

Quick Guide – Advisor Reporting Support

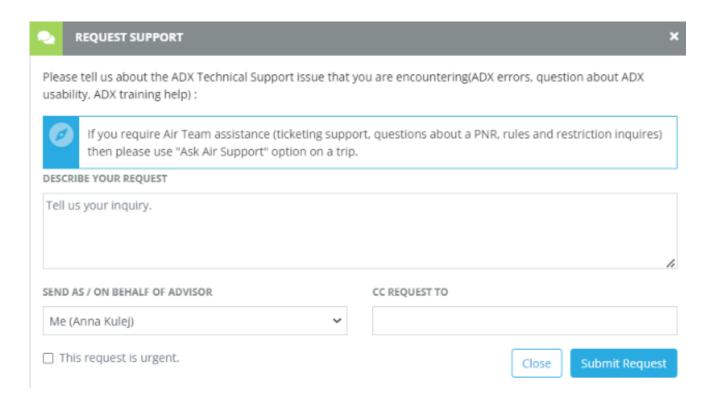
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1. Accessing Support Overview

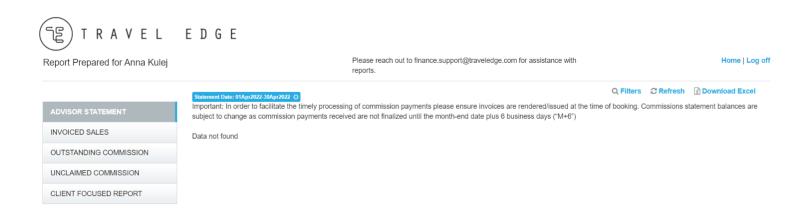
ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- 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



1.1. 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.



- 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
 - o Provide the ADX invoice number relevant to the question you have