

integrated



minds



solutions



Memlink/CDX

- ▶ Access to membership information lets you provide efficient service to members from other clubs
- ▶ Sharing up-to-date information of members' privileges ensures efficient and appropriate handling of their requests
- ▶ Pre-authorized ERS calls to visiting members reduces reciprocal billing conflicts
- ▶ Providing automated member verification eliminates staff time spent supplying membership information to other clubs
- ▶ Transfer RAP Emergency Road Service calls more quickly and efficiently, and receive more timely call updates
- ▶ Timely reciprocal processing prevents ERS abuse

AXIS Memlink/CDX enables your club to exchange diverse information with other auto clubs. Using Club Data Exchange (CDX) technology, Memlink/CDX sends data between your club and other auto clubs connected to the AAA/CAA ClubLink data communications network.

Requesting Membership Verification

Using AXIS Point-of-Sale, AXIS Membership, or AXIS Emergency Road Service (ERS), service councilors can verify memberships at other clubs simply by entering the member's club number and other search information, such as the member's name, address, and/or member number.

Membership information accessible from such requests includes the member's name, address, phone number, primary or associate indicator, membership expiry, Plus indicator, various flags and active or suspended status indicator. With access to up-to-date membership information, your club can provide more efficient service to members from other clubs, and control the types of services provided to members based on the privileges established for their membership type.

Membership verification can be requested over the ClubLink network from any auto club using CDX membership verification software.

Providing Membership Verification

Using Memlink/CDX, your club can offer membership verification to other clubs. This capability reduces the potential for reciprocal billing problems that occur when other clubs provide services not covered by your client's membership. Also, by offering access to your club's membership information, you can reduce the time required for your club's employees to supply the information personally.

Clubs and occasional users can also verify memberships at your club using a web browser. Member verification is also supported when you utilize web-AXIS for your club's web transactions.

ERS Authorize via Memlink/CDX

Once a visiting member has been verified using Memlink/CDX an authorize ERS request is generated to the home club, via Memlink/CDX. The home club reply is processed through and tracked by AAA National, and it outlines the level of service that has been authorized (for example, Regular, Plus, RV, COD).

Optionally, AXIS clubs can also utilize Memlink/CDX for inter-club reciprocal processing. With this feature turned on, a visiting member's ERS call details will automatically be sent to the home club when the call is closed. AXIS ERS will then immediately update the member's ERS service usage profile at the home club. Timely reciprocal processing ensures future authorizations are based on up-to-the-minute information.

Dispatching ERS RAP Calls via ClubLink

Memlink/CDX, combined with "Club Auto" processing in AXIS ERS, enables you to dispatch calls more quickly and efficiently to servicing clubs. When you dispatch a call to the servicing club, Memlink/CDX sends the call information over the ClubLink network to the club specified by the dispatcher. Then, CDX adds the call information directly into the club's ERS system. This direct data entry improves response time and reduces call receiver workloads by eliminating the need for data reentry.

After you dispatch a call, the ERS system at each club uses CDX to automatically update the status of the call in your system. The servicing club's ERS system sends updates at each stage of the call, from acknowledging that the call has been received to indicating that the call has been cleared. Updates entered by your dispatchers, such as changes or cancellations, are also sent directly over the network to the servicing club's system. With access to more timely call updates, both you and the servicing club can monitor calls more effectively and provide more accurate information to RAP customers about the status of their calls.