

Quick Guide – 24/7 VIP 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		CC REQUEST TO		17
Me (Anna Kulej)	~			
□ This request is urgent.			Close	Submit Request

×

# 1.1. 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 travelers<sup>1</sup> 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:
  - o 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

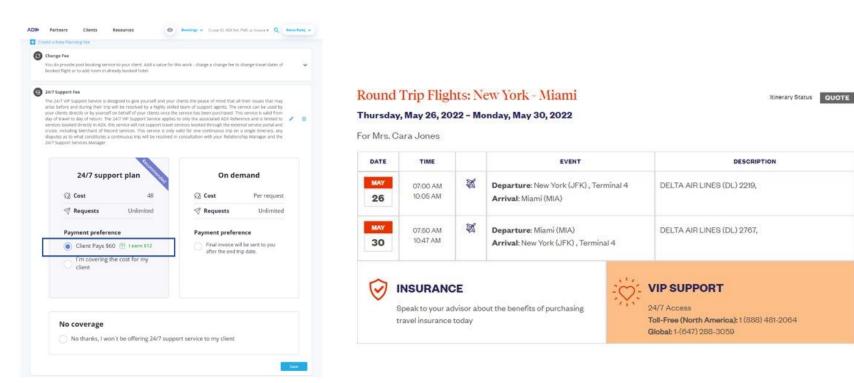
<sup>&</sup>lt;sup>1</sup> Up to 9 travelers

# 1.2.1 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**

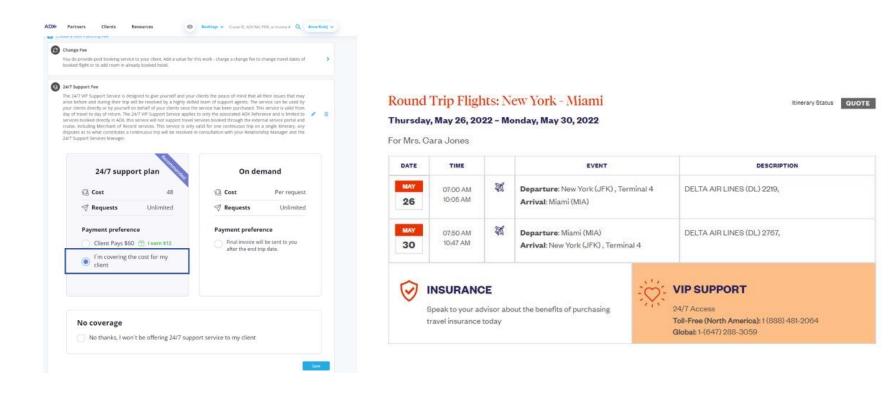
- A fee charge of \$60 will be added to the trip under the payment tab.
- o Payment will be processed on the client's credit card
- The itinerary will show the cost breakdown including the fee amount.
- $\circ$  ~ The advisor will receive \$12 commission from the sale^2 ~



<sup>&</sup>lt;sup>2</sup> Amount shown is subject to advisor split

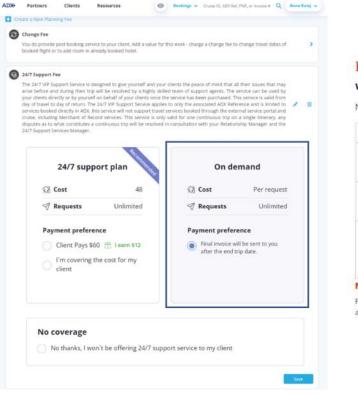
# **Opt In – Advisor Pays**

- 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.



# **Opt Out – Provide On-Demand**

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



# Hotel 50 Bowery - 3 nights

Itinerary Status QUOTE

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

No assigned travelers.

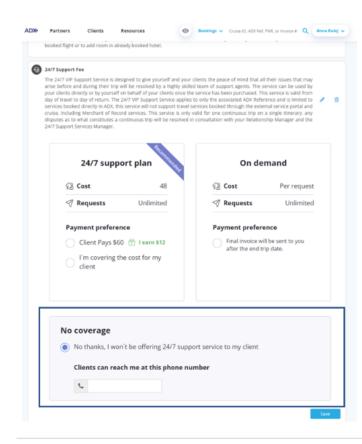
TIME	EVENT	DESCRIPTION		
۵	Check-in: Hotel 50 Bowery	Address: 50 Bowery 10013 United States		
Û	Check-out: Hotel 50 Bowery	Address: 50 Bowery 10013 United States		
INSURANCE				
	0	Image: Check-in: Hotel 50 Bowery   Image: Check-out: Hotel 50 Bowery		

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



# 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	ø	Departure: Los Angeles (LAX) , Terminal O Arrival: New York (JFK) , Terminal 8 Via: Miami	AMERICAN AIRLINES (AA) 529, Economy
$\overline{\mathbf{O}}$	IN	ISURA	NCE	

#### 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 555-5555 for any issues you may encounter as I want to ensure you have the best trip possible.