



Accessing Support
June 2022

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1. Accessing Support Overview

ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- ADX technical support
- ADX Air - Air Support Team (during office hours)
- Air After Hours
- 247 VIP Support
- Travelex Insurance Support
- Advisor Reporting Tool – Finance support
- Client Profile support – CB support team
- ADX and Travel Edge Training

 **REQUEST SUPPORT** ×

Please tell us about the ADX Technical Support issue that you are encountering(ADX errors, question about ADX usability, ADX training help) :

 If you require Air Team assistance (ticketing support, questions about a PNR, rules and restriction inquires) then please use "Ask Air Support" option on a trip.

DESCRIBE YOUR REQUEST

Tell us your inquiry.

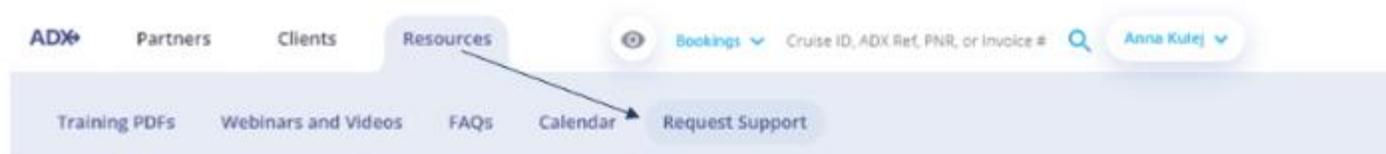
SEND AS / ON BEHALF OF ADVISOR Me (Anna Kulej) ▼ **CC REQUEST TO**

This request is urgent.

Close Submit Request

1.1. ADX TECHNICAL SUPPORT

ADX Technical support is available to assist with any errors or issues you encounter within the platform. ADX technical support should always be accessed from within ADX directly by pressing the request support button either from the resources page or within the error message directly.



- **Hours of operation:** Monday to Friday 9 am –9 pm EST
- **How to contact support:** Via the request support buttons within ADX
- **How does support communicate:** Via email. There is no phone number at this time
- **When to contact technical support**
 - A technical error has occurred
 - You have questions with ADX usability
 - You have a suggestion or feedback to improve the tool
 - Need access to a module that we currently have available
 - The system is telling you to contact ADX support
- **Best Practices: A few tips on accessing better support**
 - Press the support request button directly from the ADX itinerary when possible, to send all of the relevant information to the support team
 - Use the Access support button within the error message if your request is relating to an error
 - Note your support ticket when submitting the request and avoid sending duplicate tickets!

1.1.1 General ADX Request

When requesting general technical support, utilize the button within ADX to send your ticket request. Sending the request from the trip reference page directly will send the reference information automatically to the team to research.

The screenshot displays the ADX system interface. At the top, there are navigation tabs: ADX, Partners, Clients, Resources, Bookings, and a search bar containing 'Anna Kulej'. Below this is a secondary navigation bar with 'Request Support' highlighted. The main content area shows trip details for 'Ritz Carlton Marina Del Rey' with dates from 06/13/2022 to 06/19/2022. A 'REQUEST SUPPORT' modal is open, containing a text area for describing the request (with the text 'The invoice number is not showing. Can you please help?'), a dropdown menu for 'SEND AS / ON BEHALF OF ADVISOR' set to 'Me (Anna Kulej)', and a text field for 'CC REQUEST TO' with the email 'sarahmanager@smith.com'. There is also a checkbox for 'This request is urgent.' and 'Submit Request' and 'Close' buttons.

1. ADX Ref. 7IX6E3 | Archive | Link Bookings

2. Anna Kulej

3. Request Support

4. DESCRIBE YOUR REQUEST: The invoice number is not showing. Can you please help?

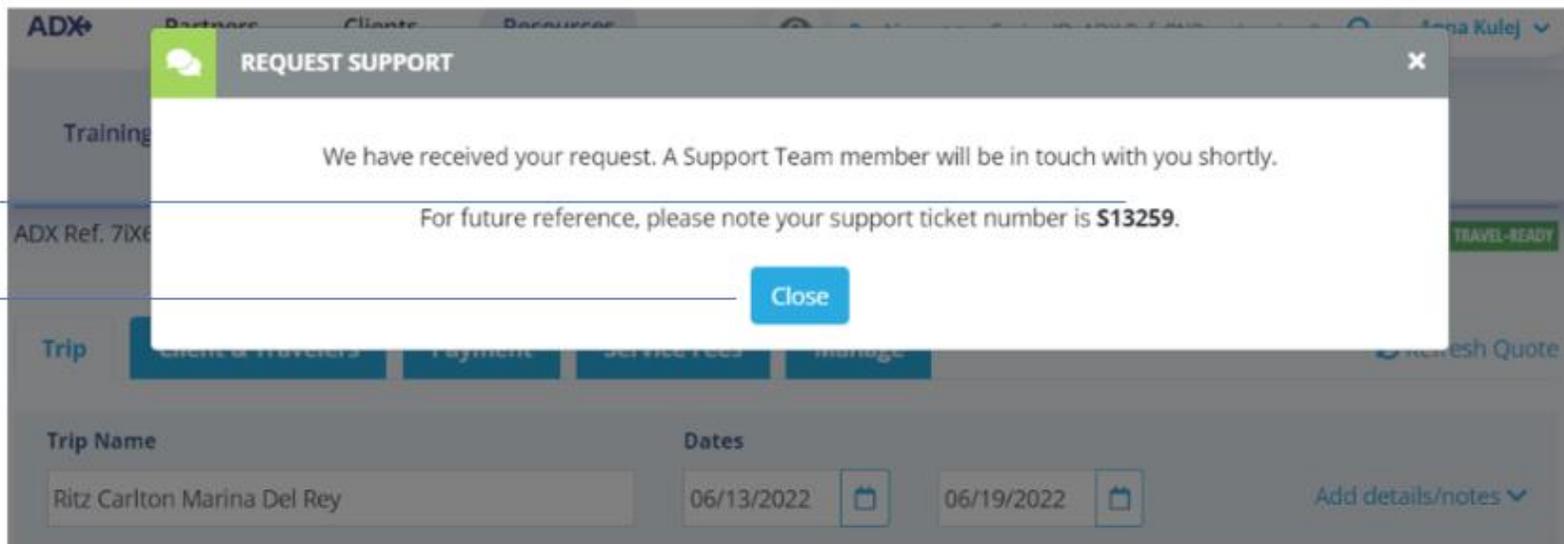
5. SEND AS / ON BEHALF OF ADVISOR: Me (Anna Kulej)

6. This request is urgent.

7. CC REQUEST TO: sarahmanager@smith.com

8. Submit Request

	Steps	 Notes
1.	Open itinerary	<ul style="list-style-type: none"> •
2.	Press RESOURCES	<ul style="list-style-type: none"> • <i>Located at the top header</i> • <i>Will expand down</i>
3.	Press REQUEST SUPPORT	<ul style="list-style-type: none"> • <i>Sending request from the specific trip the request is regarding will send support team information such as trip reference, client information, etc.</i> • <i>Form will open</i>
4.	Describe what you need help with	<ul style="list-style-type: none"> • <i>Be as specific as you can</i>
5.	Select support request owner	<ul style="list-style-type: none"> • <i>Related to delegation access</i> • <i>Will show delegated agent names in the list</i>
6.	Check the Request is Urgent box – if required	<ul style="list-style-type: none"> • <i>Urgent requests are ones where travel is within 48 hours</i>
7.	Add CC email	<ul style="list-style-type: none"> • <i>Will be sent to anyone added into CC</i>
8.	Press SUBMIT REQUEST	<ul style="list-style-type: none"> •



	Steps	 Notes
9.	Note support ticket number	<ul style="list-style-type: none"> • <i>Internal number associated with your request</i> • <i>Need this number to follow up on your support request</i>
10.	Press CLOSE	<ul style="list-style-type: none"> •

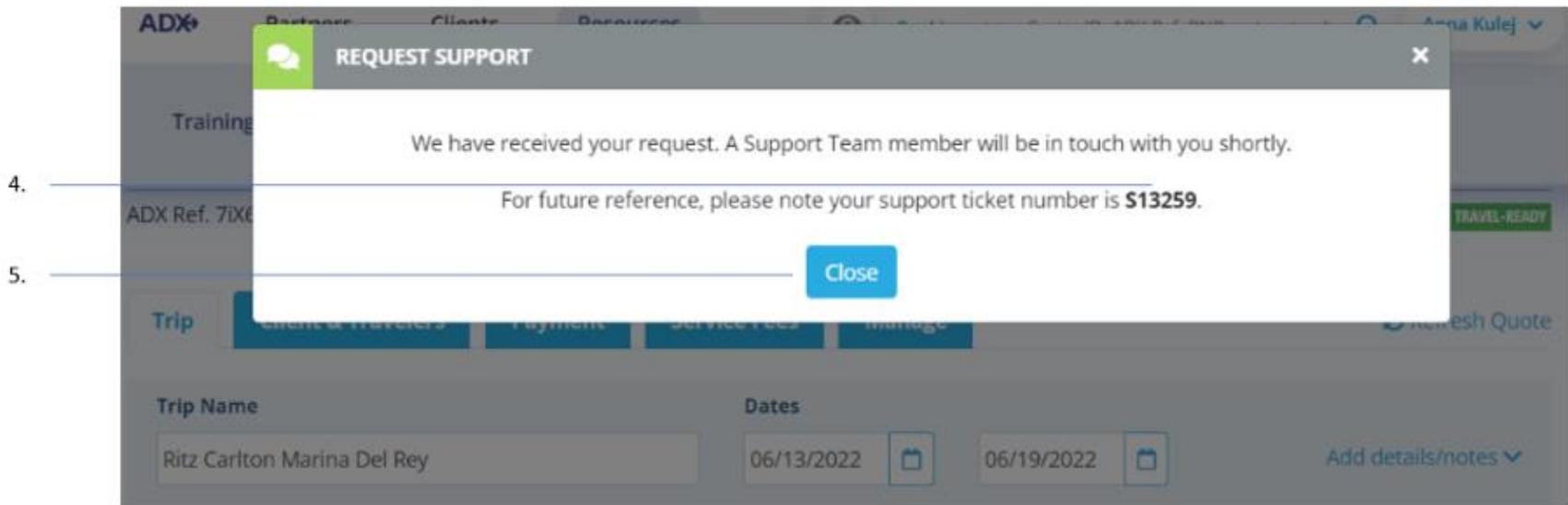
1.1.2 Error Message Support Request

If the request is related to an error you are receiving in the platform, press the REQUEST SUPPORT button from the error message directly. This will send all of associated logs that go with your error to make it easier for the team to investigate the issue.

The screenshot shows a red error message dialog box with the following content:

- ERROR** (with an information icon and a close 'x' icon)
- An error has occurred. there has been an error. Please contact the aDX technical support team. Demo.**
- Send a Support Request**
- A text input field with the placeholder text: "Please describe the steps you were taking that led to the issue and a member of our ADX support staff will respond as soon as possible." (Numbered 1.)
- A checkbox labeled "THIS REQUEST IS URGENT" (Numbered 2.)
- A text field containing a long alphanumeric string: "820.01730EA1-689D-4CC2-83A2-4D5F46689C85-1" (Numbered 3.)
- Text: "Replies will be sent to You (Change)." (with a link)
- Buttons: "Send Support Request" and "Close"

	Steps		Notes
1.	Enter details		<ul style="list-style-type: none"> • Give information as to what page you were on, what button you pressed before the error came up • The more information you provide the faster the team can investigate the issue
2.	Check Urgent flag – as required		<ul style="list-style-type: none"> • Urgent requests are ones where travel is within 48 hours
3.	Press SEND SUPPORT REQUEST		<ul style="list-style-type: none"> •



	Steps		Notes
4.	Note support ticket number		<ul style="list-style-type: none"> • <i>Internal number associated with your request</i> • <i>Need this number to follow up on your support request</i>
5.	Press CLOSE		<ul style="list-style-type: none"> •

1.1. ADX AIR - AIR SUPPORT TEAM

ADX Air module is supported by the TripArc Air Support team. The air team will assist with questions related to any air booking made within ADX. Advisors will utilize the action buttons directly on the trip services page to reach out to the air team.

The screenshot shows a modal window titled "ASK FOR HELP" with a close button (X) in the top right corner. Below the title bar, there is a green information icon and a small "ASK FOR HELP" label. The main text reads: "Please indicate what help you require with this itinerary from Air Support Team. They will be happy to investigate and will get back in touch with you via email or telephone." Below this is a section labeled "REMARKS" with a large, empty text area. Underneath the text area, there is a "CC REQUEST TO" label and a text input field containing "Recipient's Email Address". To the right of this field is a checkbox labeled "THIS REQUEST IS URGENT" with a note: "Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)". At the bottom of the form are two buttons: "Cancel" and "Continue".

- **Hours of Operation:** Monday through Friday 10am - 7pm EST
- **How to contact support:** Via the action buttons on the trip services reference
- **How does support communicate:** Via phone. If you require a phone call utilize the 247-support number¹
- **When to contact Air Support Team**
 - You have a booked air itinerary in ADX
 - You have questions about an air booking (Commissions, contracts, penalties, schedule changes)
 - You need to change or cancel an air booking
 - You are between the hours of operation of the air support team – tickets will NOT be actioned outside of business hours
- **Best Practices: A few tips on accessing better support**
 - Only submit ONE request and wait for a response!
 - Support team prioritizes tickets by urgency so be patient
 - Use the buttons in ADX instead of emailing the team directly
 - Support team will only assist with questions related to booked or ticketed itineraries in ADX. For shopping questions email air support directly – fees apply

¹ Fees apply when calling the 247-support team

1.2.1 Change Flight Request

Flight change requests can be submitted on held and ticketed itineraries. For held itineraries it is always faster to cancel and rebook when applicable. On ticketed itineraries, submitting a change request will send a ticket to the air team to apply the changes. Before changes are made, the air member will reach if there are any fees associated with the changes being made.

The screenshot displays the ADX* flight management interface. At the top, there are navigation tabs for 'Partners', 'Clients', and 'Resources', along with a search bar containing 'Anna Kulej'. The main header shows 'One Way Flight: New York to Toronto' with the dates 'Sunday, September 11, 2022 - Sunday, September 11, 2022' and the advisor 'Sarah Smith'. Below this, there are several numbered callouts:

- 1. Points to the ADX Ref. 6NACo9 | Archive | Link Bookings and the BOOKED N/S status.
- 2. Points to the navigation tabs: Trip, Client & Travelers, Payment, Service Fees, and Manage.
- 3. Points to the flight details section, including the flight name 'One-way New York to Toronto', dates 'Sep 11, 2022 - Sep 11, 2022', and the Ticket Flight button.
- 4. Points to the Actions section, which includes links for Change Flights, Cancel Flights, Ask Air Support, Open PNR View, Seat Plan, and Fare Rules.

The flight details section includes the following information:

- GDS: Sabre
- PNR REF: (Sabre) KGBJEU
- PNR REF: (AA) XTQWIM
- AIR SUPPORT HOURS: Mon-Fri: 10:00 am EDT - 7:00 pm EDT
- AFTER-HOURS ASSISTANCE (Fees Apply)
- PHONE #: 888-481-2064
- CODE: S-4REG

A warning box at the bottom indicates: **TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time**. The Air Itinerary is booked but not ticketed. Please proceed to payment and ticketing to secure availability and price.

CHANGE PNR

Non-ticketed Flights
 If you are looking to change your booking for entirely new flights, the Air Support Team may advise you to simply cancel this booking and rebook new flights, you can also do this yourself which will be faster. Do remember to cancel your current booking before booking new flights as airlines may cancel any duplicate bookings for the same travelers.

Other Changes
 Please specify what changes you require to the booked flights. Your changes will be processed by the Air Support Team. Once the process is complete, you will receive a message in your ADX Notice Board and your email inbox.

REMARKS

CC REQUEST TO

THIS REQUEST IS URGENT
 Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)

Recipient's Email Address

Cancel Continue

5. All Services

6. One-way New York to Sep 11, 2022 - Sep 11, 2022

7. Actions: Change Flights

8. AIR SUPPORT HOURS

	Steps	 Notes
1.	Open reference	•
2.	Press TRIP tab	•
3.	Press v to expand details	• <i>Detail section will open down</i>
4.	Press CHANGE FLIGHTS	•
5.	Enter change request details	• <i>Provide as much detail as possible</i>
6.	Check urgent box – if required	• <i>Urgent flag used for flights departing within 2 days or otherwise time sensitive requests</i>
7.	Enter cc email – if required	•
8.	Press CONTINUE	<ul style="list-style-type: none"> • <i>Remember to note the ticket number</i> • <i>Reference the open ticket number on follow ups, do not open a new ticket</i>

1.2.2 Cancel Flight Request

Cancel flight requests will be actioned through ADX directly. On a booking where no payment has been added, pressing the cancel flight button will auto cancel without air team intervention. On a booking where tickets have been issued, the service will go into a pending cancel status until the air support actions the request. Once the request is actioned, the service will go into a cancelled status automatically. Air team will communicate penalty information via email.

The screenshot displays the ADX flight booking interface. At the top, there are navigation links for 'Partners', 'Clients', and 'Resources', along with a search bar and a user profile for 'Anna Kulej'. The main heading is 'One Way Flight: New York to Toronto' with the dates 'Sunday, September 11, 2022 - Sunday, September 11, 2022'. The advisor is 'Sarah Smith' and the advisor's name is 'Anna Kulej'. A 'BOOKED N/A' status is shown. Below this, there are tabs for 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage'. A 'Refresh Quote' button is also present. The 'Trip Name' is 'One Way Flight: New York to Toronto' and the 'Dates' are '09/11/2022' to '09/11/2022'. Below the trip details, there is a 'View by' dropdown menu. The main content area shows a list of services, with the first service being 'One-way New York to Toronto' with the dates 'Sep 11, 2022 - Sep 11, 2022'. A 'Ticket Flight' button is visible next to this service. Below the service list, there are 'Actions' such as 'Change Flights', 'Cancel Flights', 'Ask Air Support', 'Open PNR View', 'Seat Plan', and 'Fare Rules'. The 'GDS' is 'Sabre'. The 'PNR REF: (Sabre)' is 'KGBJEU' and the 'PNR REF: (AA)' is 'XTQWIM'. The 'AIR SUPPORT HOURS' are 'Mon-Fri: 10:00 am EDT - 7:00 pm EDT'. The 'AFTER-HOURS ASSISTANCE (Fees Apply)' is provided. The 'PHONE #' is '888-481-2064' and the 'CODE' is 'S-4REG'. A warning message at the bottom states: 'TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time. The Air Itinerary is booked but not ticketed. Please proceed to payment and ticketing to secure availability and price.'

1. ADX Ref. 6NACo9 | Archive | Link Bookings
2. Trip | Client & Travelers | Payment | Service Fees | Manage | Refresh Quote
3. One-way New York to Toronto | Rename | BOOKED | Ticket Flight
4. Actions: Change Flights | Cancel Flights | Ask Air Support | Open PNR View | Seat Plan | Fare Rules

CANCEL PNR

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

CC REQUEST TO

Recipient's Email Address

THIS REQUEST IS URGENT
Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)

Cancel Continue

5. Trip Client & Travel

6. Trip Name One Way Flight: New York

7. All Services

8. One-way New York to Sep 11, 2022 - Sep 11, 2022

ADX+ Partners Clients Resources ... Anna Kulej

One Way Flight: New York
Sunday, September 11, 2022 - ...
ADX Ref. 6NACo9 | Archive |

Sarah Smith
Advisor: Anna Kulej

BOOKED N/S

Refresh Quote

Add details/notes

View by: [Calendar] [List]

BOOKED

Ticket Flight

	Steps		Notes
1.	Open reference	•	
2.	Press TRIP tab	•	
3.	Press v to expand details	•	<i>Detail section will open down</i>
4.	Press CANCEL FLIGHTS	•	
5.	Enter change request details	•	<i>Provide as much detail as possible</i>
6.	Check urgent box – if required	•	<i>Urgent flag used for flights departing within 2 days or otherwise time sensitive requests</i>
7.	Enter cc email – if required	•	
8.	Press CONTINUE	•	<ul style="list-style-type: none"> • <i>Remember to note the ticket number</i> • <i>Reference the open ticket number on follow ups, do not open a new ticket</i>

1.2.3 Ask General Question Request

Air support can assist with general questions on booked ADX air itineraries, pertaining to commission percentages, availability, seat options, etc.

1. ADX Ref. 6NACo9 | Archive | Link Bookings

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

3. All Services View by

4. One-way New York to Toronto Rename BOOKED Ticket Flight

Actions: Change Flights - Cancel Flights - Ask Air Support - Open PNR View - Seat Plan - Fare Rules

GDS: Sabre

PNR REF: (Sabre) KGBJEU
(AA) XTQWIM

AIR SUPPORT HOURS
Mon-Fri: 10:00 am EDT - 7:00 pm EDT

AFTER-HOURS ASSISTANCE (Fees Apply)
PHONE #: 888-481-2064
CODE: S-4REG

TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time
The Air Itinerary is booked but not ticketed.
Please proceed to payment and ticketing to secure availability and price.

ADX Partners Clients Resources ... Anna Kulej

One Way Flight: New York

Sunday, September 11, 2022 - ...
ADX Ref. 6NACo9 | Archive |

5. Trip Client & Traveler

6. Trip Name
One Way Flight: New York

7. All Services

8. One-way New York to ...
Sep 11, 2022 - Sep 11, 2022

Actions: Change Flights - Cancel Flights - Ask Air Support - Open PNR View - Seat Plan - Fare Rules

ASK FOR HELP

Please indicate what help you require with this itinerary from Air Support Team. They will be happy to investigate and will get back in touch with you via email or telephone.

REMARKS

CC REQUEST TO
Recipient's Email Address

THIS REQUEST IS URGENT
Changing/cancelling flights traveling within the next 2 days or otherwise time sensitive (e.g. same day voids or exchange/ticket)

Cancel Continue

Sarah Smith
Advisor: Anna Kulej

BOOKED N/S

Refresh Quote

Add details/notes

View by: [Calendar] [Twitter]

BOOKED

Ticket Flight

	Steps	 Notes
1.	Open reference	<ul style="list-style-type: none"> •
2.	Press TRIP tab	<ul style="list-style-type: none"> •
3.	Press v to expand details	<ul style="list-style-type: none"> • <i>Detail section will open down</i>
4.	Press ASK AIR SUPPORT	<ul style="list-style-type: none"> •
5.	Enter change request details	<ul style="list-style-type: none"> • <i>Provide as much detail as possible</i>
6.	Check urgent box – if required	<ul style="list-style-type: none"> • <i>Urgent flag used for flights departing within 2 days or otherwise time sensitive requests</i>
7.	Enter cc email – if required	<ul style="list-style-type: none"> •
8.	Press CONTINUE	<ul style="list-style-type: none"> • <i>Remember to note the ticket number</i> • <i>Reference the open ticket number on follow ups, do not open a new ticket</i>

1.2. AIR AFTER HOURS SUPPORT TEAM

ADX Air module is supported by the TripArc After Hours support team outside of business hours. This is a **paid** service utilized in the event of an emergency that cannot wait until regular air business hours. The fees related to utilizing after hours will be determined by whether the client has purchased the 247 VIP Support product. If the product has been purchased, the phone number can be utilized for no extra cost. If the product has NOT been purchased the fee will be applied to the advisor statement.

- **Hours of Operation:** Monday through Thursday 7pm - 10am CST (outside of air team support hours)
Weekends and Holidays 24 hours
- **How to contact support:** Call the phone number located on your air reference
- **How does support communicate:** By phone.
- **When to contact After Hours Support Team**
 - You have an ADX confirmed air booking
 - You are outside of the air team support hours
 - You need **immediate** assistance with changes or cancellations
 - Your request cannot wait until regular air support hours
- **Best Practices: A few tips on accessing better support**
 - Submit a ticket if your request is not urgent and can wait until the business hours

One Way Flight: New York to Toronto

Sunday, September 11, 2022 - Sunday, September 11, 2022

Sarah Smith

Advisor: Anna Kulej

ADX Ref: 6NACo9 | Archive | Link Bookings

BOOKED N/A

- Trip
- Client & Travelers**
- Payment
- Service Fees
- Manage

Refresh Quote

Trip Name

One Way Flight: New York to Toronto

Dates

09/11/2022

09/11/2022

Add details/notes

All Services

View by: [Calendar Icon] [List Icon]

One-way New York to Toronto [Rename](#)

BOOKED

Sep 11, 2022 - Sep 11, 2022

Ticket Flight

Actions: [Change Flights](#) - [Cancel Flights](#) - [Ask Air Support](#) - [Open PNR View](#) - [Seat Plan](#) - [Fare Rules](#)

GDS: Sabre

PNR REF: (Sabre)

KGBJEU

PNR REF: (AA)

XTQWIM

AIR SUPPORT HOURS

Mon-Fri: 10:00 am EDT - 7:00 pm EDT

AFTER-HOURS ASSISTANCE (Fees Apply)

PHONE #: 888-481-2064

CODE: S-4REG



TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time

The Air Itinerary is booked but not ticketed.

Please proceed to payment and ticketing to secure availability and price.

1.3. 24/7 VIP SUPPORT

The 24/7 VIP Support service is a payable product you can sell to your clients to cover any after hours and emergency assistance they may need from our support team. Earn commission when charging your client OR opt to pay for the plan out of your commission... it is up to you!

The product **ONLY** covers services booked within ADX and covers all travelers² on the ADX reference for the duration of the trip. The product is commissionable and offers direct support to your client (and you!) via a VIP support phone number. The service does not support services booked outside of ADX and coverage is valid from the date of the departure to the date of return. The 24/7 support fee is 100% non-refundable. If client opts out of the 24/7 support, any calls to the support line will be subject to the On Demand fee structure and will be charged back to the advisor.

- **Hours of Operation:** 24/7 VIP support
- **How to contact support:** Call the phone number located on itinerary
- **How does support communicate:** By phone.
- **How much does it cost:** It depends on the payment preference that you selected
 - Client Pays - \$60 charged to the client - \$12 commission to you!
 - Advisor Pays - \$48 charged to the advisor - \$0 commission
 - On Demand – Subject to an on-demand cost charged to the advisor after every call
- **When to contact 24/7 VIP Support:**
 - From the trip start date to the trip end date
 - You or your client need assistance with an existing ADX booking
- **Best Practices: A few tips on accessing better support**
 - 24/7 support will NOT book new services – they ONLY support existing bookings in ADX

² Up to 9 travelers

1.4.1 Review the Plan Options

The plan settings can be configured to add your selection automatically to every itinerary. You will have options for coverage and payment preferences as follows.

Opt In – Client Pays

- A fee charge of \$60 will be added to the trip under the payment tab.
- Payment will be processed on the client’s credit card
- The itinerary will show the cost breakdown including the fee amount.
- The advisor will receive \$12 commission from the sale³

Round Trip Flights: New York - Miami

Itinerary Status **QUOTE**

Thursday, May 26, 2022 – Monday, May 30, 2022

For Mrs. Cara Jones

DATE	TIME		EVENT	DESCRIPTION
MAY 26	07:00 AM 10:05 AM		Departure: New York (JFK) , Terminal 4 Arrival: Miami (MIA)	DELTA AIR LINES (DL) 2219,
MAY 30	07:50 AM 10:47 AM		Departure: Miami (MIA) Arrival: New York (JFK) , Terminal 4	DELTA AIR LINES (DL) 2767,

INSURANCE

Speak to your advisor about the benefits of purchasing travel insurance today

VIP SUPPORT

24/7 Access
Toll-Free (North America): 1 (888) 481-2064
Global: 1-(647) 288-3059

³ Amount shown is subject to advisor split

Opt In – Advisor Pays

- No extra payment is collected from the client.
- The fee of \$48 will get deducted from the advisor commission by finance.
- Advisor earns \$0 commission
- Itinerary will not show the cost amount.

ADIX Partners Clients Resources Bookings Cruise ID, ADIX Ref, PNR, or Invoice # Anna Kulej

Change Fee
You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already booked hotel.

24/7 Support Fee
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADIX Reference and is limited to services booked directly in ADIX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan		On demand	
Cost	48	Cost	Per request
Requests	Unlimited	Requests	Unlimited
Payment preference <input type="radio"/> Client Pays \$60 I earn \$12 <input checked="" type="radio"/> I'm covering the cost for my client		Payment preference <input type="radio"/> Final invoice will be sent to you after the end trip date.	

No coverage
 No thanks, I won't be offering 24/7 support service to my client

Save

Round Trip Flights: New York - Miami

Itinerary Status **QUOTE**

Thursday, May 26, 2022 – Monday, May 30, 2022

For Mrs. Cara Jones

DATE	TIME		EVENT	DESCRIPTION
MAY 26	07:00 AM 10:05 AM		Departure: New York (JFK), Terminal 4 Arrival: Miami (MIA)	DELTA AIR LINES (DL) 2219,
MAY 30	07:50 AM 10:47 AM		Departure: Miami (MIA) Arrival: New York (JFK), Terminal 4	DELTA AIR LINES (DL) 2767,

INSURANCE

Speak to your advisor about the benefits of purchasing travel insurance today

VIP SUPPORT

24/7 Access
Toll-Free (North America): 1 (888) 481-2064
Global: 1-(647) 288-3059

Opt Out – Provide On-Demand

- Client is not charged for a cost upfront
- Advisor will be **charged per call** to the 24/7 support team
- Notes section will contain the VIP phone number with the on demand fee
- On demand fee schedule will appear on the client itinerary

ADIX Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # Anna Kirby

Create a New Planning Fee

Change Fee
You do provide post booking service to your client. Add a value for this work - charge a change fee to change travel dates of booked flight or to add room in already booked hotel.

24/7 Support Fee
The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan

Cost 48

Requests Unlimited

Payment preference

Client Pays \$60 [I learn \\$12](#)

I'm covering the cost for my client

On demand

Cost Per request

Requests Unlimited

Payment preference

Final invoice will be sent to you after the end trip date.

No coverage

No thanks, I won't be offering 24/7 support service to my client

Save

Hotel 50 Bowery - 3 nights

Itinerary Status **QUOTE**

Wednesday, June 15, 2022 – Saturday, June 18, 2022

No assigned travelers.

DATE	TIME		EVENT	DESCRIPTION
JUN 15			Check-in: Hotel 50 Bowery	Address: 50 Bowery 10013 United States
JUN 18			Check-out: Hotel 50 Bowery	Address: 50 Bowery 10013 United States

INSURANCE

Speak to your advisor about the benefits of purchasing travel insurance today

Notes

For 24/7 Support, please call 1-(888) 481-2064 if you are in North America and 1-(647) 288-3059 if you are located anywhere else. Please be aware that there is a \$35 dollar fee per call.

No Coverage – Provide Advisor Contact

- Client is not charged for service
- Advisor can add their own phone number to add as a contact
- 24/7 number will NOT show on the client itinerary
- IF client does call 24/7 support the On Demand fee structure will apply
- Nots section will show advisor number added

ADP Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # Anna Kulej

booked flight or to add room in already booked hotel.

24/7 Support Fee

The 24/7 VIP Support Service is designed to give yourself and your clients the peace of mind that all their issues that may arise before and during their trip will be resolved by a highly skilled team of support agents. The service can be used by your clients directly or by yourself on behalf of your clients once the service has been purchased. This service is valid from day of travel to day of return. The 24/7 VIP Support Service applies to only the associated ADX Reference and is limited to services booked directly in ADX, this service will not support travel services booked through the external service portal and cruise, including Merchant of Record services. This service is only valid for one continuous trip on a single itinerary, any disputes as to what constitutes a continuous trip will be resolved in consultation with your Relationship Manager and the 24/7 Support Services Manager.

24/7 support plan (recommended)

Cost 48

Requests Unlimited

Payment preference

Client Pays \$60 I learn \$12

I'm covering the cost for my client

On demand

Cost Per request

Requests Unlimited

Payment preference

Final invoice will be sent to you after the end trip date.

No coverage

No thanks, I won't be offering 24/7 support service to my client

Clients can reach me at this phone number

Save

One Way Flight: Los Angeles to New York

Itinerary Status **QUOTE**

Sunday, June 12, 2022

No assigned travelers.

DATE	TIME		EVENT	DESCRIPTION
JUN 12	06:25 AM 08:40 PM		Departure: Los Angeles (LAX) , Terminal 0 Arrival: New York (JFK) , Terminal 8 Via: Miami	AMERICAN AIRLINES (AA) 529, Economy
INSURANCE Speak to your advisor about the benefits of purchasing travel insurance today				

Notes

Please feel free to reach out to me any time during your trip at 555-555-5555 for any issues you may encounter as I want to ensure you have the best trip possible.

1.4. TRAVELEX INSURANCE SUPPORT

The Travelex Insurance product has automated modify, suspend, and cancel request integration. You can use the ADX Action buttons and send request automatically to Travelex. Once processed, the ADX system will notify you of the change confirmation and the itinerary will update back to Travel Ready status. If you have specific policy questions, please reach out to your Travelex rep or call the number listed in the service details section and reference the plan code. Please DO NOT reach out to Travelex to modify/cancel/suspend any policies active in ADX. This process MUST be completed in the ADX system directly.

Travel Select Plan [Rename](#) PAID/USED

Nov 13, 2022 - Nov 19, 2022

Actions: [Modify](#) · [Suspend](#) · [Cancel](#)

Provider: Travelex
Policy Name: Travel Select Plan
Policy Number: TSBS20502

All changes and cancellations to policies **MUST** be done through ADX to ensure correct invoicing.

For questions regarding protection plan benefits contact your Regional Sales Manager or call **844-858-9911**, press 3 to speak to Travelex, and reference plan code TSB-1220.

[Click here](#) to view or download your state specific policy.

SERVICE DETAILS		
Travelers	Date of Birth	Trip Cost
Sam Smith	Mar 23, 1990	USD \$1,000.00

TRAVELERS	
SS	

COST & FEES	
Travel Insurance	USD \$45.00
TOTAL	USD \$45.00
Est. Commission = 26.00%	
Total = USD \$11.70	

[Check USA Requirements](#)
[Sherpa](#)

[See Details](#)

- **How to contact support:**
 - Modify/Cancel requests - Via the action buttons on the trip services reference
 - Policy specific questions – Reach out to Travelex directly via the phone number and reference the plan code.
 - Travelex ADX specific questions – reach out to the ADX technical support team
- **When to contact Travelex directly:**
 - You have a policy specific question
 - You need to file a claim with Travelex
- **Best Practices: A few tips on accessing better support**
 - Do NOT reach out to Travelex to modify/cancel/suspend existing policies – use the action buttons within ADX

1.5. ADVISOR REPORTING SUPPORT

Support for financial reports and all related questions are to be directed to the finance team. ADX support cannot assist with questions surrounding reporting errors, missing commissions, claiming commissions or any other financial questions. Finance can be reached directly by email.

TRAVEL EDGE

Report Prepared for Anna Kulej

Please reach out to finance.support@traveledge.com for assistance with reports.

Home | Log off

Statement Date: 01Apr2022-30Apr2022

Filters Refresh Download Excel

ADVISOR STATEMENT

INVOICED SALES

OUTSTANDING COMMISSION

UNCLAIMED COMMISSION

CLIENT FOCUSED REPORT

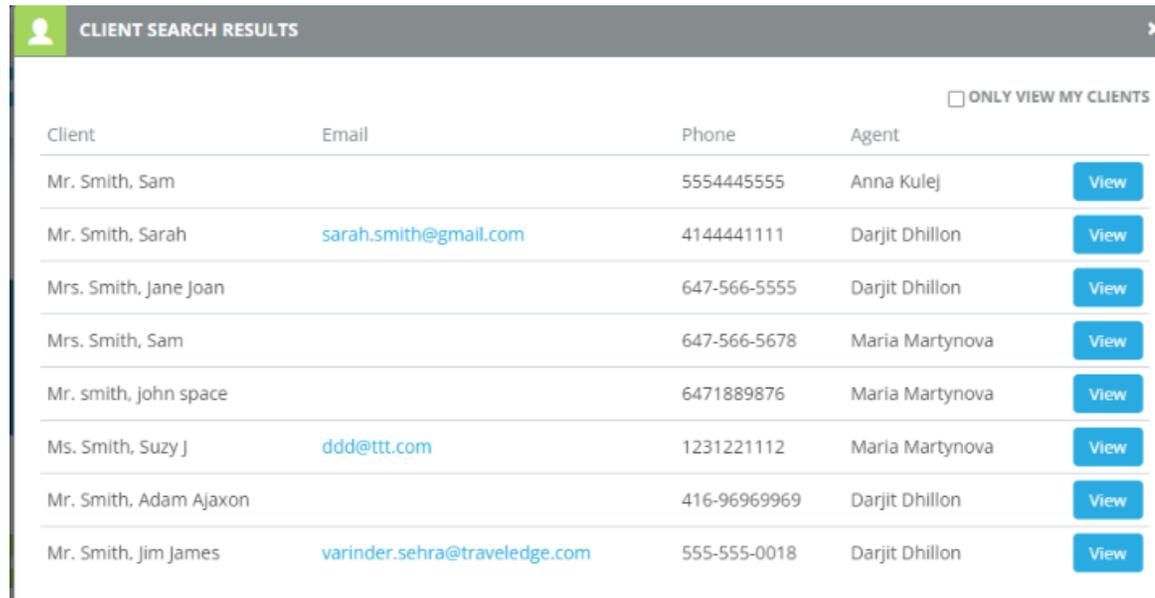
Important: In order to facilitate the timely processing of commission payments please ensure invoices are rendered/issued at the time of booking. Commissions statement balances are subject to change as commission payments received are not finalized until the month-end date plus 6 business days ("M+6")

Data not found

- **Hours of Operation:** Monday through Friday 8:30am-5:30pm EST
- **How to contact support:** Email Finance.support@traveledge.com
- **How does support communicate:** By email only
- **When to contact Finance support**
 - You have questions about your reports and their content
 - You have questions about your commissions
 - You need to move commission from the unclaimed report
- **Best Practices: A few tips on accessing better support**
 - Provide the ADX invoice number relevant to the question you have

1.6. CLIENT PROFILE SUPPORT

Assistance with client profile merge or deletions need to be directed to the Client Base support team. Please provide them exact information regarding the profiles you need assistance with, including phone number, DOB and any other identifying information.

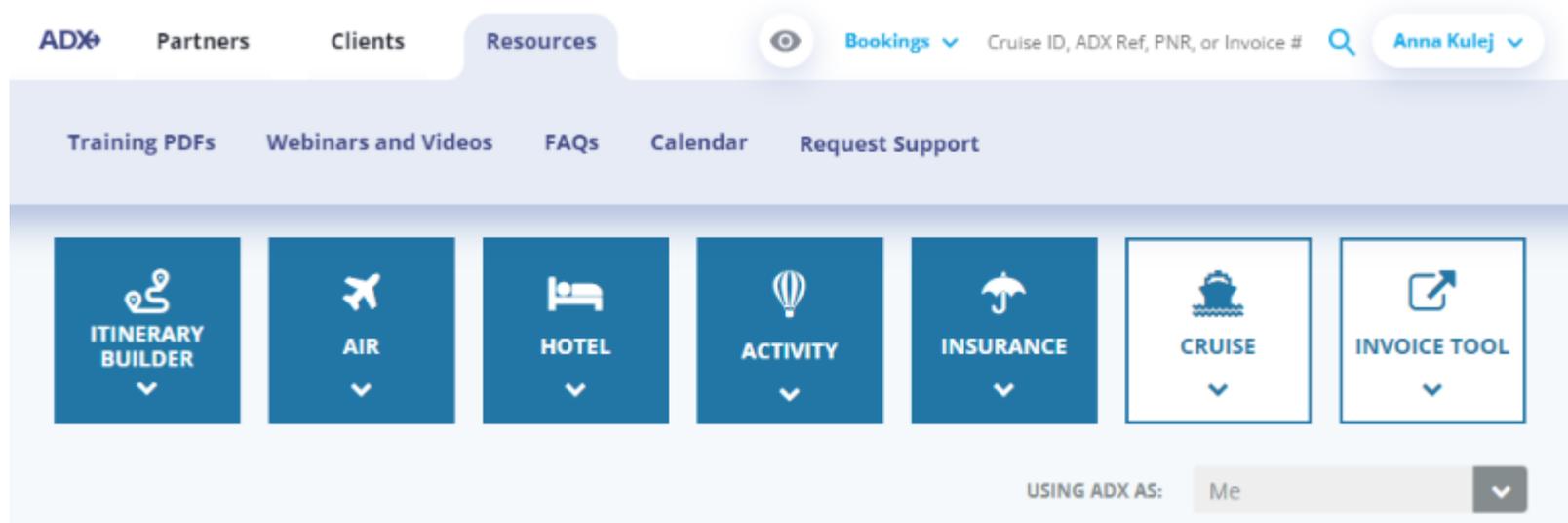


Client	Email	Phone	Agent	
Mr. Smith, Sam		5554445555	Anna Kulej	View
Mr. Smith, Sarah	sarah.smith@gmail.com	4144441111	Darjit Dhillon	View
Mrs. Smith, Jane Joan		647-566-5555	Darjit Dhillon	View
Mrs. Smith, Sam		647-566-5678	Maria Martynova	View
Mr. smith, john space		6471889876	Maria Martynova	View
Ms. Smith, Suzy J	ddd@ttt.com	1231221112	Maria Martynova	View
Mr. Smith, Adam Ajaxon		416-96969969	Darjit Dhillon	View
Mr. Smith, Jim James	varinder.sehra@traveledge.com	555-555-0018	Darjit Dhillon	View

- **Hours of Operation:** Monday through Friday 11:30am-8:30pm EST
- **How to contact support:** Email clientbase@traveledge.com
- **How does support communicate:** By email only
- **When to contact Client Base support**
 - You want to delete a duplicate client profile
 - You want to merge two client profiles to avoid duplicates
- **Best Practices: A few tips on accessing better support**
 - Changes to client information can be done directly in ADX!
 - Search by FIRST name or LAST name or PHONE or EMAIL for your client profiles

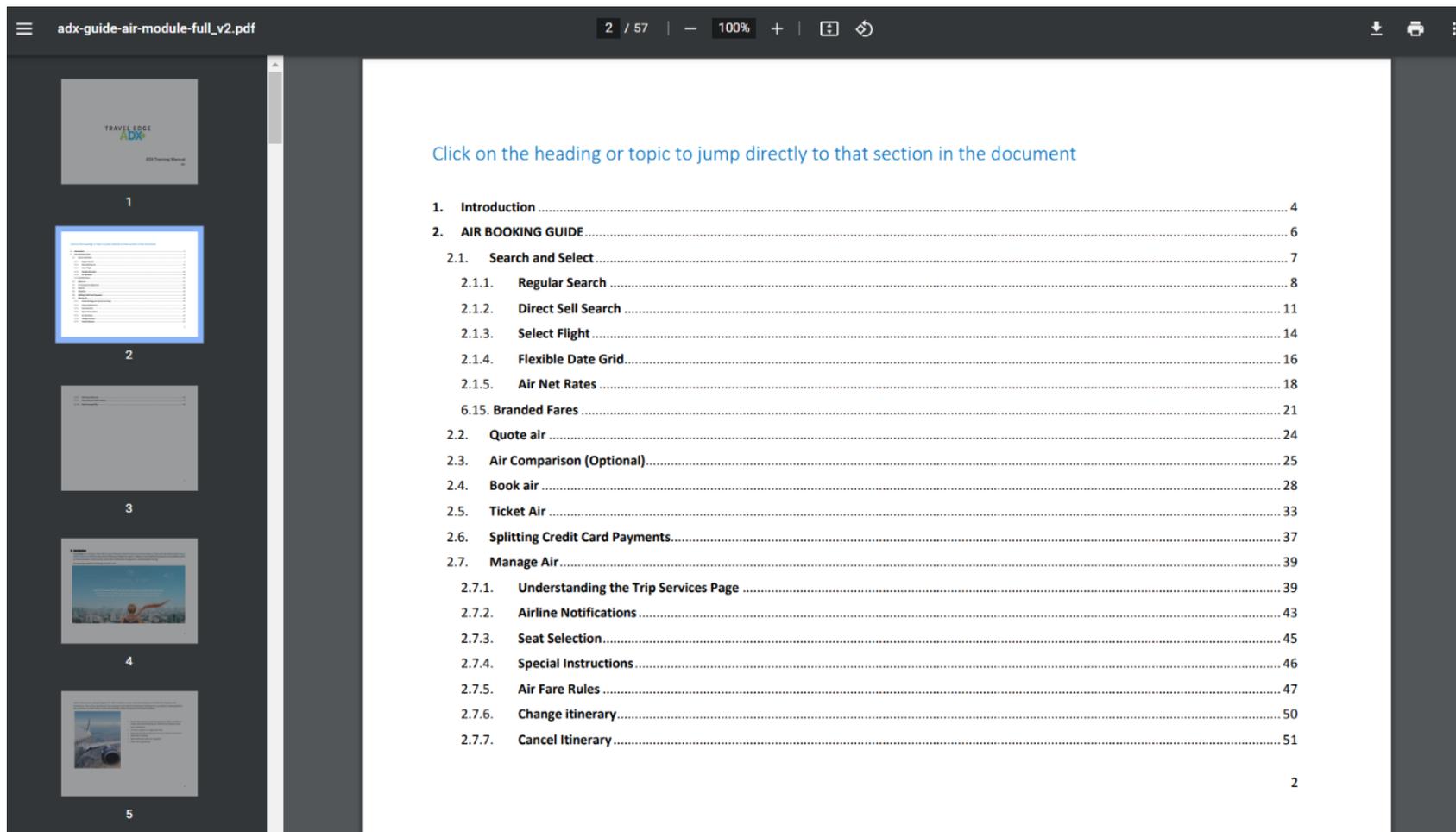
1.7. ADX AND TRAVEL EDGE TRAINING

As a Travel Edge advisor, you have access to regular ADX training guides, videos, as well as scheduled webinars with the ADX team and Travel Edge partners. Access our training guides and on demand videos 24/7 at your own leisure. The Travel Edge calendar will give you access to not only ADX webinars but also partner webinars and network events, all through the Resources page in ADX.



1.8.1 Accessing PDF Guides

PDF guides are available for each module offered in ADX. They can be viewed in browser or downloaded from the resources page.



1.8.2 Accessing On Demand Videos

Access our on-demand video library anytime from anywhere! Check out our collection of quick guides, module training videos, ADX exclusives and Travel Edge exclusives. For more videos press the [HERE](#) button on the Webinars and Videos page. New videos posted with enhancement releases so check back regularly!

The screenshot shows the ADX website's 'Resources' page. The top navigation bar includes 'ADX', 'Clients', and 'Resources'. A search bar is present with the text 'Cruise ID, ADX Ref, PNR, or Invoice #' and a user profile 'Anna Admin'. Below the navigation bar, there are tabs for 'Training PDFs', 'Webinars and Videos', 'FAQs', 'Calendar', and 'Request Support'. The 'Webinars and Videos' tab is active. The main content area features a section titled 'Become an ADX Expert' with a video icon, followed by a 'Quick Video Guides' section. Below these are four categories of videos: 'Air Videos', 'Hotel Videos', 'Insurance Videos', and 'Invoicing Videos', each with a list of video titles.

Become an ADX Expert 

ADX offers live AND on demand webinars to fit your needs and schedules. See what we have to offer!

View our full video module training library and register for training [HERE](#)

Quick Video Guides 

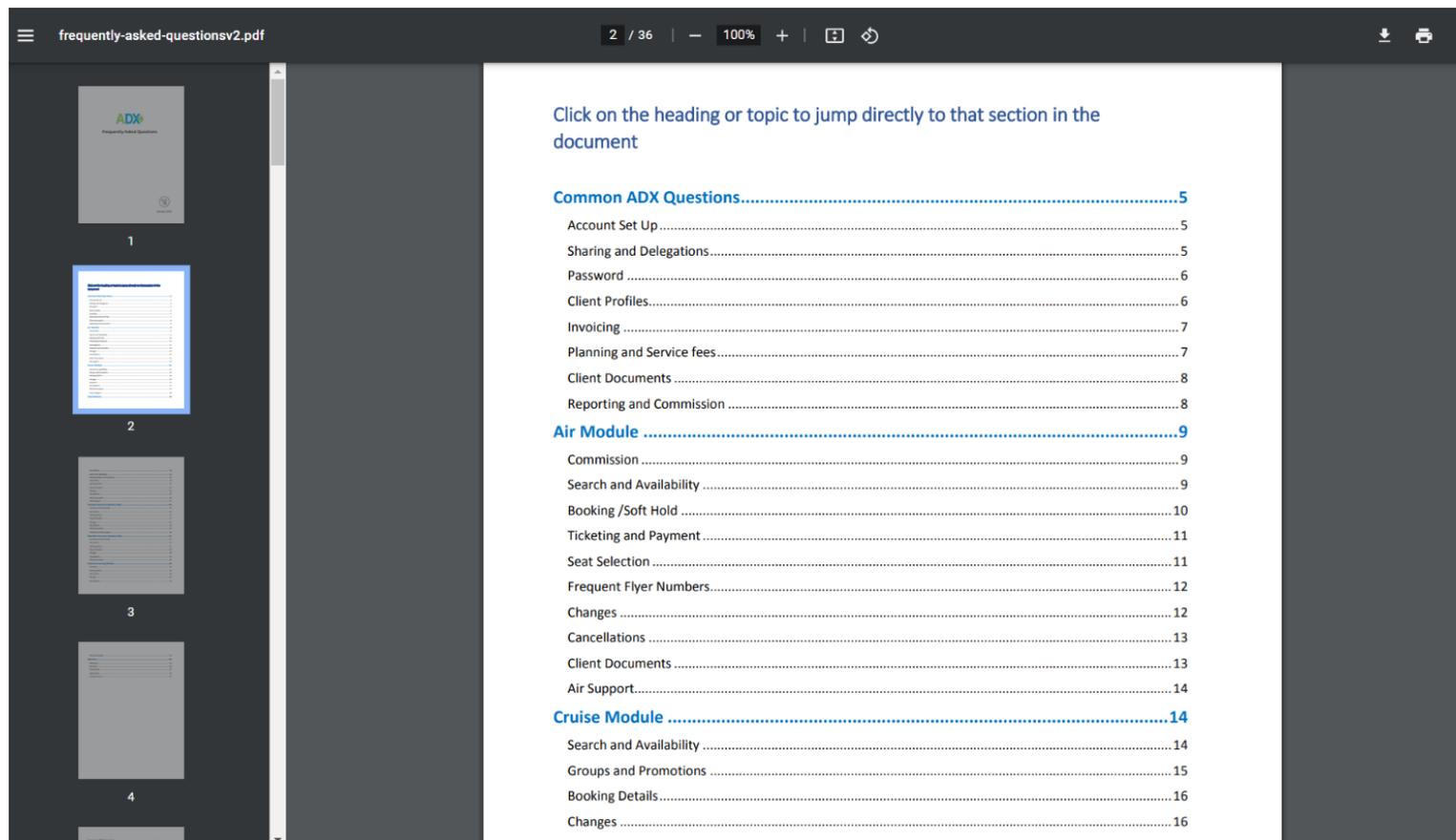
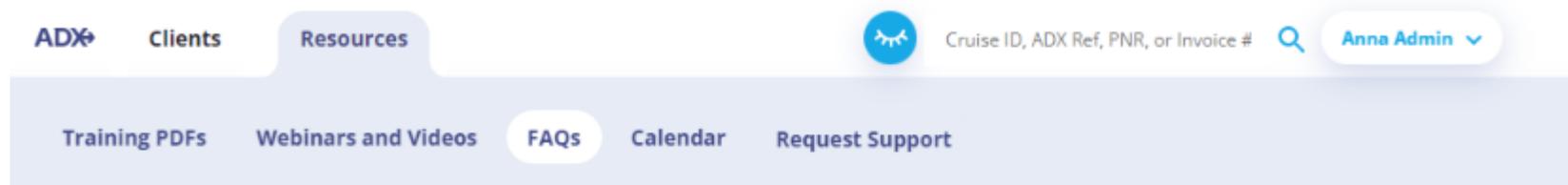
Don't need a full run down of the module but have a specific question? Check out our quick guide videos by module below.

 Air Videos	 Hotel Videos	 Insurance Videos
Air - Basic Economy Filter Video	Hotel - Search Results Map View Video	Insurance - (Travelx) Upsell Video
Air - Cancel Video		
Air - Compare Video		
Air - Multi Option Search Video		
Air - Quote Video		
Air - Splitting Payment Video		

 Invoicing Videos	Common Videos
Invoicing - Consultation Fee Video	Common - Accessing Support Guides Video
	Common - Bundle Itinerary TSP Video
	Common - Client Pay Video
	Common - Customizing Advisor Profile Video
	Common - Invoicing Video
	Common - Multi Service TSP Video
	Common - Saving Searches Video

1.8.3 Accessing FAQ's

Have a question about something in ADX? Check out our FAQ page. We curate the most commonly asked questions into one easily accessible place on our resources page.



1.8.4 Accessing Training Calendar

The training calendar will give you access to product training, product training and Travel Edge hosted events.

