

Quick Guide – Hotel Management

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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 MANAGEMENT

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

- Saved Hotel Search
- o Multiple Rooms
- \circ Hotel Results View
- Filtering Search Results
- o Hotel Rate Options
- Advisor Hotel Loyalty Program
- o Modify Hotel
- $\circ \quad \text{Cancel Hotel} \quad$
- o Adding Special Instructions
- o Editing Hotel Content for Itinerary

1.1.1. Saved Hotel Search

Commonly used hotel searches can be saved and accessed at any time. Enter the hotel 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.

	Saved Searches	Previous Searche	rs				
~	LEXINGTON COLLEC	TION					~
	New York, NY, USA 1 Room (2 Adults)		18 Sep 2022 -	24 Sep 2022		≭ Search 🗐	
HOTEL SEA						Cancel	
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New York				New York, Ny,	Usa 1 Room (2 /	Adults)	
New York							

1.1.1.1. CREATING SAVED SEARCHES

ADX+	Partners	Clients	Resources	•	Booki	ngs 🗸 Cruise	e ID, ADX Ref	, PNR, or Invoice #	Q Anna Ku
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Ar	nna Kulej	~	\$USD	~				Save for Lat	er 🛤 Sear
			1000					View Caused and Pr	nuinur Co

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

	NAME Eaton	Hotels Search			[
C NEW HOTEL SEA							
HOTEL SEARCH		SLAP	CH BT: B De	nnumen O Prop			
New York, NY, USA							
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09/18/2022	1	09/24/2022	6	6	*	1 ROOM, 2 ADULTS	
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QUIDTE OWNER		CURRENCY					
		Aunth				Contraction of the local division of the loc	

žΞ	Steps		Notes
3.	Enter name for search	• 1	Vill appear in list of existing saved searches
4.	Press SAVE	•	

			P SURANCE	CRUISE	INVOICE TOOL				
MEN AR SARCH									
Round-trap Ciramana Ma	4-05	4 Adults 1 Child, 1 In	tave 🔺 🔹	lance Openated					
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× = =	Steps		Notes
5.	Review saved search in list	•	

ADX+ Partners Clients Resources Bookings 🗸 Cruise ID, ADX Ref. PNR. or Invoice # 📿 Anna Kulej 🗸 ് Â 2 × $\mathbf{0}$ 1 1. BUILDER AIR INSURANCE CRUISE INVOICE TOOL ACTIVITY v ¥ ~ ~ ¥ ~ HOTEL SEARCH SEARCH BY: O Destination O Property Name Search for hotel, landmark, address, city, postal code or airport CHECK IN DATE CHECK OUT DATE NIGHTS ROOMS 0 0 4 07/05/2022 07/06/2022 1 1 ROOM, 2 ADULTS HOTEL CHAINS (OPTIONAL / MAX 3) Include O Exclude Enter hotel chain name or code QUOTE OWNER CURRENCY Save for Later Anna Kulej \sim \$USD ¥ View Saved and Previous Searches 🗸 2. SAVED SEARCHES PREVIOUS SEARCHES New York, Ny, Usa | 1 Room (2 Adults) Rome, Metropolitan City Of Rome, It... | 1 Room (2 Adults) Rome, Metropolitan City Of Rome, It... | 1 Room (2 Adults) Rome, Metropolitan City Of Rome, It... | 1 Room (2 Adults) All Saved & Previous Searches 3.

× = =	Steps	Notes
1.	Press HOTEL button	•
2.	Press VIEW SAVED AND PREVIOUS SEARCHES	•
3.	Click search in list OR press ALL SAVED AND PREVIOUS SEARCHES	•

1.1.1.2. ACCESSING SAVED SEARCHES

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				Canoel			
HOTEL SEARCH		SEARCH BY	manues O Property Seator				
Search For honel, lander	urit, address, city, postal co						
CHECK IN DATE	CHECK OUT DAT	E	NIGHTS	ROOMS			
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New York, Ny, Usa j 1				City Of Rome, tt., (1. Room (2 City Of Rome, tt.,) 1. Room (2 City Of Rome, It.,) 1. Room (2			

₹ ₹	Steps		Notes
4.	Click tab	• 9	Select Saved or Previous search tab
5.	Press SEARCH	• /	All search info will populate

1.1.2. Multiple Rooms

The request for multiple hotel rooms is done at the time of filling out your hotel search. Multiple room bookings is ONLY allowed on EDGE rates. Sabre and Preferred Partner rates do not allow multiple room bookings at once. You would need to book these rooms separately.

1. —	ADX Partners	Clients	Resources	ACTI	Bookir	INSURAN	NCE	Anna Kulej v	
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	Enter hotel chain na	me or code					Room 1		
	QUOTE OWNER		CURRENCY				ADULT CHILDREN		
	Anna Kulej	Ŷ	\$USD 👻				(12+ YRS) [2-12 YRS) 2 • 0 •		
3. —							+ Add Room	Done	
							USING ADX AS: Multiple Agen	ts	

××+	Steps	Notes
1.	Press HOTEL button	•
2.	Press icon on ROOMS	Opens rooms and travelers section
3.	Press ADD ROOM	•

ADX+	Partners	Clients	Resources	~	Bookings	 Cruise 	ID, ADX Ref, P	NR, or Invoice #	Q Anna Kulej
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C.	NEW HOTEL SEAF	RCH							
нот	EL SEARCH		SEARCH	BY: 🖲 Destina	tion O Proper	ty Name			
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CHE	CK IN DATE	0	HECK OUT DATE	N	IGHTS		ROOMS		
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нот	EL CHAINS (OPTIONAL	/ MAX 3)	🙂 Include 🤇) Exclude			> Room 1	2 Adults / 0	Children 🗙 Remov
Ent	er hotel chain nam	e or code					✓ Room 2	2 Adults / (0 Children × Remov
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STA	TUS ~ ADVISOR ~	CLIENT ~	QUOTE NAME ~			DEPAR	se	parately.	ok each room
	UOTE DC		Fairmont Hotel Mag	donald - 1 n	ghts	08.20.	+ Add Re		Done

¥≡	Steps	N	otes
4.	Indicate maturity and travelers	•	
5.	Press Add Room – as needed	•	
6.	Press DONE	• Searc	ch will run with number indicated

1.1.3. Hotel Results Views

The hotel results page can be viewed either in a LIST view or a MAP view. You can toggle between the two views before continuing to the rate selection page.

	New Quot	e						No Clie
	Hotel Sea	irch Resul	lts					
	in Progress							
	DESTINATION		FEDMITO	80	NONES			
	New York, M	r, usa	Sep 18 2022 - Sep 31 2022	1.0	toom (2 Adulto)			
						8.9	we for Later	O Modify Search
	Filters:							
	No filters appli	ied. Click on co	lumn headings to narrow down your search	results.				
view Toggle	List View	O Map View			Results: 1 - 2	5 of 310	ala aluis	
	EST. PROCESS	RATE	PROPERTY NAME -	DISTANCE Y			SHORTLIST	
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uits iisted	USD \$1,572	Ea	Four Seasons New York Downtown	0.19 mi	*****	Classic Availability		Select
ans instea	USD \$1,572 USD \$1,300	E a	Four Seasons New York Downtown The Langham New York Fifth Ave	0.19 mi 2.83 mi	*****	Check Availability Check Availability	0	Select Select
nts iistea	USD \$1,572 USD \$1,300 USD \$1,367	E A E A E A	Four Seasons New York Downtown The Langham New York Fifth Ave The Chatwal New York City	0.19 mi 2.83 mi 3.24 mi	*****	Check Availability Check Availability Check Availability	0	Select Select
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1.1.4. Filtering Search Results

Get the most out of the search results by applying filters to narrow down the options. Filters are available on the hotel results page as well as on the rate selection page. 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.

	ADX+ P	artners Clients	Resources	8	Bookings - Cruise	E ID, ADK Ref. PNR. or trivo	ce # Q Ann	a Kulej 🗸
	New Quote							No Client
	Hotel Search	Results						
	In Progress	•						
	DESTINATION	PROF	и/то	RO	OMS			
	New York, NY, USA	Sep	18 2022 - Sep 21 2022	18	loom (2 Adults)			
						85	ave for Later	2 Modify Search
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200 201	Rating: 3★ - 5★ ×							D Clear Filters
Clear filters								
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	USD \$1,300 E	a The Langham I	New York Fifth Ave	2.83 mi	Star Rating 3★ - 5★	lability	0	Select 🛩
	USD \$1,367 E	a. The Chatwal N	ew York City	3.24 mi	*****	Check Availability		Select 🛩
	USD \$695	a Smyth Tribeca		0.24 mi	****	Check Availability	D	Select 💙
	USD \$869	a The Wall Stree	t Hotel	0.52 mi	****	Check Availability	0	Select 💙
	USD \$651 E	a New York Mari	iott Downtown	0.52 mi	****	Check Availability	0	Select 💙
	USD \$1,031	a The Greenwich	Hotel	0.54 mi	*****	Check Availability		Select 💙

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usions and refundability	Show me: With brea	kfast included 🗌 Refundat	sie room rates	Results: 1 - 25 of 68 4 4 1 2 3 > 3 25 4
ding filters	Rate/Night 🛩	Total	Rate Type	
	MANHATTAN ACCE RATE/NIGHT USD \$1,370.00	TOTAL USD \$4,716.24	SCIENT BY RATE TYPE O Science All Control Control Cont	A-LUXURY BED-PREMIUM WIFI PP-ADV OFFER UP TO 20PCT OFF Details SHORTLIST Select
	MANHATTAN ROOM	KING-FLOOR 8-20-CITY		OOM-PREMIUM WIFI PP-ADV OFFER UP TO 20PCT OFF
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	MANHATTAN ROOM	I KING-FLOOR 8-20-CITY	VIEW 425SQFT-FULL MARBLE BAT	THROOM-PREMIUM WIFI ADV PURCHASE UP TO 20PCT OFF

1.1.5. Hotel Rate Options

ADX hotel will offer you 3 kinds of rates: Sabre, Preferred Partner, and Hotel EDGE. It's important to understand the difference between the three rates in order to select the best option for you and your client. For questions around the different rate types offered please reach out to the Advisor Services.

• Sabre Rates S

- Non-preferred rates
- o Standard non negotiated hotel rates available through the Sabre GDS
- o Amenities and cancellation policies vary
- $\circ \quad \text{Commission varies} \quad$
- o Possible eligibility for upgrades and loyalty point accrual
- \circ Paid in currency of the hotel
- o Merchant on the credit card is the hotel vendor

Preferred Partner Hotels and Rates 2

- o Individual preferred partner hotel programs such as the Four Seasons, Hilton Impresario, Mandarin Oriental Fan Club
- o Negotiated contracts for commissions and amenities
- No markup opportunity
- o Eligible for upgrades and loyalty point accrual
- Paid in currency of the hotel
- \circ $\;$ Merchant on the credit card is the hotel vendor $\;$

• Hotel EDGE Rates 🗄

- Rates supplied by HotelBeds and Travco
- Pre-Paid rates
- Guaranteed commission of 10%
- Markup opportunity on top of commission
- o Cancellation and modification policies vary
- Not eligible for upgrades or loyalty point accrual
- o Not eligible for amenities not included in the rate
- o USD currency only
- o Client will see Travel Edge/ADX Travel on their credit card statement

1.1.5.1. EDGE MARKUP POTENTIAL

Markup is ONLY available on EDGE options and would be added into the total cost of the room, clients would not see the markup breakout on their credit card statement. You MUST either add a markup \$ of % OR opt out to quote or book these rates. A selection must be made at the time of quoting.

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	- BACK TH HITTLE PROPERTY DETAIL				
	10280	The Longham New York	FISD. Ave		
		Check to Data San 18, 2022	Check-Out Date Sep 31 2022		
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		Role Name: Orline Sale			
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king No, thank you

button to save

1.1.6. Advisor Hotel Loyalty Program

Add your Advisor Hotel Loyalty number for Hyatt, Four Seasons and Fairmont hotels to your profile and have the number saved on each booking every time you book an applicable hotel and rate. The loyalty number can be accessed through the advisor profile page on the communication tab. You can store, edit, and delete numbers as needed through this page.

The loyalty number MUST be entered on the profile before the booking has been confirmed. Adding a number after booking will not automatically pass the number to the hotel. You will need to call the hotel and manually add the number.

Set Advisor Loyalty Number for Hotels		^
SELECT HOTEL CHAIN	ENTER ADVISOR LOYALTY NUMBER	
Hyatt 🗸		Add
EXISTING ADVISOR LOYALTY NUMBERS		
HOTEL	ADVISOR LOYALTY NUMBER	
Hyatt	1222B1	Edit Delete
Four Seasons	7777B12	Edit Delete
Fairmont	555555	Edit Delete

ADX+	Partners	Clients	Resources	O Book	ings 🧹 Cruise ID, ADX	Ref, PNR, or Invoice #	A My Profile Reports
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1.	Press the V button nest to name	• E	xpands down
2.	Press MY PROFILE	•	

	ADDP Partners Clients Resources	
3.	Image: Communication Profile Image: Communication Profile Image: Communication Profile Image: Communication Profile Communication Profile Sharing Set Change Sharing Sharing Customize default Change prosvered Control the appearance and contents of emails and documents. Share access to your bookings with other ADM. Customize default	
	Communication Profile Update Public Public Public Update Public Publ	
	Please click on the headings below to update the various communication profile items.	
	Specify Your Address and Upload Your Portrait	
	Brand Settings 🗸	
	Upload Your Logos 🗸	
	Define Standard Notes for Inclusion in Client Itineraries	
	Define Standard Service Descriptions for Planning Fee Agreements 🗸 🗸	
	Customize Body Text of Itinerary Emails	
	Define Your Email Signature Block	
	Customize Body Text of Bon Voyage and Welcome Home Emails 🗸 🗸	
4.	Set Advisor Loyalty Number for Hotels	-
5.	SRLECT HOTEL CHAIN ENTER ADVISOR LOYALTY NJMBER	ь. 7.
	Existing Advisor LovaLty NumBERS HoteL Advisor LovaLty NumBER Hyatt 122281 Edit Delete Four Seasons 7777812 Edit Delete Fairmont 55555 Edit Delete	

×Ξ	Steps		Notes
3.	Press COMMUNICATION PROFILE button	•	Defaulted to this section
4.	Press v button on SET ADVISOR LOYALTY NUMBER FOR HOTELS	•	Located at the bottom of the list
5.	Select hotel chain	•	Select from Hyatt or Four Seasons or Fairmont
6.	Enter loyalty number	•	
7.	Press ADD	•	Loyalty number will appear in a list below

1.1.7. Modify Hotel

Bookings can be modified through ADX after booking **provided the rate permits modifications**. Modifications will include duration, rooms and rates. The modify button under the action section of the trip tab will open up the modify options.



	ADX Partners Clients Resources Bookings Cruise ID, ADX Ref, P	NR, or Invoice # Anna Kulej ~
	New York Marriott Downtown - 6 nights Sunday, September 11, 2022 - Saturday, September 17, 2022	Sam Smith Advisor: Anna Kulej
1. —	ADX Ref. 6P5iZL Archive 🥜 Link Bookings	TRAVEL-REALTY
2. —	Trip Client & Travelers Payment Service Fees Manage	C Refresh Quote
	Trip Name Dates	
	New York Marriott Downtown - 6 nights 09/11/2022	Add details/notes 🗸
	All Services	View by: 🗐 👱
	🛤 New York Marriott Downtown 🥒 Rename	acosto 💉
3. —	Actions: Modify - Cancel - Add/Modify Special Instructions	

¥ ₹	Steps		Notes
1.	Enter request information	•	
2.	Enter comments – as needed	•	
3.	Press MODIFY	•	



 >>>	Steps		Notes
4.	Enter request information	•	
5.	Enter comments – as needed	•	
6.	Press MODIFY	•	

1.1.8. Cancel Hotel

Itineraries can be cancelled through ADX after booking provided the rate allows cancellations. Once cancellation has been requested a confirmation for the cancellation will be provided and the service will reflect the CANCELLED status.



	New York Marriott Downtown - 6 nights Sunday, September 11, 2022 - Saturday, September 17, 2022	Sam Smith Advisor: Anna Kulej
1. —	ADX Ref. 6P5iZL Archive 🧬 Link Bookings	TRAVEL-READY
2. —	Trip Client & Travelers Payment Service Fees Manage	C Refresh Quote
	Trip Name Dates	
	New York Marriott Downtown - 6 nights 09/11/2022 1 09/17/2022	Add details/notes 🗸
	All Services	View by: 🗎 👱
	Sep 11, 2022 - Sep 17, 2022	BOOKED
3. —		

××=	Steps		Notes
1.	Open ADX reference	•	
2.	Press TRIP tab	• [efaulted tab
3.	Press CANCEL	•	



¥. ≓	Steps		Notes
4.	Enter remarks	•	
5.	Press SEND CANCELLATION REQUEST	•	

1.1.9. Adding Special Instructions

Special instructions or requests can be added to any Sabre and Travel Edge preferred rate through the Trip Services Page. Currently you will not be able to add special instructions to any booked EDGE rates. Please note when adding special instructions, it is up to the advisor to ensure the hotel will honor the requests. ADX does not guarantee the hotel will review or honor any requests sent.



	ADX Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice #	Anna Kulej 🐱
	New York Marriott Downtown - 6 nights Sunday, September 11, 2022 - Saturday, September 17, 2022	Sam Smith Advisor: Anna Kulej
1	-ADX Ref. 6P5iZL Archive & Link Bookings	TRAVEL-READY
2.	Trip Client & Travelers Payment Service Fees Manage	C Refresh Quote
	Trip Name Dates New York Marriott Downtown - 6 nights 09/11/2022 09/17/2022 0	Add details/notes 🛩
	All Services	View by: 📋 🞽
	Sep 11, 2022 - Sep 17, 2022	BOOKED
3.	Actions: Modify - Cancel - Add/Modify Special Instructions	

žΞ	Steps		Notes
1.	Open ADX reference	•	
2.	Click TRIP tab	• []	efaulted tab
3.	Press ADD/MODIFY SPECIAL INSTRCUTIONS button	• L	ocated in Action section of Trip tab



₹ ₹	Steps		Notes
4.	Enter request information	•	
5.	Enter comments – as needed	•	
6.	Press SAVE SPECIAL INSTRUCTIONS	•	

1.1.10. Editing Hotel Content for Itinerary

Sometimes the hotel itinerary can become lengthy based on the descriptions that the hotel provides. You can edit descriptions for the hotel overview, the hotel benefits and rate description on the trip services page. You can locate the EDIT buttons on the trip tab under the service details section for any hotel. Changes made will then reflect on the Itinerary document and the trip services page details section will show an "edited version" flag on the section that was revised. Once changes are made the option of reviewing and reverting back to the original text is also possible for each section.

SERVICE DETAILS	
Rate Name: MARRIOT	T SENIOR DISC.
Rooms: 1 Room (2 Adu	lts)
Reference #: TQWHKE)
Confirmation #: 8858	5367
Hotel Overview: Edited	Version
DESCRIPTION TEST	
- Hotel	
Additional Property De	scription -
Make y	Subcon-
Read more	
📽 Edit Hotel Overview	
Hotel Benefits: (Edited)	/ersion
BENEFITS TEST	
🖉 Edit Hotel Benefits	
Rate Description: (Edit	ed Version
DESCRIPTION TEST	
MARRIOTT SENIOR DIS	COUNT, INCLUDES 62 YEARS AND OLDER VALID ID REQUIRED, DELUXE GUEST ROOM, 2 DOUBLES A DAILY
DESTINATION FEE OF L	ISD 25 PLUS TAX WILL BE ADDED TO THE ROOM RATE AND INCLUDES A FOOD AND BEVERAGE CREDIT OF
INTERNET, FOR A FEE, (COFFEE/TEA MAKER, TV MARRIOTT SENIOR DISCOUNT - AVAILABLE TO GUESTS 62 YEARS OF AGE OR OLDER I
- PROOF OF AGE ELIGIE	BILITY REQUIRED AT CHECK-IN - LIMIT OF TWO ROOMS PER NIGHT
Read less	
🖉 Edit Rate Descriptio	n
Read less 🕜 Edit Rate Descriptio	n





Q Anna Kulej 🗸

Sunday, September 11, 2022

New York Marriott Downtown

5 WEST ST AT ALEANY ST	Guests
Aanhattan - Wall Street / Finanical District	Mr. Gam Smith
lew York, New York, 10006,	
Inited States	
tione: 1-212-3854900	

// Description Test

Oheok-in	Stay	Confirmation Number: 88586367-
Sep 11, 2022	6 Nighta	Record Locator: TOWHKD
Amenities		
Parking	Concierge	Recreation facilities
High Speed Internet	Rollaway Bed Available	Convention Center
Dry cleaning	Dining Room	Meeting Room Available
Fitness Center	Family Room	
Crib Available	Business Center	

DESCRIPTION TEST

Year Built - 1990 Year Remodeled - 2008 Additional Property Description -Make your escape to New York Marriott Downtown, a brilliant hotel located in the heart of lower Manhattan, Situated in NYC*s Financial District, we offer travelers a perfect vantage point from which to discover this ever-changing part of the city. Nearby attractions include Battery Park, Wall Street, the 9/11 Memorial and the shops and restaurants of Brookfield Place. After a busy day exploring downtown Manhattan, relax in our modern guest rooms and suites, some of which boast scenic views of the Hudson River. When hunger strikes, make your way to Bill's Bar and Burger, one of NVC*s most beloved burgers joints if you*re in the mood for a workout, don't miss visiting our revamped fitness center. For those traveling to Manhattan on business, take advantage of our modern business facilities and 12,000 square feet of flexible meeting room space. Whether it's for a romantic weekend getaway or an extended corporate stay, New York Marriott Downtown is the perfect destination for your NYC adventure.

Rate Description

DESCRIPTION TEST

GUEST ROOM, 2 DOUBLES & DAILY DESTINATION FEE OF USD 25 PLUS TAX WILL BE ADDED TO THE ROOM RATE AND INCLUDES & FOOD AND BEVERAGE CREDIT OF USD 25 AND MOREI MAX OVER INAMEN, & CLEDER RELIEVE DOOM IT DOUBLES, MAKE EDITOR, 91400ET PROPORTING



žΞ	Steps		Notes
1.	Open ADX reference	•	
2.	Press v on service	• H • L	lotel details will expand ocated on TRIP tab



ĭ ₹	Steps		Notes
3.	Scroll down to SERVICE DETAILS section	• 4	After rate information
4.	Press EDIT button of section to update	• E	Edit available for Hotel Overview, Hotel Benefits and Rate Description sections
5.	Format the details as needed by entering own text	•	
6.	Press SAVE	• \ c	/iew Original will let you go back to what was originally there Cancel will close the section without saving edits
7.	Confirm the EDITED VERSION flag	• E	dit to revert back to original text