



## Forward Your Itinerary

### Frequently Asked Questions for Customers

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## 1. How does Forward Your Itinerary work?

Forward Your Itinerary allows provides your travellers with a convenient way to submit their itinerary details into your International SOS digital tools, whenever they book trips outside of your organisation's designated travel management companies.

When travellers book a trip through an online travel site or directly through a travel carrier, they can forward their trip confirmation email to your specific International SOS trip forwarding mailbox. The trip information is automatically processed into your International SOS digital tools.

## 2. Is this new feature provided at additional cost?

No. This feature is available as part of our Workforce Resilience solution.

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

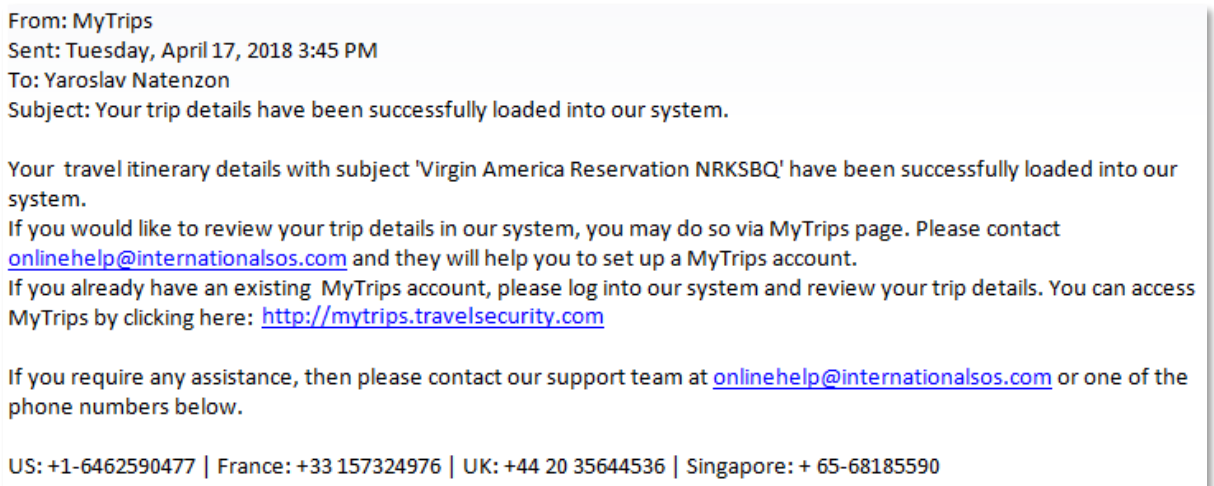
- Please contact your International SOS Account Team to have the new feature enabled for your organisation. Your Account Team will inform you when the feature is enabled and will provide you with the email address to which your travellers can begin forwarding their trip confirmation emails. The turnaround time to implement this feature is typically one week.
- Once the feature is enabled for your organisation, you can communicate the trip forwarding mailbox to your travellers.
- **\*Please note:** The profile information which can be captured from forwarded itineraries is limited to traveller name and email address. If your organisation wishes to capture additional profile data fields such as mobile phone number, student/employee ID, department, traveller type, etc., then the only way to associate these details to the forwarded itinerary is for the traveller to create a profile via MyTrips web version or registering via the International SOS Assistance App before forwarding us their trip confirmation emails. When a profile is created beforehand, the traveller's the name/email will be matched from the forwarded itinerary to their existing profile in our system.
  - Travellers can access the MyTrips web version through your organisation's specific MyTrips URL. If your organisation has a Communications Portal, the link to MyTrips is included on the portal. Your travellers can also register and create their profile via the International SOS Assistance App. Please contact your Intl.SOS Account Team if you are unsure how to access MyTrips web version or the Assistance App.
  - **Travellers should register with the email address to which they normally receive trip confirmation emails.** Travellers should forward the trip confirmation email from the same email address which they have registered via MyTrips web version or the Assistance App.


**4. What travellers book their trips using their personal email address, but their App or MyTrips registration is under their organisation email address?**

In this situation, travellers should forward the confirmation from their personal email address to their organisation email address and then forward the email from their organisation email address to International SOS, for processing. Your travellers will always receive an automated email about the processing status of their forwarded itineraries.

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

Yes. Once the trip details are processed, travellers will receive an automated email explaining the status of the trip processing. Below you can find a screenshot of a sample success/confirmation email. These trips are labelled as “Forwarded Itinerary” within Tracker and MyTrips for easy identification.



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

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

Forward your Itinerary does not support partial-processing of itineraries. If the trip details could not be processed, your traveller will receive an automated email recommending that they manually enter their trip details in MyTrips.



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](mailto: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](mailto: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 travellers make changes through the original booking vendor, how will these trip changes be submitted to International SOS?**

Travellers should forward the latest trip confirmation email, including any trip updates/changes, to International SOS. If the trip confirmation number was kept the same by the vendor, then the trip updates/changes will be reflected in your International SOS digital tools.

## **8. What happens if travellers cancel their trips through the original booking vendor?**

Unfortunately, trip cancellations are not currently supported by this feature. Therefore, travellers should manually delete these trips via MyTrips web version or the Assistance App.

## **9. Can travel agencies forward trip confirmation emails the same way as travellers?**

There is a separate International SOS mailbox which is set up so that someone besides the traveller can forward an itinerary to International SOS on the traveller's behalf. This secondary mailbox should always be used whenever anyone besides the traveller is forwarding the itinerary.

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

This is not recommended as the trip will be duplicated within your International SOS digital tools.

## **11. Which types of trip segments can be processed by Forward Your Itinerary?**

Currently travellers can forward confirmation emails for any air, hotel and car bookings. Rail bookings are not supported at this time.

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

Yes. International SOS works with [Traxo](#), who is an expert in email parsing technology. Traxo supports trip confirmation email parsing for hundreds of suppliers worldwide, including over 4,000 email formats in 20+ languages.

### **13. How long should it take for trips to be processed and loaded into our International SOS digital tools?**

Traxo guarantees that for 99.5% of itineraries forwarded, the response time for data processing is less than 300 seconds. Traxo also supports manual itinerary processing. If an itinerary is received in a new format which is not recognised, Traxo will manually build the new template, so that the template is recognized and processed automatically in future. For manually processed templates, the average time to process an itinerary is 13 minutes. The manual processing time can fluctuate based on volume.

### **14. If travellers have two separate trip confirmation emails containing different trip details, can they copy and paste the trip details into a new email and forward it?**

No. Travellers should forward each original confirmation email, separately, to ensure the trip details are processed successfully. Copying and pasting trip details into a new email or making any changes within the original confirmation email will cause the trip processing to fail.

### **15. Do forwarded itineraries need to include any attachments?**

If an itinerary includes a PDF attachment, the attachment should be included when forwarding it. Only one file should be attached to each trip confirmation email. Nested emails, as attachments, or calendar file attachments are not supported.

### **16. Which languages are supported for the Forward Your Itinerary functionality?**

The following languages are currently supported:

- 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

Trip segments from forward itineraries are processed in the original language in which they are received. The necessary content is parsed from the trip confirmation email and will appear in the original language in your International SOS tools.

### **17. Can group itineraries (i.e. multiple travellers on the same itinerary) be forwarded?**

Group itineraries are not currently supported by Forward Your Itinerary. We recommend administrators manually enter group bookings into Tracker using the Manual Trip Entry tip cloning functionality.

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

Forwarded itineraries should be the original booking confirmation email provided by the point of sale. We 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?**

Below are the minimum required fields:

#### **Air**

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

#### **Hotel**

Hotel name  
Address  
City  
Country  
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. Can administrators forward itineraries on behalf of travellers?**

Yes, administrators can forward itineraries to International SOS on a traveller's behalf. Administrators will need to forward the trip confirmation emails to different mailbox. The email should be sent **to** the traveller (to the traveller's company/university email address) and the administrator should **CC** the mailbox ending in **-TO**. This secondary mailbox is set up



to parse the email address from the “To:” field, rather than the “From:” field, to ensure the traveller’s email address is the one associated to the itinerary.

## **21. How can I submit feedback about the Forward Your Itinerary feature?**

You and your travellers can provide feedback to International SOS through the “Feedback” section within Tracker or MyTrips web version, the “Need Help?” section of the Assistance App, or by visiting our [Client Support Platform](#).