



Quick Guide –
Manage Support Requests
June 2022

Contents

1. Post Booking Management	3
1.1. MANAGE SUPPORT REQUESTS	4

1.Post Booking Management

All bookings can be managed directly through ADX. This section will show you extra functionality related to post booking management within the platform. Learn more about topics related to:

- Clients Traveling in 10 Days
- Searching for Itineraries
- Copy an Itinerary Quote
- Link Bookings
- Reordering of Services on an Itinerary
- Removing Quoted Service from a Reference
- Changing Trip Service Views
- Building Multi Service Itineraries
- Archiving Full Itineraries
- Visa Requirements and Sherpa
- Itinerary Notes
- Resending Emails
- Creating Notifications
- Managing Notifications
- Service Fees
- 24/7 Support Fees
- Splitting Payment
- Client Pay
- Manager Access

1.1. MANAGE SUPPORT REQUESTS

When submitting any support ticket out of an ADX reference, you can track those tickets and their numbers via the manage tab. This is helpful if you ever need to reference or follow up on a request you have submitted. Instead of submitting a new ticket, your manager can assist in getting an update on a current ticket. Access the ticket history via the MANAGE tab on the reference.

Manage Tab

Date Submitted

Message Summary

The screenshot displays the ADX system interface for a support ticket. At the top, there's a navigation bar with 'ADX' and links for 'Partners', 'Clients', 'Resources', 'Bookings', and a search bar. The main header shows 'Black Car Network' with dates 'Thursday, June 23, 2022 - Saturday, July 2, 2022' and an advisor 'Anne Kulej'. Below this, a tabbed interface includes 'Trip', 'Client & Travelers', 'Payment', 'Service Fees', and 'Manage' (which is selected). A 'Refresh Quote' button is also present. The 'Notifications' section states 'There are no notifications to display.' The 'Sent Emails' section also states 'There are no emails to display.' The 'SUPPORT TICKETS' section features a table with columns 'Service', 'Date', and 'Message'. One ticket is listed with the date 'Jun 9, 2022' and the message 'It's disregard.' A 'Helpdesk' button is next to it. Below the table, there's a section for 'Bon Voyage & Welcome Home Email Messages' with a checkbox to 'SEND BON VOYAGE AND WELCOME HOME EMAIL' and a text area for email addresses. At the bottom, there's a 'Preview' section showing a 'BON VOYAGE' graphic and a 'Welcome Home' email template with a text editor for personalization. The footer contains buttons for 'Add ADX Service', 'Add non ADX Service', and 'Send Itinerary'.

ADX Partners Clients Resources Bookings Cruise ID, ADX Ref, PNR, or Invoice # Anne Kulej

Black Car Network Thursday, June 23, 2022 - Saturday, July 2, 2022 Advisor: Anne Kulej

ADX Ref: TechBP (Archive) Copy Quote Link Bookings

Trip Client & Travelers Payment Service Fees **Manage** Refresh Quote

Notifications Create Notification Include Hidden

There are no notifications to display.

Sent Emails

There are no emails to display.

SUPPORT TICKETS Attach Ticket

Service	Date	Message
	Jun 9, 2022	It's disregard.

Helpdesk

Bon Voyage & Welcome Home Email Messages

☐ SEND BON VOYAGE AND WELCOME HOME EMAIL (these are sent out on trip departure and return dates)

SEND TO THE FOLLOWING EMAIL ADDRESSES: Enter a list of valid emails separated by commas

To personalize the Bon Voyage and Welcome Home greetings, please edit the message on composer on the right. You can update the standard greetings on your [My Profile](#) page.

Preview

BON VOYAGE

Enjoy your trip!

It can be of any further assistance before you travel, please do not hesitate to contact me. My email address and phone numbers can be found below.

Kind regards,

Anne Smith

Bon Voyage Welcome Home

EMAIL SUBJECT: Bon Voyage!

B I U Normal Default

Enjoy your trip!

If I can be of any further assistance before you travel, please do not hesitate to contact me. My email address and phone numbers can be found below.

Kind regards,

Anne Smith

Add ADX Service Add non ADX Service Send Itinerary