ADX

Quick Guide –
Client Profile Support
June 2022

Contents

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. 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.

- **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