

Forwarding itinerary confirmation emails to Tracker

Frequently Asked Questions for Clients

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1. How does Forward Itinerary Functionality work?

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

When the travelers book a trip outside of your organization's travel agencies such as through an online travel site, they can forward their itinerary confirmation emails to an organization-specific mailbox. The trip information then gets automatically processed and imported into Tracker and MyTrips (if your organization has MyTrips set up).

2. Is this new feature provided at additional cost?

No. The new feature is provided as a complementary service which is part of your Tracker offering.

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

- Contact your Service Delivery Manager to have the new feature enabled for your organization. Your Service Delivery manager will inform you when the feature is available and provide you with the email address which your travelers 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 organization, communicate the new feature and the simple registration with MyTrips (if desired) to your travelers.
- **Please note:** *The email forwarding functionality does not require the traveler to set up a MyTrips account. However, your organization may still want to set up MyTrips, as the profile information which can be captured from the forwarded itineraries is limited to traveler name and email address. If your organization wishes to capture additional profile data fields such as mobile phone number, student/employee ID, department, traveler type, etc., then the only way to associate these details to the forwarded itinerary is if the traveler has an existing profile in our system (whether created via MyTrips, the International SOS Assistance App, or a travel agency PNR) and we match the name/email from the forwarded itinerary to their existing profile.*
 - Access to MyTrips is through a specific URL. If your organization 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.
 - **Travelers should set up their MyTrips username with the email address to which they normally receive the itinerary confirmation emails.** Travelers should forward the confirmation email from the same email address which they have set up as their MyTrips username.

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

This is not a problem. The traveler can still forward the confirmation from his personal email address to his organization email address and then forward it again to the specific International SOS mailbox. Your travelers will always receive an automated email about the processing status of their trips.

5. Will travelers receive a confirmation when the trip details have been processed?

Yes. Once the trip details are processed, travelers will receive an automated email explaining the status of the trip process. Below you can find a screenshot of a sample confirmation email. These trips will be labelled as “Forwarded Itinerary” within the trip list for easy identification.

From: MyTrips
 Sent: Tuesday, April 17, 2018 3:45 PM
 To: Yaroslav Natenzon
 Subject: Your trip details have been successfully loaded into our system.


Your travel itinerary details with subject 'Virgin America Reservation NRKSBQ' have been successfully loaded into our system.

If you would like to review your trip details in our system, you may do so via MyTrips page. Please contact onlinehelp@internationalsos.com and they will help you to set up a MyTrips account.

If you already have an existing MyTrips account, please log into our system and review your trip details. You can access MyTrips by clicking here: <http://mytrips.travelsecurity.com>

If you require any assistance, then please contact our support team at onlinehelp@internationalsos.com or one of the phone numbers below.

US: +1-6462590477 | France: +33 157324976 | UK: +44 20 35644536 | Singapore: + 65-68185590

My Trips						
Trips or PNR	Record Locator	Status	Start Date	End Date	Created By	Remove
SSRMPPF	SSRMPPF	Active <input type="button" value="v"/>	16 Nov 2015	17 Nov 2015	Forwarded Itinerary	

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

Forward your Itinerary does not support partial processing of itineraries. If the trip details could not be processed, the traveler will receive an automated email recommending that they access their MyTrips account in order to enter the trip details there.

From: MyTrips
 Sent: Monday, March 26, 2018 8:35 AM
 To: Vijayanand Durairaj
 Subject: Sorry, your travel itinerary could not be loaded into our system.

Unfortunately our system was unable to add your travel itinerary with subject 'FAILED TRIP MAR 26'.

If you would like to add your trip details into our system, please contact onlinehelp@internationalsos.com and they will help you to set it up a MyTrips account.

If you already have an existing MyTrips account, please log into our system and add your Trip details by clicking the Create New Trip button, or you can access MyTrips by clicking here: <https://mytrips.travelsecurity.com>

If you require any assistance, then please contact our support team at onlinehelp@internationalsos.com or one of the phone numbers below.

US: +1-6462590477 | France: +33 157324976 | UK: +44 20 35644536 | Singapore: + 65-68185590

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

The traveler should forward the latest confirmation email including the trip change to the organization-specific mailbox one more time. If the trip confirmation number has been kept the same by the vendor, then the trip change will be reflected in MyTrips and Tracker.

8. What happens if the traveler cancels the trip through the original booking vendor?

Unfortunately, trip cancellations are not supported by this feature. Therefore, travelers would need to manually delete these trips from their MyTrips account.

9. Can the travel agencies forward booking confirmation emails the same way as travelers?

There is a separate organization-specific mailbox which is set up so that someone besides the traveler can forward an itinerary on behalf of the traveler. This secondary mailbox should **always** be used whenever anyone besides the traveler is forwarding the actual itinerary.

10. What happens if the forwarded itinerary is also sent to Tracker through another source such as a travel agency?

This is not recommended as the trip will be duplicated in our systems, both in Tracker and MyTrips (if set up).

11. Can all types of trip segments be processed through this new capability?

Currently travelers can forward confirmation emails for any flight, hotel and car rental bookings. Train bookings are currently not supported but will be available in a future improvement release.

12. Does International SOS work with a vendor to provide this capability?

Yes. We work with [Traxo](#), who is an expert in email parsing technology. They support email confirmations for hundreds of providers worldwide. They support over 4,000 email formats from hundreds of suppliers, online travel agencies, and TMCs, in 20+ languages, with their automatic email parsing.

13. If the traveler has two separate confirmation emails about different trips, can he/she copy and paste the trip details into a new email and forward it?

No. The traveler should forward each original confirmation email to ensure the trip details are 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 load into Tracker?

Our vendor guarantees that for 99.5% of itineraries forwarded, the response time for data processing is less than 300 seconds. Our vendor also supports manual itinerary processing. If they receive an itinerary in a new format which they do not recognize, they will manually build the new template, so that they can process that template moving forward. For manual processing, the average time to process an itinerary is 13 minutes. The manual processing time can fluctuate based on the queue level.

15. Does the forwarded itinerary need to include any attachments?

If the itinerary includes a PDF attachment, the attachment should be included when forwarding an itinerary. Please only attach one file to the email. Nested emails as attachments or calendar file attachments are not supported.

16. Are other language itineraries supported?

Our vendor supports 28 different languages:

- Bulgarian
- Catalan
- Chinese
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Hebrew
- Hungarian
- Indonesian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Serbian
- Spanish
- Swedish
- Turkish
- Ukrainian
- Vietnamese

However, they will not translate/convert any languages in the itinerary segments which are forwarded. They will only parse out the necessary content based on what is provided in the itinerary. For example, for a French language itinerary, the itinerary information will remain in French and not be converted into English.

17. Can group itineraries (i.e., multiple travelers on the same itinerary) be forwarded?

Group itineraries do not currently support processing of group bookings. We recommend manually entering a group booking into Tracker and using the clone functionality in order to minimize the amount of manual entry.

18. Can free-typed or scans/photos of itineraries be submitted through the Forward Your Itinerary feature?

Email content should be the original booking confirmation email provided by the point of sale. We also recommend refraining from sending emails with a lot of forwards or email conversations as this may cause the itinerary parsing to fail.

19. Are there any required fields which must be included in the itinerary in order for it to process successfully?

See below minimum email parsing required fields:

Air

Airline name
Flight Number
Departure location
Arrival location
Departure time
Arrival time

Hotel

Hotel name
Address
City
Check-in date
Check-out date

Car

Car company
Pick-up address
Pick-up city
Pick-up date
Pick-up time
Drop-off address
Drop-off city
Drop-off date
Drop-off time

20. How can feedback be submitted about this feature?

You can always contact us through the Feedback link within Tracker for any questions, concerns or improvement suggestions. Your travelers can send their feedback or questions through the Feedback link in MyTrips or by emailing onlinehelp@internationalsos.com.