



Quick Guide –
Advisor Reporting 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. 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.

The screenshot shows the Travel Edge web application interface. At the top left is the Travel Edge logo. Below it, it says "Report Prepared for Anna Kulej". To the right, there is a message: "Please reach out to finance.support@traveledge.com for assistance with reports." and links for "Home" and "Log off". Below the header, there is a navigation bar with "Filters", "Refresh", and "Download Excel" buttons. On the left, there is a sidebar menu with options: "ADVISOR STATEMENT" (selected), "INVOICED SALES", "OUTSTANDING COMMISSION", "UNCLAIMED COMMISSION", and "CLIENT FOCUSED REPORT". The main content area shows the "Statement Date: 01Apr2022-30Apr2022" and an important note: "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')." Below this, it says "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