



Quick Guide –
Client Profile 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. 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.

CLIENT SEARCH RESULTS				
Client	Email	Phone	Agent	
Mr. Smith, Sam		5554445555	Anna Kulej	View
Mr. Smith, Sarah	sarah.smith@gmail.com	4144441111	Darjit Dhillon	View
Mrs. Smith, Jane Joan		647-566-5555	Darjit Dhillon	View
Mrs. Smith, Sam		647-566-5678	Maria Martynova	View
Mr. smith, john space		6471889876	Maria Martynova	View
Ms. Smith, Suzy J	ddd@ttt.com	1231221112	Maria Martynova	View
Mr. Smith, Adam Ajaxon		416-96969969	Darjit Dhillon	View
Mr. Smith, Jim James	varinder.sehra@traveledge.com	555-555-0018	Darjit Dhillon	View

- **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