

Forwarding itinerary confirmation emails to TravelTracker

Frequently Asked Questions for Clients

1. How does Forward Itinerary Functionality work?

Forward itinerary functionality allows clients to capture traveller bookings that are made outside the organisation's travel agencies. It provides travellers with a convenient way to submit their itinerary details to International SOS whenever they book their trip outside of the organisation's travel agency.

When the travellers book a trip outside of your organisation's travel agencies such as through an online travel site, they can forward their itinerary confirmation emails to a specific International SOS email mailbox. The trip information then gets automatically processed and imported into TravelTracker and MyTrips.

2. Is this new feature provided at additional cost?

No. The new feature is provided as a complementary service to MyTrips, which is part of your TravelTracker offering.

3. What are the steps to have this feature enabled for my travellers?

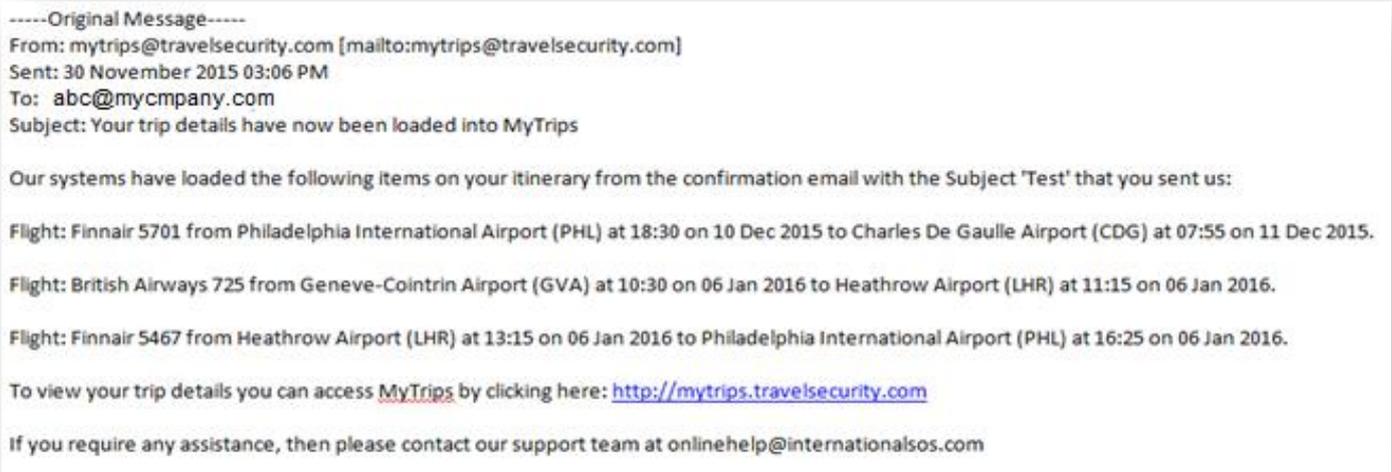
- Contact your Service Delivery Manager to have the new feature enabled for your organisation. Your Service Delivery manager will inform you when the feature is available and provide you with the email address that the travellers can use for forwarding the confirmation emails. The turnaround time to set-up the feature is typically a week.
- Once the feature is enabled for your organisation, communicate the new feature and the simple registration with MyTrips to your travellers.
 - Access to MyTrips is through a specific URL. If your organisation has a Communications Portal, the link to MyTrips is provided on the portal. Contact your Service Delivery Manager if you are not sure how to access your portal.
 - **Travellers should set up their MyTrips username with the email address to which they normally receive the itinerary confirmation emails.** Travellers should forward the confirmation email from the same email address that they have setup as their MyTrips username.

4. What if the traveller has booked the trip by using his personal email address, but his MyTrips account is under his organisation email address?

This is not a problem. If the traveller has forwarded the confirmation email from his personal email address (e.g. a yahoo email address) and it doesn't match his MyTrips user name, the traveller will receive an automated email from MyTrips explaining how the email should be forwarded. The traveller can still forward the confirmation from his personal email address to his organisation email address and then forward it again to the specific International SOS mailbox. Your travellers will always receive an automated email about the processing status of their trips.

5. Will travellers get a confirmation when the trip details have been processed?

Yes. Once the trip details are processed, travellers will receive an automated email from MyTrips explaining the status of the trip process. The email will list the trip segments that were successfully processed. Below you can find a screenshot of a sample confirmation email.



6. What happens if some of the trip segments are not processed?

Travellers will still receive an automated email from MyTrips recommending that they can access their MyTrips account to make any changes or additions. These trips will be labelled as “Forwarded Itinerary” within the trip list for easy identification.

My Trips						
Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
SSRMPE	SSRMPE	Active 	16 Nov 2015	17 Nov 2015	Forwarded Itinerary	

7. If the traveller makes a change through the original booking vendor, how will these trip changes be submitted to MyTrips and TravelTracker?

The traveller should forward the latest confirmation email including the trip change to the International SOS mailbox one more time. If the trip confirmation number has been kept the same by the vendor (most likely it will be the same), then the trip change will be reflected in MyTrips and TravelTracker.

- 8. What happens if the traveller cancels the trip through the original booking vendor?**
Unfortunately, trip cancellations are not supported by this feature. Therefore, travellers would need to manually delete these trips from their MyTrips account.
- 9. Can the travel agencies forward the booking confirmation emails the same way as travellers?**
No. This new feature has been designed only for travellers' use when a trip was booked outside the organisation's travel agency. It will only work when the traveller forwards the confirmation email from his email address that has been setup as his MyTrips user name.
- 10. What happens if the forwarded itinerary is also sent to TravelTracker through another source such as a travel agency?**
This is not recommended as the trip will be duplicated in our systems, both TravelTracker and MyTrips.
- 11. Can all types of trip segments be processed through this new capability?**
Currently travellers can forward confirmation emails for any flight, hotel and car rental bookings. Train bookings are currently not supported and will be available in a future improvement release.
- 12. Does International SOS work with a vendor to provide this capability?**
Yes. We work with [WorldMate](#), who is an expert in email parsing technology. They support email confirmations for over 1,300 travel providers.
- 13. If the traveller has two separate confirmation emails about different trips, can he copy and paste the trip details into a new email and forward it?**
No. The traveller should forward each original confirmation email to get the trip details processed successfully. Copying and pasting trip details into a new email or making any type of changes within the original confirmation email will cause failure in trip processing.
- 14. How long should it take for the travel data to process and get into TravelTracker?**
Our vendor guarantees that 99% of the cases the response time for data process is within 120 seconds.
- 15. Should the confirmation email be in a specific language?**
English is the primary language supported by the feature. Other languages are available on a case-by-case basis depending on where the confirmation email has originated from.
- Some confirmation emails contain a PDF document. The PDF document should be included when forwarding the confirmation email.
- 16. How can we submit feedback about this new feature?**
You can always contact us through the Feedback link within TravelTracker for any questions, concerns or improvement suggestions. Your travellers can send their feedback or questions through the Feedback link in MyTrips.