



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**

Me (Anna Kulej) 

**CC REQUEST TO**

☐ 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:**
  - 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

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<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.
- 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 sale<sup>2</sup>

ADK Partners Clients Resources Bookings Cruise ID, ADK Ref, PNR, or Invoice # Anna Ruiz

Create a New Planning Fee

**Change Fee**  
You do provide post booking service to your client. Add a value for this work - change 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 ADK reference and is limited to services booked directly in ADK. 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 earn \$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

#### 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
<b>MAY</b> <b>26</b>	07:00 AM 10:05 AM		<b>Departure:</b> New York (JFK) , Terminal 4 <b>Arrival:</b> Miami (MIA)	DELTA AIR LINES (DL) 2219,
<b>MAY</b> <b>30</b>	07:50 AM 10:47 AM		<b>Departure:</b> Miami (MIA) <b>Arrival:</b> 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

<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.

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

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

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**24/7 support plan**

**Cost** 48

**Requests** Unlimited

**Payment preference**

☐ Client Pays \$60 **I earn \$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

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**VIP SUPPORT**

24/7 Access  
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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 Kulej

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**  
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**24/7 support plan**

**Cost** 48

**Requests** Unlimited

**Payment preference**

☐ Client Pays \$60 [I earn \\$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
<b>INSURANCE</b> 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
- Notes section will show advisor number added

ADK Partners Clients Resources Bookings Cruise ID, ADK Ref, PNR, or Invoice # [Avatar Kulej](#)

booked flight or to add room in already booked hotel.

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**24/7 support plan**

**Cost** 48

**Requests** Unlimited

**Payment preference**

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☐ 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
<b>JUN</b> <b>12</b>	06:25 AM 08:40 PM		<b>Departure:</b> Los Angeles (LAX) , Terminal 0 <b>Arrival:</b> New York (JFK) , Terminal 8 <b>Via:</b> Miami	AMERICAN AIRLINES (AA) 529, Economy
<div>  <p><b>INSURANCE</b></p> <p>Speak to your advisor about the benefits of purchasing travel insurance today</p> </div>				

### 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.



