



## Quick Guide – Hotel Payment

July 2022

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## 1. HOTEL BOOKING GUIDE

Search over 300,000 properties with a single tool that shows you exclusive offers and amenities. Book into partner properties and rates to unlock extra exclusives, pricing, as well as gain access into standard Sabre hotel rates without having to have Sabre access. Sell Hotel EDGE rates and increase your revenue by adding a markup amount to the rate. Build comparison options for your clients with up to four (4) different properties or different rates. Manage all your hotel bookings in one platform.



- Search over 300,000 properties with a single tool that shows your advisor exclusive offers and amenities to you and your client
- List and map views of search results
- Build a compare email to quote a client with up to 4 properties in a single click
- Easy to read, professional itineraries and invoices
- Add markup opportunities to EDGE rates
- Auto invoiced for finance commission tracking

## 1.1.HOTEL PAYMENT

Depending on the hotel provider that you selected, the payment will process will either:

- Sabre Hotels – Preferred rates, Sabre rates – Pass the credit card to the vendor to process financials
- EDGE hotels – EDGE pre-paid rates – Charge the clients credit card under Travel Edge/ADX Travel

Please be sure to verify the credit card number before submitting payment. ADX does not validate or verify the credit card for non EDGE rates meaning it simply passes the information to the hotel to authorize and charge as applicable. If the credit card number is invalid or the credit card does not allow the transaction, the hotel will reach out to the advisor directly for next steps. If you are unsure if your hotel booking has been confirmed please reach out to the hotel directly.

The screenshot displays the ADX Hotel Payment interface for a booking titled "Hotel Torino - 5 nights" from Sunday, August 14, 2022, to Friday, August 19, 2022. The interface is divided into several sections:

- 1. Credit Card:** A section with a "Credit Card" header and a "+ add Payment Method" button.
- 2. SERVICES READY TO BE PAID:** A table listing services and their costs. The table has two columns: "SERVICES READY TO BE PAID" and "COST".

SERVICES READY TO BE PAID	COST
<input checked="" type="checkbox"/> Hotel Torino, ROOM (Aug 14, 2022 - Aug 19, 2022) (Room reserved in full)	USD 846.28
<input type="checkbox"/> PAY Support Fee (PAY Support fee)	USD 99.00
<b>Total to be paid:</b>	<b>USD 945.28</b>
- 3. INSURANCE OFFERINGS:** A section with the heading "INSURANCE OFFERINGS" and a sub-heading "In some jurisdictions travel insurance to be offered to all clients. ADX includes messaging on all client documents about any insurance products that have been sold or declined. If insurance has been sold through ADX documents will automatically reflect this detail." It includes three radio button options: "Insurance Offered", "Insurance Purchased in ADX", and "Insurance Purchased".
- 4. PAYMENT DETAILS:** A section with a "PAYMENT DETAILS" header and a "PAYMENT METHOD" dropdown set to "CREDIT CARD". It includes a "TOTAL DUE" of USD 945.28 and a "GET CLIENT BILLING ADDRESS" checkbox. Below this are input fields for "BILLING ADDRESS", "CREDIT CARD NUMBER", "EXP. DATE", "CITY", "COUNTRY", "STATE/PROVINCE", and "ZIP/POSTAL CODE".
- 5. DISCLAIMER:** A section with the heading "Here is a disclaimer" and a paragraph of text: "The Payment Details section above requires that you collect and enter your client's confidential and personal information, including the client's residential address, credit card number, expiration date and cardholder number. You acknowledge and agree that you have obtained the consent of your client to collect and enter this information for the sole purpose of booking the product or service above, and that you will not use this information for any other purpose. Once you enter the information above you will not store or retain the information. You are solely responsible for verifying that your client is providing you with their credit card information and not credit card information that the client is not authorized to use."
- 6. Navigation:** A "Back to Trip Services" button and a "Go to Confirmation" button.

	Steps		Notes
1.	Select services to process payment		<ul style="list-style-type: none"> <li>• <i>Check services to process payment</i></li> <li>• <i>Uncheck services to remove from payment process</i></li> <li>• <i>Review payable amounts vs guarantee passthrough to the vendor</i></li> </ul>
2.	Add services fee – as required		<ul style="list-style-type: none"> <li>• <i>Add planning fees</i></li> <li>• <i>Add 24/7 VIP support</i></li> </ul>
3.	Select insurance offering		<ul style="list-style-type: none"> <li>• <i>Shows in Terms and Condition of client itinerary</i></li> </ul>
4.	Add credit card information		<ul style="list-style-type: none"> <li>• <i>ADX does NOT pull in or store credit card information</i></li> <li>• <i>Enter CC information including billing address</i></li> </ul>
5.	Read T&C's and check box		<ul style="list-style-type: none"> <li>• <i>You cannot continue to booking without checking the box</i></li> </ul>
6.	Press PROCES TRANSACTION button		<ul style="list-style-type: none"> <li>• <i>Hotel EDGE rates charge credit card right away</i></li> <li>• <i>Sabre/Preferred rates credit card info passed to the hotel to verify/charge at their discretion</i></li> <li>• <i>Hotel EDGE rate merchant will be Travel EDGE</i></li> </ul>



	<b>Steps</b>		<b>Notes</b>
7.	Verify BOOKED status on service level		<ul style="list-style-type: none"> <li>• <i>On Trip Services page TRIP tab</i></li> <li>• <i>Itinerary status will reflect ALL services</i></li> </ul>
8.	Press V to expand details		<ul style="list-style-type: none"> <li>•</li> </ul>
9.	Hotel terms and other information		<ul style="list-style-type: none"> <li>•</li> </ul>
10.	Verify confirmation number		<ul style="list-style-type: none"> <li>•</li> </ul>