

Maximize Your Support Services

July 19th, 2023



TRAVEL EDGE
NETWORK

Agenda

1. What Support Services are Available?
2. Which Service to Contact and How
3. Tips and Best Practices
4. Questions?



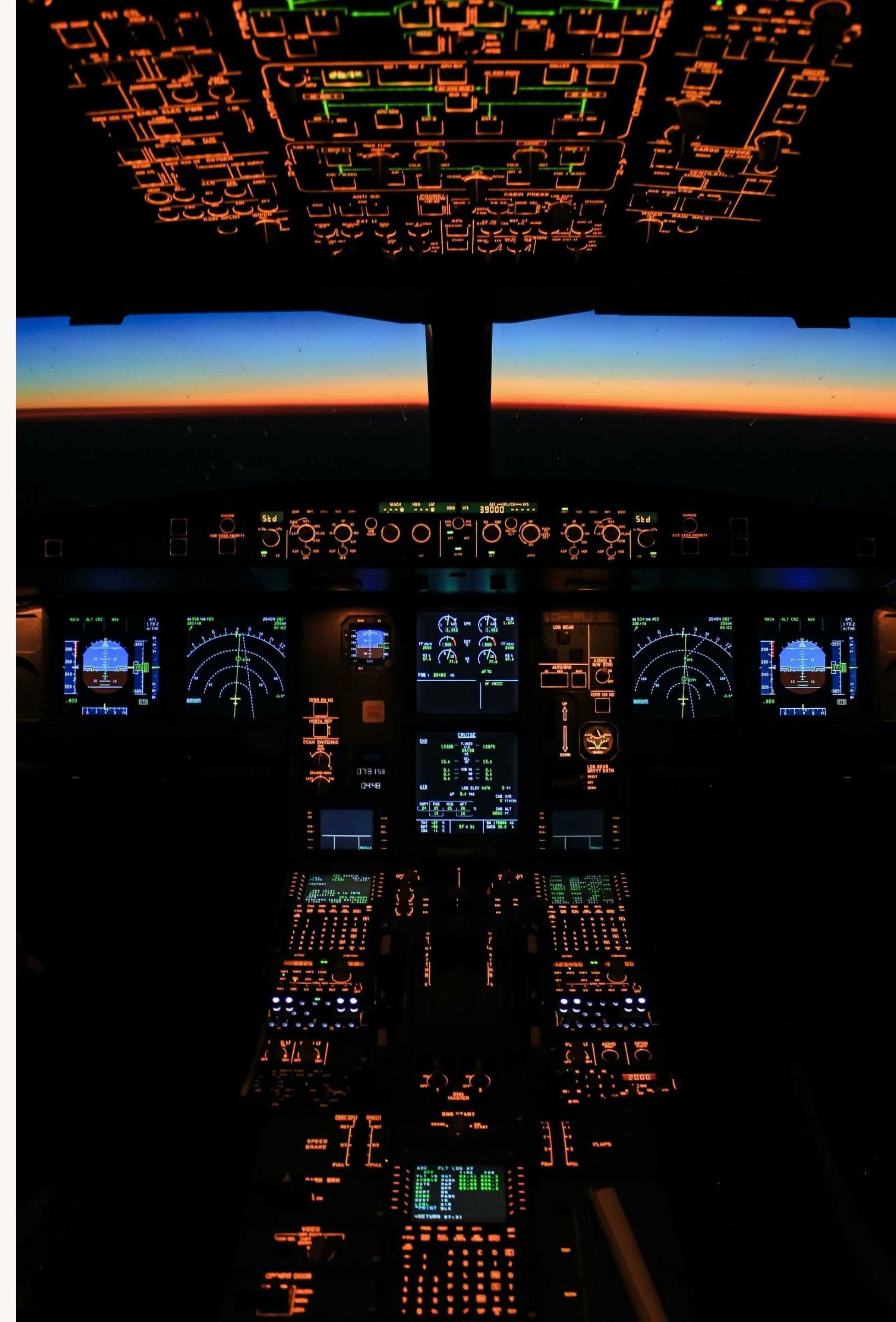


What Support Services are Available?

What support is available?

Travel Edge advisors have access to a network of support services!

- IT Support
 - Monday-Friday: 9am-9pm ET
 - Saturday: 10am-6:30pm ET
- Finance Support
 - Monday-Friday: 9am-5:30pm ET
- ADX Support
 - Monday-Friday: 9am-9pm ET
 - Saturday: 10am-6:30pm ET
- Advisor Support
 - Monday-Friday: 7am-8pm ET
- Marketing Support
 - Monday-Friday: 9am-5pm ET
- Air Support
 - Monday-Friday: 9am-9pm ET
- 24/7 Support
 - 24 hours a day/7 days a week!



Which Service to Contact and How



Who you gonna call?

Before you dive into reaching out for support, it's important to know what each support channel is responsible for and when to contact them. Questions like:

- Who should I go to for questions about my commission statement?
- What should I do if I encounter an error in ADX?
- My Travel Edge email box won't load or send emails.

Are easily answered, once you know what each support team is responsible for.



IT Support

The IT department is responsible for Navigatr's network and security. They manage the infrastructure that allows the ADX team to continue developing the platform. This includes our private VPN, servers, company hardware (phones, computers, printers, etc.).

They are also responsible for some of the company software, such as Adobe, Outlook, ClientBase, GDS, and any other applications that need to be installed on company hardware.

They are no longer responsible for the Network Intranet.



When do you contact IT?

- If you are unable to access your Travel Edge email
- Your GDS password expired, and you need assistance with resetting and accessing
- Assistance installing software such as Office or Outlook
- Assistance with internet security such as a VPN
- Assistance with email or links that might be spam or fraudulent

How do you contact IT? EASY! Send an email to

it.support@trip-arc.com

gds.support@trip-arc.com

Clientbase.support@trip-arc.com

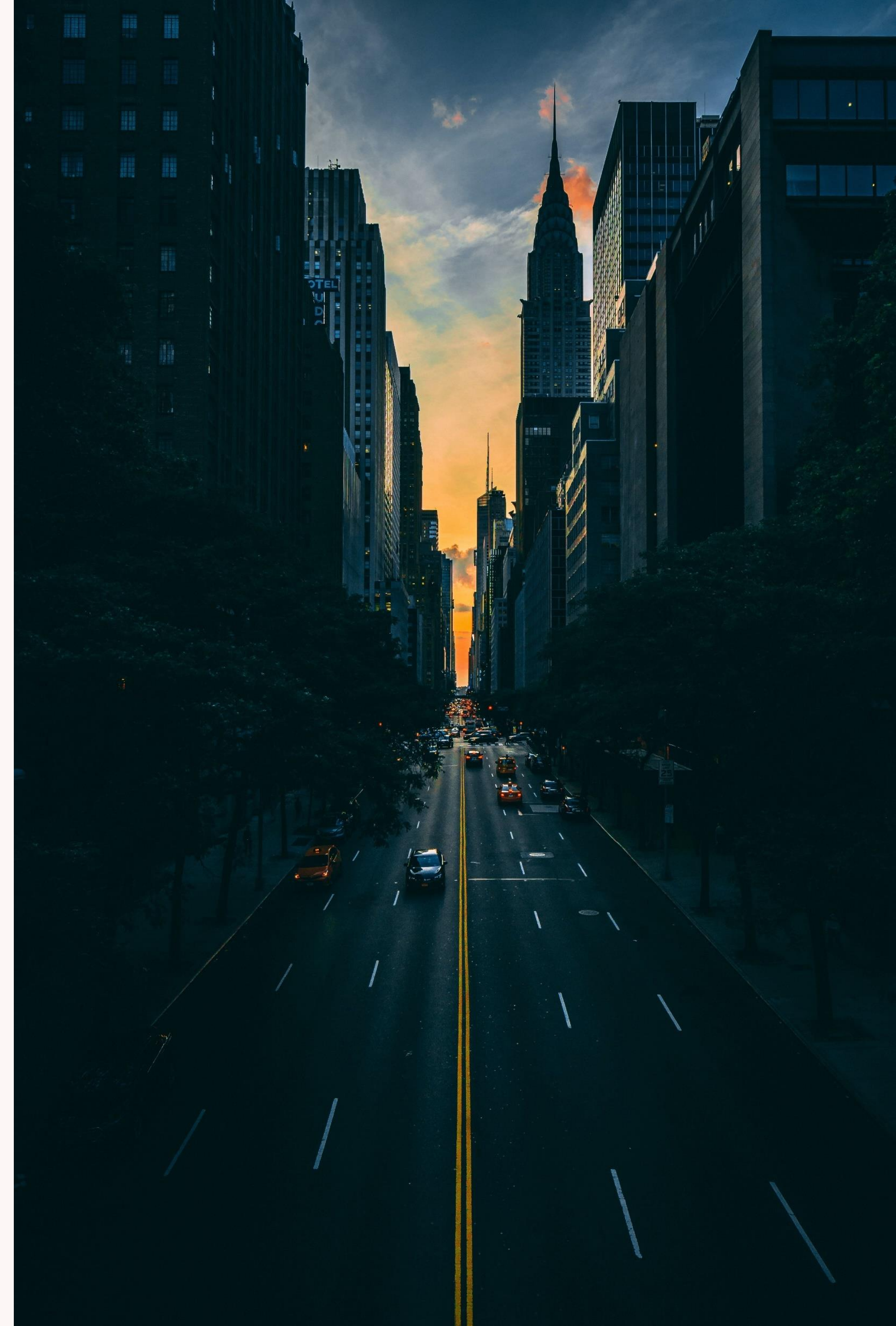
Typical resolution time is within 6 business hours



Finance Support

The Finance department is responsible for all incoming and outgoing monetary transactions. They manage the commission tracking and payment system for advisors as well as assist with making wire or credit card payments to suppliers.

They do not assist with advisor invoicing or questions about how to track down commission payments from a supplier.



When do you contact Finance?

- If you need assistance with a complicated transaction and you're unsure how to proceed.
- If you have an issue with your advisor commission statement

How do you contact Finance? Use one of the following emails based on your assigned Branch:

Finance.atlanta@trip-arc.com

Finance.Bermuda@trip-arc.com

Finance.leisure.usa@trip-arc.com

Finance.leisure.canada@trip-arc.com

Typical response time is within 24 business hours



ADX Support

The ADX team is responsible for front-line advisor support. They assist with technological issues encountered by ADX users, as well as some training questions regarding the platform.

They assist with troubleshooting errors that advisors encounter and escalating issues that can't be resolved with troubleshooting. They work closely with the Customer Success team and ADX developers to ensure the tool is working and they are up to date on the latest enhancements to the tool.

They cannot assist with product specific questions or issues, and they cannot assist with commission payment questions.



When do you contact ADX Support?

- If you encounter a pop-up error that will not resolve with self-troubleshooting.
- If you believe the tool is not behaving as it should
- If you are not able to login to the platform
- If you are not sure what steps to take to reach a certain goal when using the tool

How do you contact ADX support? There are three methods:

1. If you are in the ADX tool and encountered a RED error box with the option to enter a message and submit, please do so. This allows the team to capture important information to resolve the issue.



How do you contact ADX Support?

2. If you are in the ADX tool, click your name in the top right corner, then click ADX Support. A message box will pop up allowing you to submit your support request. If you do this from the ADX reference you are writing about, the message will capture the reference number for the team. If you submit from the dashboard a search page and you want the team to look at a specific reference, please be sure to include in your message.
3. Send an email to adxsupport@trip-arc.com. Be sure to include any ADX reference that you want the team to look at in order to better support you.

In all support requests, please try to include as much information about the issue you are having so the team can support you better.

Typical resolution time is within 5 business hours



Advisor Support

The Advisor Services team is composed of the Network Office Managers & Supplier Relationship Directors.

The team is available for general support questions about suppliers and the industry, feedback on ADX and the other support services, training questions, supplier portal login support, and assistance with connecting with supplier partners.



When do you contact Advisor Services?

- General supplier or industry question or request for supplier contact information.
- Training question for ADX or who to contact for support.
- If you need to escalate a support request submitted with another support team

How do you contact Advisor Services? Send an email!

Advisor.services@traveledge.com

Typical response time is with 24 business hours



Marketing Support

The Marketing team supports both the Network as a division as well as you the advisors individually. They offer an a la carte menu of services to meet your marketing needs, and they work 1-on-1 with you to make sure they deliver quality material that meets your brand needs.

They support our personalized marketing program as well and can help with getting you set up and ready to market to your clients, without you having to source material or create a marketing schedule!

Full list of programs:

- Advisor Personalized Digital Marketing
- Print Marketing
- Travel Edge Website Profile
- Social feature
- Creative Studio



When do you contact Marketing?

- For questions about the personalized marketing program.
- To utilize their a la carte services for marketing.
- For questions about the Travel Edge website.

How do you contact Marketing? Send an email!

advisormarketing@traveledge.com

Typical response time is within 24 business hours



Air Support

The Air team works to support advisors with air related questions and bookings. They assist with ticketing, refunds, exchanges and waivers, as well as seat assignments and any other extras.

They also assist with reading and explaining fare rules for any advisors that may have questions.



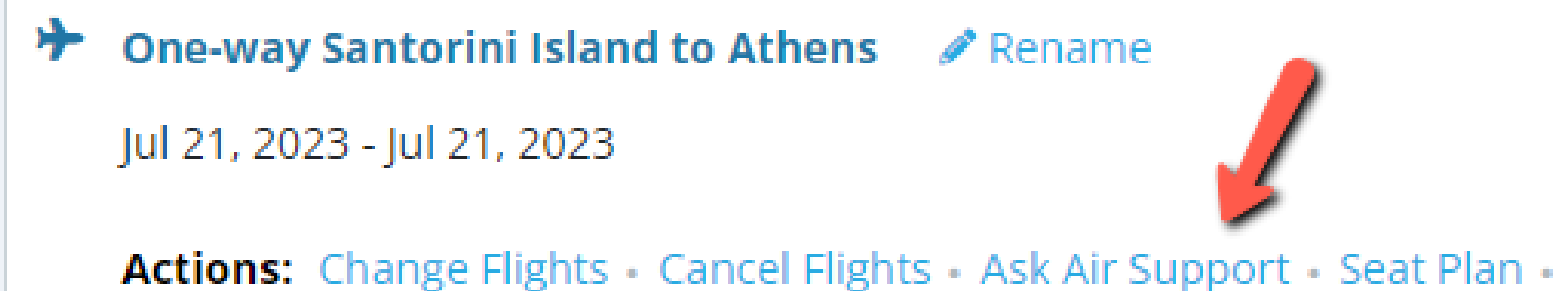
When do you contact Air Support?

- For questions about the fare rules displayed in ADX or GDS
- For assistance with booking, ticketing, refund, exchange or waivers
- For assistance with seat assignment and other extras

How do you contact Air Support? In ADX on the air service click the “Ask Air Support Button” to have the system capture all the information about the air service. Or you can send an email to Air.support@trip-arc.com

For TEN [Group booking](#) support contact groups@traveledge.com

Typical resolution time is 2 business hours for priority issues (travel within 24 hours) and 4 business hours for non-priority issues



24/7 Support

The 24/7 Support team works around the clock to assist with urgent issues that come up before and during travel. They can support air and hotel booking in one of Travel Edge's GDS tools, or any service booked in ADX (Air, Hotel, Activities, Insurance).

There is a \$35 fee per call per PNR/ADX reference the team supports during the call.

There is also the option to purchase the VIP 24/7 Support package. For \$60, you or your clients have unlimited support calls DURING travel (between trip start and trip end date) for services booked in ADX.

You also have the option to pay for the service for your clients at a price of \$48.



When do you contact 24/7 Support?

- When you or your client believe your issue is urgent and requires immediate support.
- Outside of normal air support hours (before 9am ET or after 9pm ET)

How do you contact 24/7 support? Call them at (888) 481-2064

Typical response time is a call answered within 30 seconds





Tips & Best Practices

TIP: Offer the 24/7 Support Product

The 24/7 VIP Support is a great value option for clients that want to ensure they'll get the assistance they need while on their trip.

The 24/7 VIP Package ensures that any ADX booked service (Air, Hotel, Activities, & Insurance) will be supported between trip start date and trip end date at no extra charge to you or your clients.

- \$60 if your client pays
- \$48 if the advisor pays
- \$35 for every on-demand call outside of travel dates or when no package has been purchased.



TIP: Check your training resources

The Travel Edge Intranet and *Compass* learning platform have a multitude of ADX and other training resources.

There is also a live [calendar](#) for all future live webinars and training sessions.

We recommend checking these resources before escalating your issue internally

- [ADX Training](#)
- [Past Training Webinars](#)
- [Compass](#)

For *Compass* credentials please reach out to learning@traveledge.com



Please Remember

We have some Tips and Best Practices to help you maximize your support services.

- Don't duplicate your request
- Don't copy every support team/person
- Don't escalate an issue without a ticket
- Do submit a support ticket for every issue you encounter*
- Do provide as many details or as much information you can
- Do track your tickets and provide the ticket numbers to help with escalation or follow-ups.



Avoid Duplicate Requests

While we do ask you to submit a ticket every time you encounter an issue or have a question, this doesn't mean you should create a new ticket for the same issue already submitted. You might be asking, "how can I avoid duplicates but still follow-up on an unresolved issue?"

Your ticket number is your key! Unlock the world of support by holding onto your ticket number. Every support request sends an automatic reply with your ticket number in the subject line. You can create a new email with a whole new subject line even, just put your existing ticket number in there, in curly brackets:

Re: FW: name change help {S49375}



Support, IT (Trip-Arc)
To Beth Curran



Avoid Copying Multiple Support Teams

If you're not sure which team should get your support request, please reach out to your relationship manager/director, Advisor Services, or Operations. We can point you in the right direction before you submit your ticket.

Again, you might be asking, "Why does it matter if I submit a ticket to Air, ADX, & Finance? If they aren't responsible, they can just delete it right?"

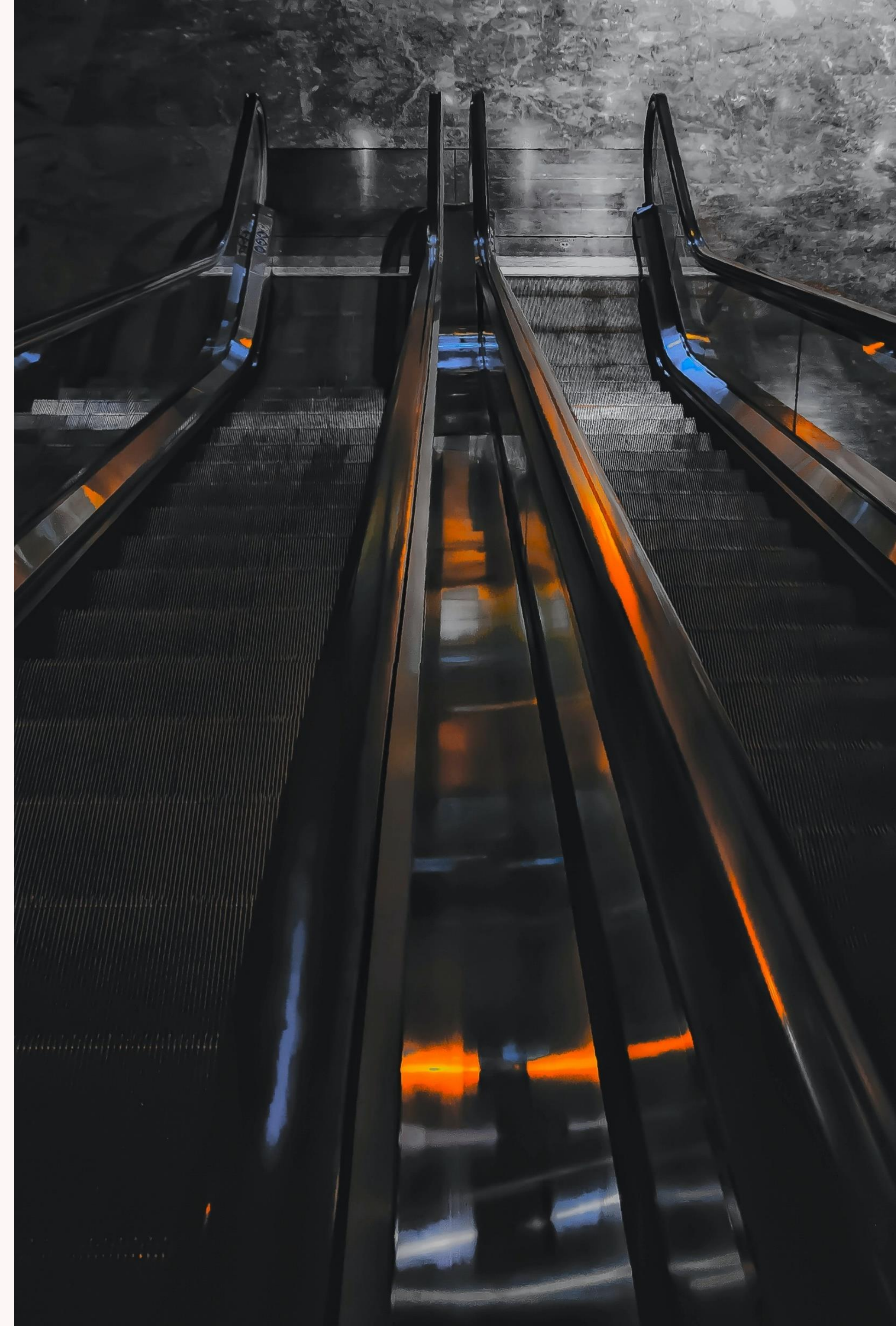
Well, let me counter with "How often do you delete emails without reading them?" Each team must open every ticket, determine if it's actionable, then assign or close the ticket. This does take time and for every ticket that doesn't require action there are likely two that do.



Escalations Require Ticket Numbers

If you're encountering an issue or require support, always submit a ticket. Our Advisor Services, Operations, and other support teams cannot action an escalation without a ticket number.

The only team that does not require a ticket number is Marketing.



Submit a Request for any recurring issue

If you're encountering an issue or require support, always submit a ticket. Our developer team and support teams may not know about the issue until found during live use of the ADX tool.

Without reports of the issues, we cannot work to resolve them.



Provide as many details or as much information as you can

A picture is worth a thousand words! If you're not sure how to describe your issue or you can't recall the steps you were taking, you can always submit a screenshot of the issue.

Always try to provide as many details as possible around what you were doing or what happened when you encountered the error or issue. These details can help the support teams troubleshoot or resolve your issue quicker.

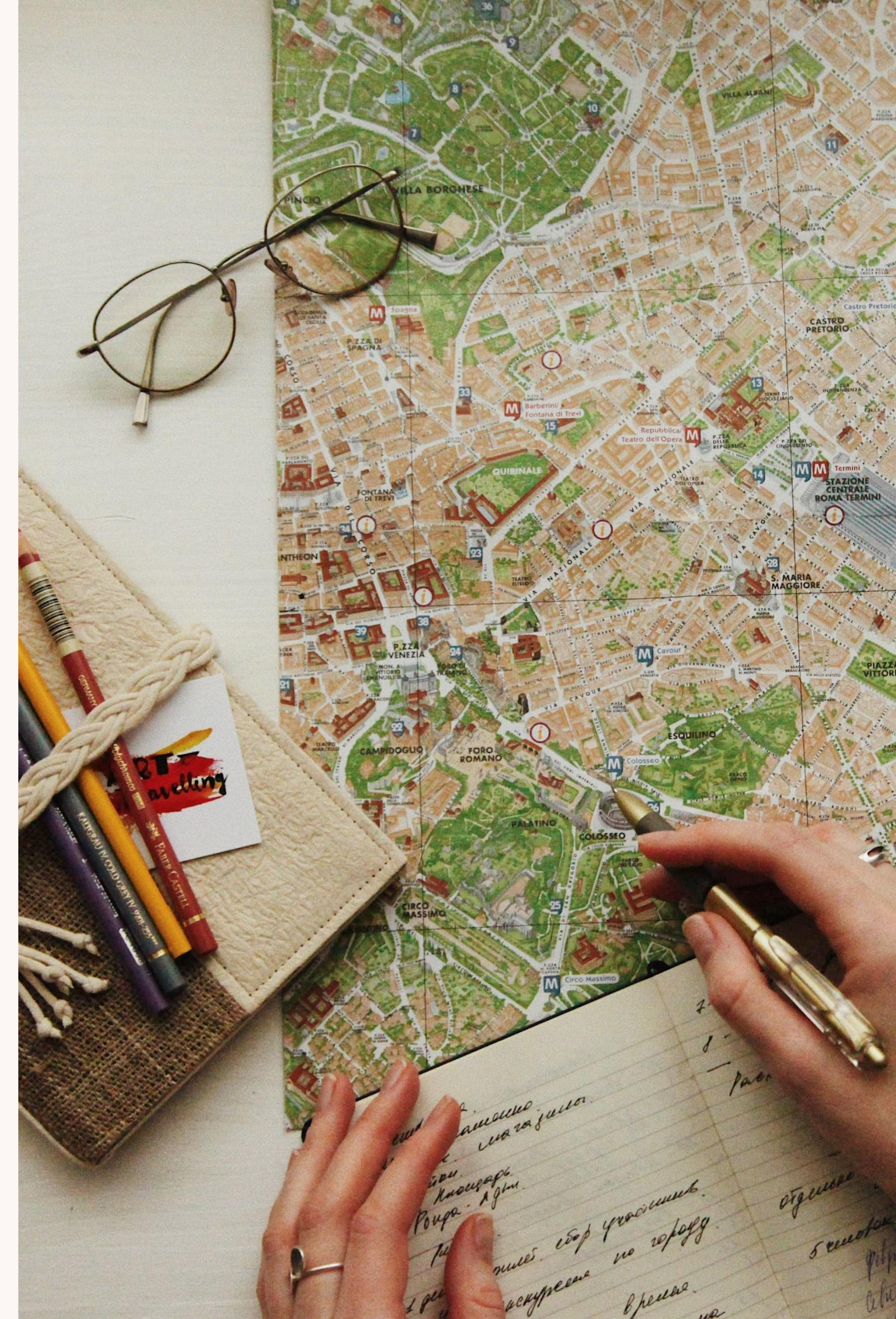


Track your tickets and provide the ticket number for escalation

We know you're busy and it can be hard to keep track of multiple support requests. Every ADX reference has a Manage tab and within that tab, the system tracks any support tickets submitted pertaining to that reference.

This can be useful when following up or requesting an escalation on an unresolved issue.

If you didn't submit regarding an ADX reference, we just ask that you try and track those ticket numbers so you can easily follow up or request an escalation for an unresolved issue.





Questions?



Thank you!