



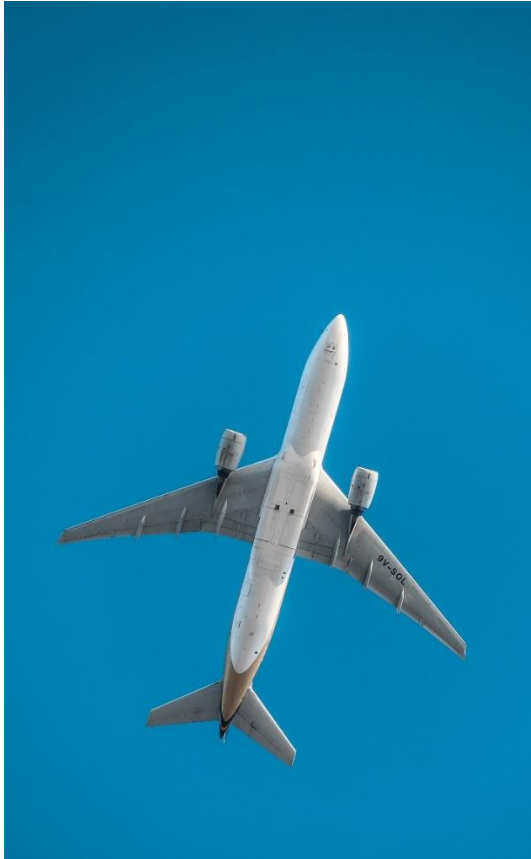
Quick Guide –
Air Support Actions
June 2022

Contents

- 1. Air Booking Guide 3
 - 1.1. Air Support Actions..... 4
 - 1.1.1 Change Flight 5
 - 1.1.2. Cancel Flight 6
 - 1.1.3. Ask Air Support 7

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. 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 hours¹. 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.

The screenshot shows the ADX user interface for a flight booking. At the top, there is a navigation bar with links for Home, Partners, Clients, Resources, and Bookings. A search bar contains the text "Cruise ID, ADX Ref, PNR, or Invoice #". The user's name, "Anna Kulej", is displayed in the top right corner. The main heading is "One Way Flight: Los Angeles to New York", with the dates "Sunday, August 14, 2022 - Sunday, August 14, 2022". The advisor is "Sam Smith" and the advisor's name "Anna Kulej" is also listed. The ADX reference number is "6P5iXY", with links to "Archive" and "Link Bookings". A green "TRAVEL-READY" button is visible. Below this, there are tabs for "Trip", "Client & Travelers", "Payment", "Service Fees", and "Manage" (which has a red notification badge with the number 3). A "Refresh Quote" button is also present. The "Trip Name" field contains "One Way Flight: Los Angeles to New York". The "Dates" section shows "08/14/2022" for both departure and arrival, each with a calendar icon. There is a link to "Add details/notes". Below the trip details, there is a section for "All Services" with a "View by:" dropdown menu. The main content area shows a flight summary: "One-way Los Angeles to New York" with a "Rename" link and a "TICKETED" status. The dates "Aug 14, 2022 - Aug 14, 2022" are listed. At the bottom, there are "Actions" including "Change Flights", "Cancel Flights", "Ask Air Support", "Open PNR View", "Seat Plan", and "Fare Rules".

¹ Please reference the Accessing Support section for information on after hours, 247 VIP and technical support

1.1.1 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 shows the ADX system interface with a flight booking for Los Angeles to New York. A red arrow points from the 'Manage' button in the main interface to the 'CHANGE PNR' modal window on the right.

One Way Flight: Los Angeles to New York
Sunday, August 14, 2022 - Sunday, August 14, 2022
ADX Ref. 6PS6XY | Archive | Link Bookings

Sam Smith
Advisor: Anna Kulej

Manage (indicated by a red arrow)

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**

1.1.2. 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 (Airline Development eXtension) interface. The main content area shows a flight booking for "One Way Flight: Los Angeles to New York" on Sunday, August 14, 2022. The booking is managed by Anna Kulej, with a "TRAVEL READY" status. The "Manage" button is highlighted with a red notification badge. A blue arrow points from the "Manage" button to the "CANCEL PNR" modal window.

The "CANCEL PNR" modal window contains the following fields and options:

- REMARKS:** A large text area for adding remarks.
- CC REQUEST TO:** A dropdown menu with "Recipient's Email Address" selected.
- THIS REQUEST IS URGENT:** A checkbox with the text "Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)".
- Buttons:** "Cancel" and "Continue".

1.1.3. 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 (Airline Development eXtension) interface. At the top, there's a navigation bar with links: Home, Partners, Clients, Resources, Bookings, and a search bar for Cruise ID, ADX Ref, PNR, or Invoice #. A user profile for Anna Kulej is visible. The main content area shows a flight booking for 'One Way Flight: Los Angeles to New York' on Sunday, August 14, 2022. The advisor is Sam Smith, and the ADX Ref is 6PS0XY. A 'TRAVEL READY' status is shown. Below this, there are tabs for Trip, Client & Travelers, Payment, Service Fees, and Manage. The 'Manage' tab is active, showing the trip name, dates (08/14/2022), and a 'Refresh Quote' button. A list of services is shown below, including 'One-way Los Angeles to New York' with a 'Rename' button and a 'TICKETED' status. A blue arrow points from the 'Ask Air Support' link in the 'Actions' section of the flight list to the 'ASK FOR HELP' modal.

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

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