours, 247 VIP and technical support

1.7.15.1. Change Flight

Air support will assist in change requests to booked or ticketed air itineraries and does not include change requests for quoted items. Request will be made by pressing the CHANGE FLIGHT button on the reference directly. Change requests include traveler updates, flight updates and changes to booking class. On ticketed itineraries, the air team will notify advisor of any price changes before confirming the change. All communication will be done via email.

The screenshot displays the ADX system interface for a flight booking. The main content area shows a "One Way Flight: Los Angeles to New York" for Sunday, August 14, 2022. The advisor is Sam Smith, and the ADX reference is 6PS6XY. A navigation bar includes "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage". The "Manage" button is highlighted with a red circle and a red notification badge. A "CHANGE PNR" modal window is open on the right, containing instructions for non-ticketed flights and other changes, a remarks field, a "CC REQUEST TO" field for the recipient's email address, and "Cancel" and "Continue" buttons.

CHANGE PNR

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

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

REMARKS

CC REQUEST TO
Recipient's Email Address

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

Cancel Continue

1.7.15.2. Cancel Flight

Cancel requests are made directly through ADX on any booked or ticketed air itinerary. Cancel requests on booked services will auto cancel without air team assistance. Cancel requests on ticketed itineraries will be submitted to the air team to review the request and process the cancellation. Once the cancellation request is submitted, the itinerary will show a PENDING CANCEL status until the request has been processed. Air team will communicate via email any airline fees due for cancellations.

The screenshot displays the ADX interface for a flight booking. The main content area shows a "One Way Flight: Los Angeles to New York" for Sunday, August 14, 2022. The booking is managed by Sam Smith, with an advisor Anna Kulej. The status is "TRAVEL READY". The interface includes navigation tabs for Trip, Client & Travelers, Payment, Service Fees, and Manage. A "Manage" tab is highlighted with a red notification badge. Below the navigation, there are fields for Trip Name, Dates, and a "Refresh Quote" button. A list of services is shown below, including "One-way Los Angeles to New York" with a "Rename" option and a "TICKETED" status. A "CANCEL PNR" modal window is open on the right, prompting the user to add remarks for the cancellation request. The modal includes a "REMARKS" text area, a "CC REQUEST TO" field for the recipient's email address, and a checkbox for "THIS REQUEST IS URGENT". The modal also features "Cancel" and "Continue" buttons.

1.7.15.3. Ask Air Support

Have a question about a booked or ticketed air? Need to apply a credit to a booked itinerary? Pressing the ASK AIR SUPPORT button will allow you to submit a question on an air option that is BOOKED or TICKETED. Air support team will not be able to see any QUOTED air options in ADX and will not be able to assist in questions pertaining to anything quoted.

The screenshot displays the ADX user interface for a flight booking. The main content area shows a "One Way Flight: Los Angeles to New York" for Sunday, August 14, 2022. The booking status is "TICKETED". A modal window titled "ASK FOR HELP" is open, prompting the user to provide details for a request to the Air Support Team. The modal includes a "REMARKS" text area, a "CC REQUEST TO" field for the recipient's email address, and a checkbox for "THIS REQUEST IS URGENT". The "Continue" button is highlighted in blue.

ASK FOR HELP

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

REMARKS

CC REQUEST TO

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

Cancel Continue