



## Quick Guide – Modify, Cancel, Special Instructions

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 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
- Multiple Rooms
- Hotel Results View
- Filtering Search Results
- Hotel Rate Options
- Advisor Hotel Loyalty Program
- Modify Hotel
- Cancel Hotel
- Adding Special Instructions
- Editing Hotel Content for Itinerary

### 1.1.1. 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.

The screenshot displays the ADX interface with a 'MODIFY BOOKING' modal window open. The modal contains the following elements:

- Header:** 'MODIFY BOOKING' with a close button (X).
- Text:** 'Please select from the list below the service modification you would like to perform. **You may only perform one modification at a time.**'
- Buttons:** Three buttons for modification options: 'MODIFY STAY DURATION' (highlighted in blue), 'MODIFY ROOMS', and 'MODIFY ROOM RATE'.
- Form Fields:** Two date pickers labeled 'CHECK IN' and 'CHECK OUT'. The 'CHECK IN' field is set to '09/11/2022' and the 'CHECK OUT' field is set to '09/17/2022'. Both fields have a calendar icon to the right.
- Action:** A blue 'Save Changes' button at the bottom right of the modal.

The background interface shows a booking for 'New York Marriott Downtown' with a 'TRAVEL-READY' status. The 'All Services' section lists the booking with a 'Modify' action button. The top right of the interface shows the user 'Anna Kulej' and the advisor 'Sam Smith'.

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

ADx Ref. 6P5IZL | Archive | Link Bookings Sam Smith  
Advisor: Anna Kulej

1. ——— ADX Ref. 6P5IZL | Archive | Link Bookings TRAVEL READY

2. ——— Trip Client & Travelers Payment Service Fees Manage Refresh Quote

Trip Name Dates

New York Marriott Downtown - 6 nights 09/11/2022 09/17/2022 Add details/notes

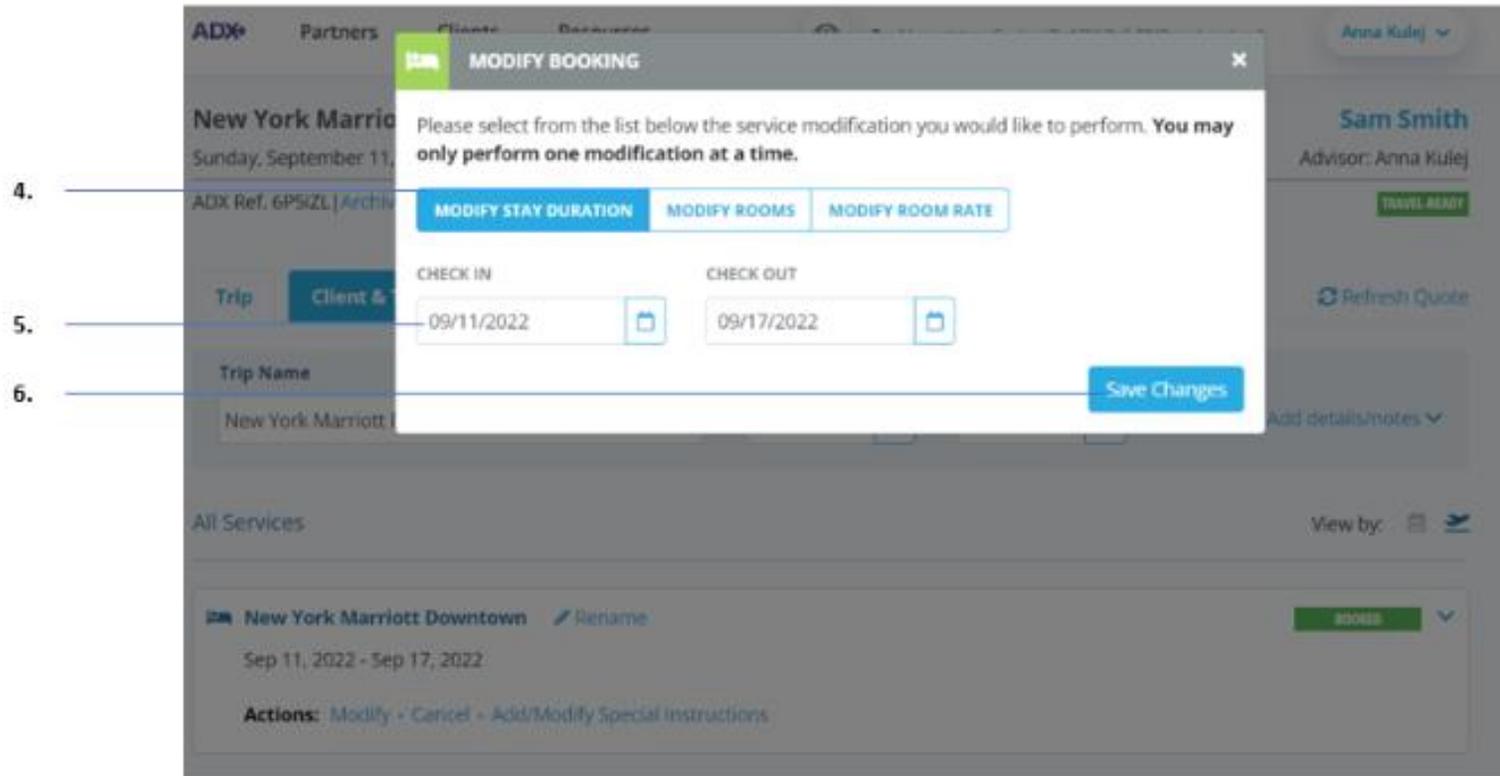
All Services View by:

3. ——— **New York Marriott Downtown** Rename BOOKED

Sep 11, 2022 - Sep 17, 2022

**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               | •  |       |

### 1.1.2. 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.

The screenshot displays the ADX user interface with a modal dialog box titled "CANCEL PNR" in the foreground. The background shows a booking page for a "New York Marriott" trip from Sunday, September 11, 2022, to Sunday, September 17, 2022. The ADX Ref. is 6P5iZL. The user is identified as Anna Kulej, and the advisor is Sam Smith. The booking status is "TRAVEL-READY".

The "CANCEL PNR" modal dialog contains the following elements:

- Header:** "CANCEL PNR" with an information icon and a close button.
- Text:** "Please add remarks for your request below for the changes to be processed. Once the process is complete, you will see a message in your notifications list."
- REMARKS:** A text input field containing "Please cancel the booking".
- CC REQUEST TO:** An empty text input field.
- THIS REQUEST IS URGENT:** A checkbox that is currently unchecked. Below it, the text reads: "Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)".
- Buttons:** "Cancel" and "Send cancellation request".

The background booking page includes a "Trip" tab, "Client & Travel" details, "All Services" section, and "Actions: Modify · Cancel · Add/Modify Special Instructions".

**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

Refresh Quote

Trip Name

Dates

New York Marriott Downtown - 6 nights

09/11/2022

09/17/2022

[Add details/notes](#)

All Services

View by:

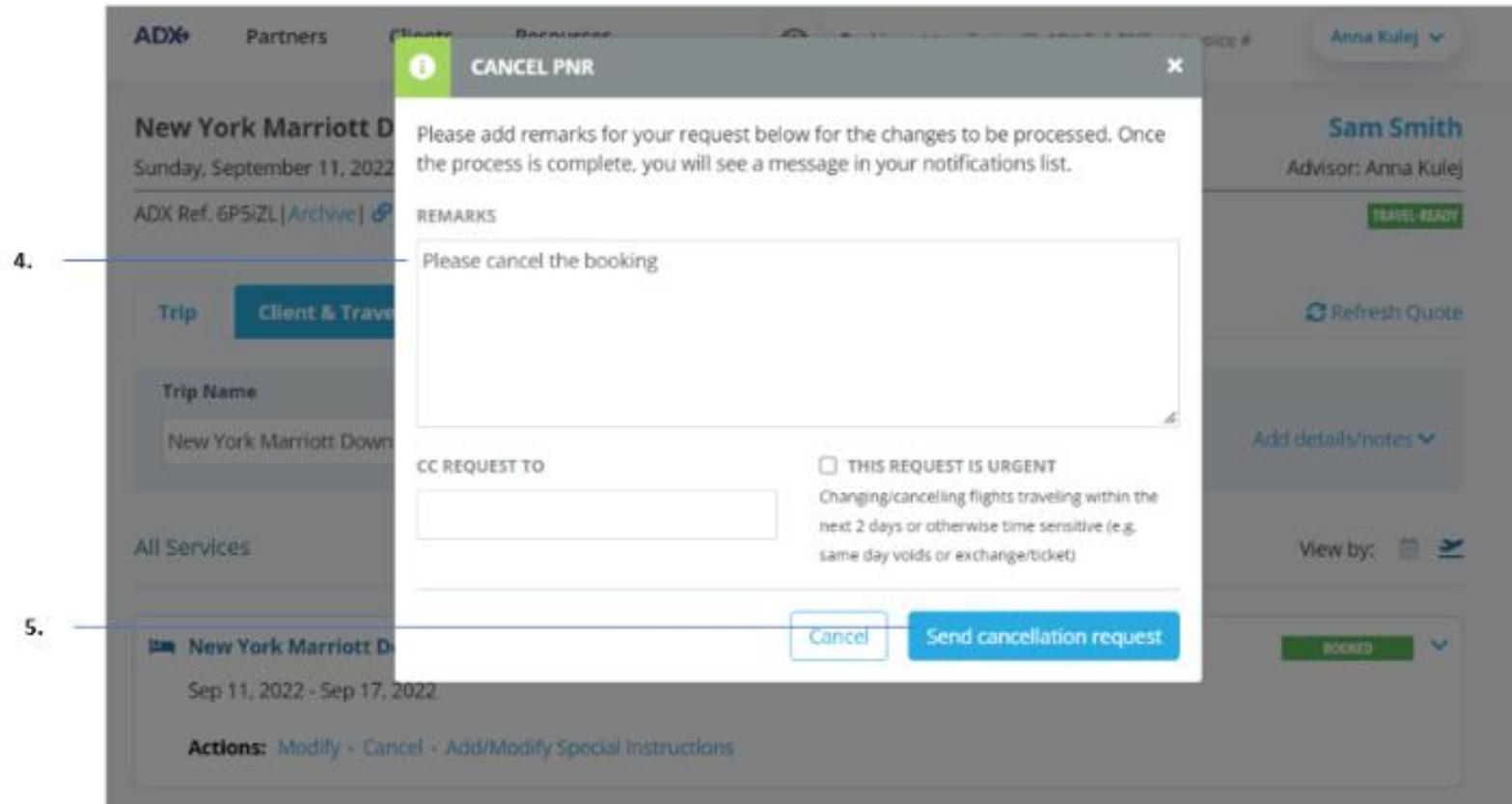
**New York Marriott Downtown** [Rename](#)

BOOKED

Sep 11, 2022 - Sep 17, 2022

3. — **Actions:** [Modify](#) · [Cancel](#) · [Add/Modify Special Instructions](#)

|    | Steps              |   | Notes                |
|----|--------------------|---|----------------------|
| 1. | Open ADX reference | • |                      |
| 2. | Press TRIP tab     | • | <i>Defaulted tab</i> |
| 3. | Press CANCEL       | • |                      |



|  | Steps                           |  | Notes |
|---|---------------------------------|---|-------|
| 4.  | Enter remarks                   | •   |       |
| 5.  | Press SEND CANCELLATION REQUEST | •   |       |

### 1.1.3. 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.

**ADD/MODIFY SPECIAL INSTRUCTIONS**

EXPECTED ARRIVAL TIME: 01:00 PM

EXPECTED DEPARTURE TIME: 02:00 PM

CRIBS: 0

ROLLAWAYS: 0

EXTRA GUESTS: 0

FURTHER COMMENTS/REQUESTS (FREEFORM)

Please provide extra pillows.

*No guarantees are made that the hotel will comply with or provide the requested item or action. Contact the hotel directly to verify local policies and availability. Adding extra guests or rollaways may incur additional charges.*

Cancel Save Special Instructions

### New York Marriott Downtown - 6 nights

Sunday, September 11, 2022 - Saturday, September 17, 2022

Sam Smith

Advisor: Anna Kulej

1. ADX Ref. 6PSIZL | [Archive](#) | [Link Bookings](#)

TRAVEL-READY

2. **Trip** | Client & Travelers | Payment | Service Fees | Manage

[Refresh Quote](#)

Trip Name

Dates

New York Marriott Downtown - 6 nights

09/11/2022

09/17/2022

[Add details/notes](#)

All Services

View by:

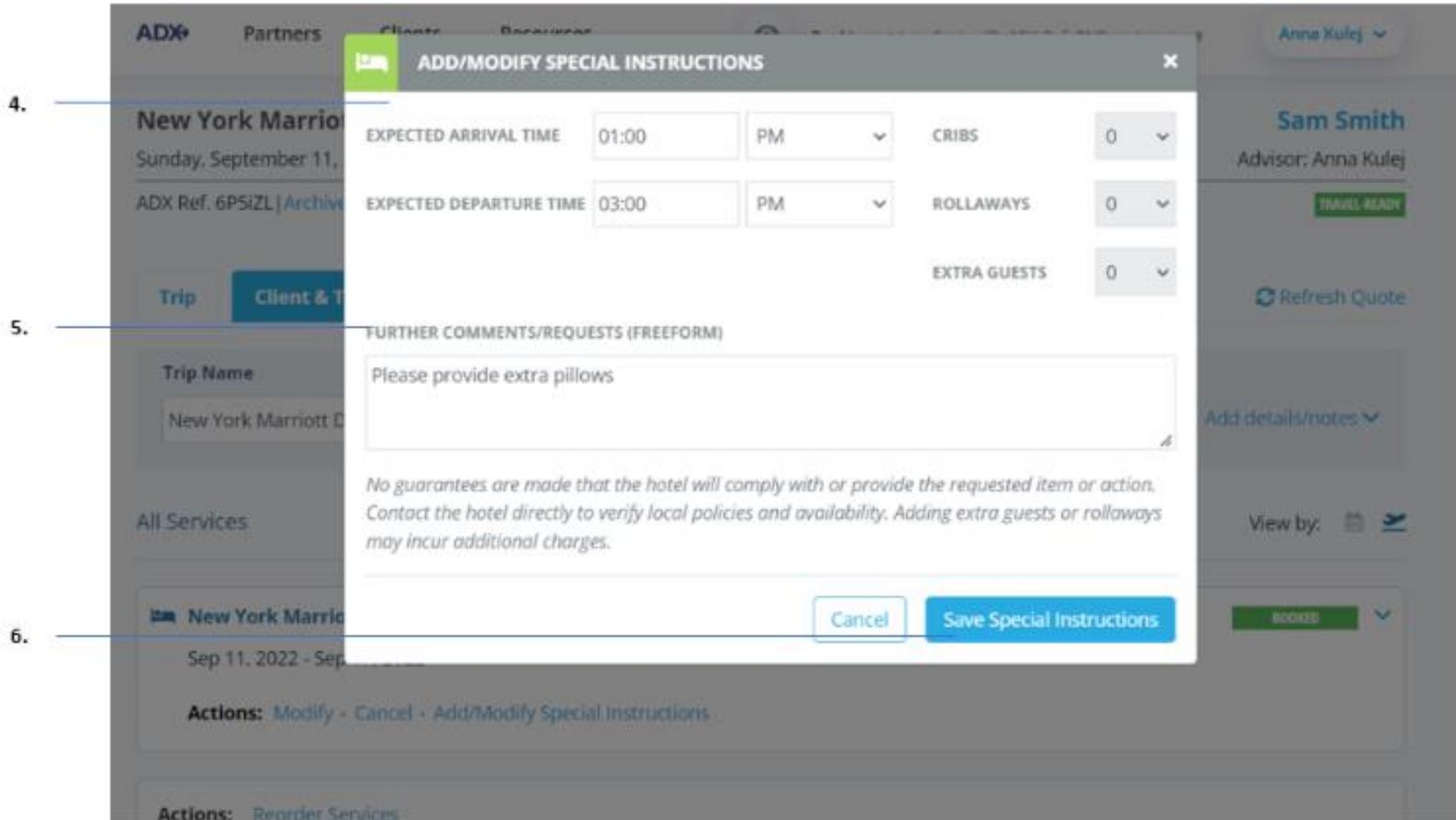
**New York Marriott Downtown** | [Rename](#)

BOOKED

Sep 11, 2022 - Sep 17, 2022

3. **Actions:** [Modify](#) - [Cancel](#) - [Add/Modify Special Instructions](#)

|    | Steps  |   | Notes  |
|----|--|---|--|
| 1. | Open ADX reference                           | • |  |
| 2. | Click TRIP tab                               | • | <i>Defaulted tab</i>                         |
| 3. | Press ADD/MODIFY SPECIAL INSTRCUTIONS button | • | <i>Located in Action section of Trip tab</i> |



| ☰  | Steps                           | ✍️ | Notes |
|----|---------------------------------|----|-------|
| 4. | Enter request information       | •  |       |
| 5. | Enter comments – as needed      | •  |       |
| 6. | Press SAVE SPECIAL INSTRUCTIONS | •  |       |