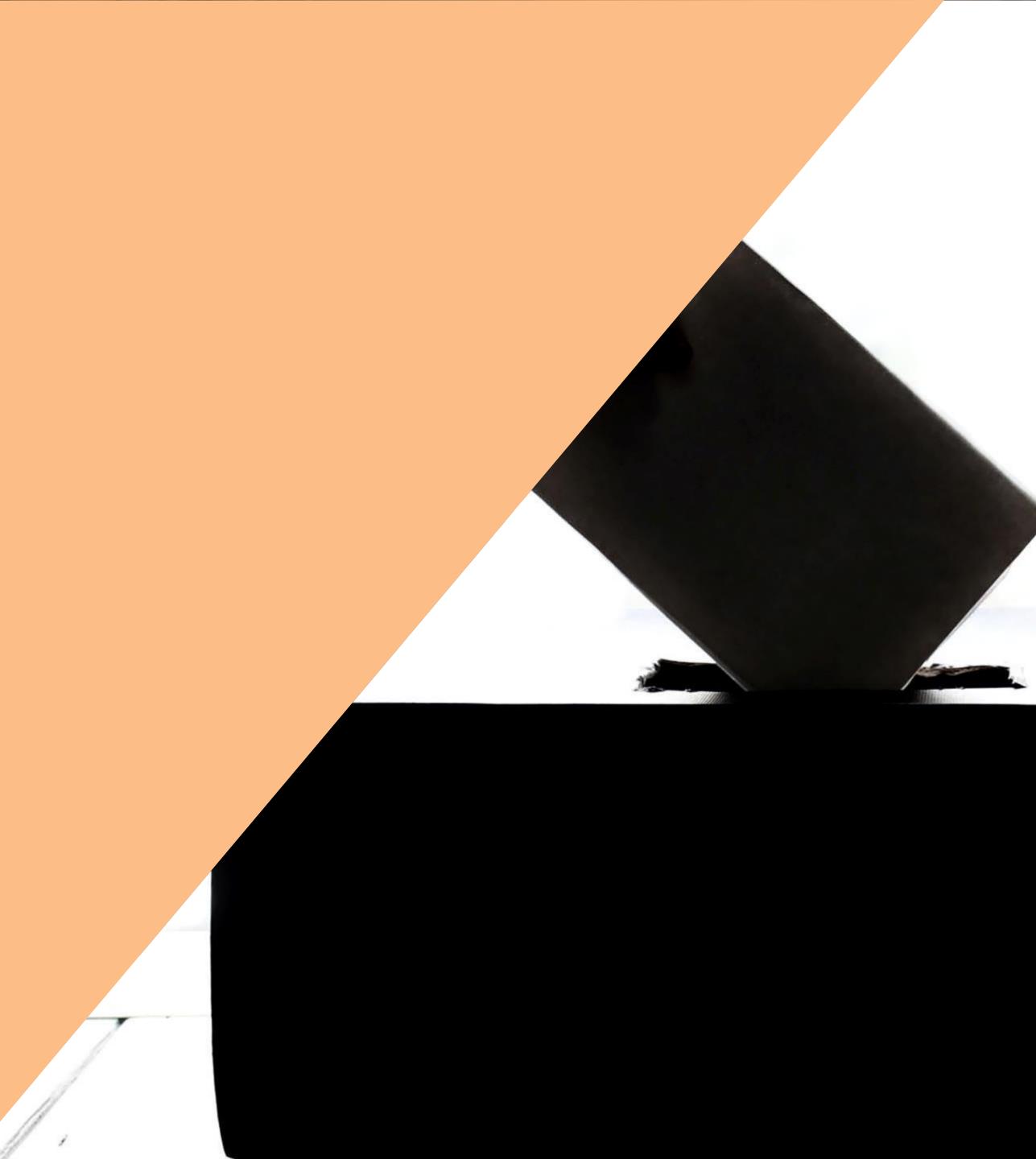# Poll!

What are you using ADX for?

Q. When should we contact ADX support?

A. If you encounter an error or a technical glitch within the system you should contact adxsupport@trip-arc.com. If you encounter an error box that prompts you to submit a message explaining what you were doing when you encountered the error, please do so as it helps the team capture more information to be able to resolve the error.

Q. When should we contact Air Support?

A. For questions about seat assignments, fare class & rules, help with exchanges, waivers, favors, refunds, cancellations, and schedule changes, reach out to air.support@trip-arc.com.

Q. When should we reach out for Hotel Support and who should we contact?

A. Always contact advisor.services@traveledge.com for hotel support. You can reach out for questions about the rate and amenities, commission, assistance with VIP clients, cancellation, modification, or even hotel status.

Q. Can you review:

- Navigating the intranet?

- Building an itinerary?

- Where booking cruise is at?

- Hotel search inconsistencies . (4SeasonsWhistler) by name no negotiated fares (only if search by City Whistler)

Q. ADX needs a way to stop payment/completion for tickets with changes in any field (or flight) once it says booked till rebooked.

A. ADX doesn't require payment when *booking* air. If there is a change prior to ticketing, the advisor is notified. If there is a change after ticketing the advisor is notified but there is no way to stop the payment once ADX provides the card to the airline.

Q. Why do clients who are companions not show up in client lists.

A. ADX only displays the primary client in the client list.

Q. Can we change bon voyage to enjoy your trip as an option?

A. Yes, you can change the subject line on your Bon Voyage and Welcome Home emails either as a default in your communication profile, or per trip in the Manage tab.