

# South Office Hours

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# Poll!

What are you using ADX for?

**Q.** For hotels that require pre-payment can we quote for the client first?

**A.** Absolutely! You can quote any service first for your client, including external services that you've invoiced! After your search and selection, make sure you click "Quote" and not "Book" on the summary screen.

**Q.** How do we remove delegation when the time period has ended.

**A.** Delegation should end automatically if you've set an expiration date. If you're experiencing a problem with this feature please send a support request to [adxsupport@trip-arc.com](mailto:adxsupport@trip-arc.com)

**Q.** Can a map show on the client itinerary for clients?

**A.** There is the option to include a map for clients when a hotel service has been included on the itinerary.

**Q.** Is there a way to enter the actual message we receive on ADX "Manage" tab, rather than trying to decode the message?

**Example:**

1SKKK/.DL TO 1S BY 23MAY 1820

AA TO TK BY 05FEB 2031 IRC-2/ADV OTO TKT

1S TO AF BY 11MAR 1200 SNA OTHERWISE WILL BE XLD

**A.** Unfortunately these messages come directly from the airline via the GDS and this is the standard formatting for these types of messages. If you ever need help decoding the message you can reach out to Susan or the air team.



# Poll!

Where do we go in ADX to edit the profile that shows on the TE website?



# Poll!

Where do we go in ADX to edit the profile that shows on the TE website?

My Profile>Communication  
Profile>Public Profile!





**Q.** What can we include in our Public Profile?

**A.** So much!

- Languages you speak
- Types of travel you specialize in
- Destinations you specialize in
- A Bio
- Awards
- Reviews and recommendations from past clients

**Q.** How long does it take for changes to appear on our public profile?

**A.** We suggest giving the changes about 24 hours to appear on the Travel Edge Website.

**Q.** Can you walk through External Invoicing?

**Q.** When should we reach out to the air team?

**A.** You can reach out to the air team for questions, help with changes or refunds, exchanges, or a complicated schedule change! Remember, for air booked in ADX there are generally no fees\* for contacting the air team via email! For GDS and the occasional ADX fee, please see the [fee schedule](#) on the Intranet.

**Q.** When should we use the 24/7 team?

**A.** Any time you feel you have an urgent issue. Just remember it's \$35 per call per ADX Reference/PNR.



**Q.** What is the 24/7 VIP Support Fee?

**A.** This is a product offered by our support partner TripArc. For \$60 (client pays) or \$48 (you pay) you can get unlimited emergency support during your client's trip. This means from the trip start date to the trip end date, you or your client can call the support line for help without incurring any extra fees. The service only applies to ADX booked services (no GDS or external services)

**Q.** If I don't want to offer the VIP Support fee at all, how do I remove it?

**A.** There are two ways to remove the fee. Per Itinerary or globally via your profile, Set Preferences section.

**Q.** How are specialties for the public profile validated?

**A.** The Advisor Services team will investigate the awards and validate.

**Q.** How do we find the vendor cancel policy?

**A.** Typically on the documents provided by the vendor or in the rate information on ADX.

**Q.** What is delegation?

**A.** The ability to provide access to clients and bookings to another advisor in your office.