



Quick Guide –
Special Instructions and Frequent Flyers
June 2022

Contents

1. Air Booking Guide	3
1.1. Adding and Reviewing Special Instructions	4
1.2. Adding and Reviewing Frequent Flyer Numbers	9

1. 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. 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 system interface for a flight booking. At the top, there is a navigation bar with options like Home, Partners, Clients, Resources, Bookings, and a user profile for Anna Kulej. The main heading is "One Way Flight: Los Angeles to New York" for Sunday, August 14, 2022. A navigation bar below the heading includes buttons for "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage". The "Client and Travelers Info" section shows contact information for "Mr. Sam Smith" and "Mrs. Sarah Smith". A "New Traveler" button is visible at the bottom left, and "Add ADX Service" and "Add non-ADX Service" buttons are at the bottom right. Three numbered callouts point to specific elements: 1. points to the "ADX Ref. 6PS0Y" link, 2. points to the "Client & Travelers" tab, and 3. points to the "Mr. Sam Smith" traveler entry.

	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>

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 TEXT

CONTACT EMAIL ADDRESS: No email provided. | CONTACT PHONE NUMBER: 5554445555
[Using client contact information - switch to per traveler contact details.](#)

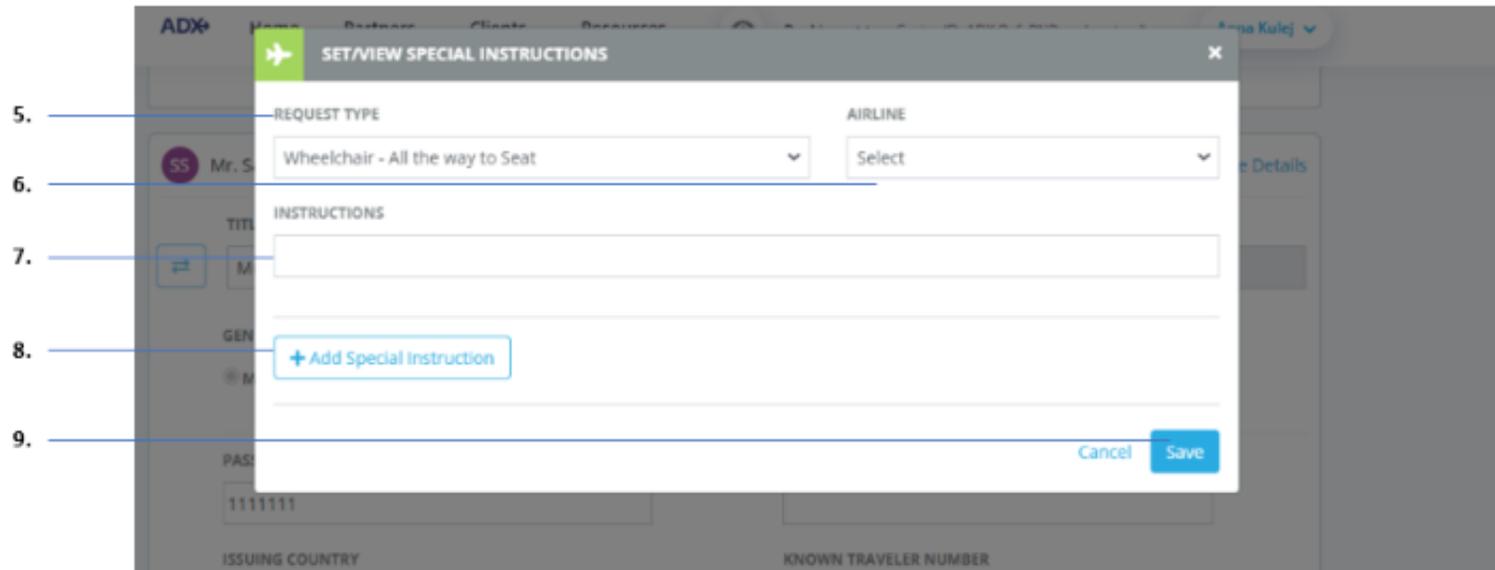
SEATING PREFERENCE: Aisle | MEAL PREFERENCE: None

[+ 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"> • 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	•
----	------------	---

1.2. 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.

The screenshot displays the ADX system interface for a flight booking. At the top, there is a navigation bar with 'Home', 'Partners', 'Clients', 'Resources', and 'Bookings'. The main header shows 'One Way Flight: Los Angeles to New York' for 'Sam Smith' on 'Sunday, August 14, 2022'. A 'Link Bookings' button is highlighted with a red '1'. Below this is a tabbed interface with 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. The 'Client & Travelers' tab is active, showing 'CLIENT: Sam Smith | Phone: 5554445555'. Under 'CONTACT INFORMATION FOR THIS TRIP', there are checkboxes for 'EMAIL ADDRESS' and 'PHONE NUMBER' (checked). A 'Show Details' link is next to the phone number. Below this, two traveler profiles are listed: 'Mr. Sam Smith | Client | Mar 23, 1990' and 'Mrs. Sarah Smith | Companion | Jul 7, 1970', each with a 'Show Details' link. A 'New Traveler' button is at the bottom left, and a 'Save Changes' button is at the bottom right. At the very bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.

1. — [Link Bookings](#)
2. — [Client & Travelers](#)
3. — [Show Details](#)

	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 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 TICKET

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"> • Located at the bottom of each traveler section

	Steps		Notes
5.	Type in name of loyalty program		<ul style="list-style-type: none"> Type ahead will show airline name as you type
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"> Add multiple frequent flyers as needed
8.	Press SAVE		<ul style="list-style-type: none"> Bottom of the traveler section