

West Office Hours

Presented by Beth Curran

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Poll!

What are you using ADX for?

Q. Adx air change notifications are not always easy to read or know how to action.

A. If you have an issue understanding a notification from the airline you can always reach out to Ken, Advisor Services, or directly to the air team for clarification. Some notifications don't require action. If it is a schedule change you always need to type a message into the box and either reject or accept the schedule change by clicking the button. If you are rejecting, it's best to explain why the change doesn't work and possibly provide the alternative that works better for your client.

Q. When will we be able to compare cruises?

A. When the new cruise booking feature goes live in ADX. Hopefully later this year!

Q. I don't always do the tax part when creating invoices. Is this ok?

A. Yes. The taxes and fees field is optional but recommended, to provide your client with as much information as possible. If you aren't providing the invoice to your client, then it is optional.

Q. When showing clients hotel options. How do you show more than 1 hotel?

A. Use the Shortlist checkbox to compare the hotels for your client! Check the shortlist box on the first option (& second or third) and for your final option, click select. Your options will open in tabs at the top of the screen, and you can then select or shortlist rates. When you're ready, click QUOTE ALL. You can compare up to FOUR (4) Hotels or Rates on a single document.

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. All the Error Messages. What are the key triggers for error messages so we can troubleshoot on our own & Preventing Error Messages. What are all the known bugs in the system?

A. Unfortunately we can't provide a list of all the known bugs as the list is constantly changing and updating as we correct found bugs and come across new ones. There is also no way to prevent certain error messages, some are true bug errors and glitches while others are business exceptions, meaning the user has done something wrong or missed a required field, resulting in the error message. As always, when you encounter an error that requests you submit to the team please do. This helps track the error so it can be corrected!

Q. why certain availability is shown in Sabre but unattainable in ADX either by search or direct sell

A. This shouldn't happen. If you are encountering this please send a support message to ADX support so they can look into what is happening.

Q. I find it difficult when I'm trying to log into TE Intranet and it goes to ADX and I can't find what I'm looking for i.e. tour

A. There is a section in the new Intranet dedicated to Partner information. We are still working on enhancing the intranet/ADX experience for our advisors so feedback is appreciated.

Q. How to find a client that ADX says can't be found, but says the phone number is in use, but the email address doesn't display.

A. Did you search by Phone number? If you still can't pull up the client, you can always send a note to ADX support or to Advisor Services for assistance.

Q. Why does the Hotel Edge rate appear to be higher than Sabre and luxury program rates?

A. Hotel Edge Rates are owned by our partner HotelBeds. They are third party rates and can either be marked up or marked down by the third party owner once they purchase them from the hotel.

Q. Why is sometimes 'only' the Hotel Edge rate appearing when they are a partner property and should have the luxury program rate?

A. This is likely due to availability. If you're concerned there might be a problem, please send an email to ADX support to confirm the rates are pulling through correctly.

Q. Can the 'Member Rate' be portrayed? If a client is a 'Hilton, Marriott, Hyatt... member' & I have to go into the website..

A. This is based on the hotel's preference. If they load the member rate into Sabre, then it will display. If the hotel doesn't load the member rate, then it can only be booked direct.

Q. Modifying Insurance in ADX

Q. CC Authorization Forms

Q. Hotel Rate differences

Poll!

How do we remove the VIP Support Fee from all Bookings?



Poll!

How do we remove the VIP Support Fee from all Bookings?

My Profile>Set
Preferences>VIP Support Fee!



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.

Q. I have multiple companion records for the same person. Only one is fully populated. Can I safely delete the ones lacking info?

A. Yes! The ADX team has fixed the bug that was creating the duplicate companion profiles so you should be able to safely remove duplicates. Just make sure they are not tied to any active bookings.

Q. How do we change our email with Travel Edge??

A. Contact Advisor Services.

Q. Please remind my why the Edge rates are not desirable. Thank you.

A. It's not that they aren't desirable, this depends entirely on your client's wants and needs. They are not eligible for point accrual, they don't come with amenities, or the no walk guarantee from our preferred partners. They are 10% commissionable across the board with the option for an additional mark-up, always USD and always prepaid. We recommend for close in bookings for clients that don't care about amenities or points.

Q. Where do we find the payment link?

A. Once your service has been quoted or booked and has a client attached you should see the payment link option when you click send itinerary.