

INSURANCE TOOL

QUICK REFERENCE

Version 2021

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INSURANCE TOOL-General Information

With the **INSURANCE TOOL** you can book or cancel travel insurances (via the **CETS** interface). A contract with an insurance company is required and your **Terminal-ID** must be configured to work with the **INSURANCE TOOL** by Travelport Switzerland.

INSURANCE TOOL-Overview and Advantages

Insurance (cancellation, travel protection, etc.) can be conveniently booked with selected providers using the **INSURANCE TOOL** integrated in Smartpoint.

- No separate log-in
- Booking Data such as travel period and passenger names are transferred into the **INSURANCE TOOL**
- Insurance data is transferred from the **INSURANCE TOOL** back into the Galileo Booking File
- **CETS MIR** transmission possible
- Not necessary to change the system to book a travel insurance
- Customer-friendly **Insurance Policy** – Logo and insurance-text of the insurance provider is displayed – Link to the insurance conditions, link to Viewtrip.com and printing-, mailing- and PDF-functionalities are integrated
- **DI.Remarks** (Document Remarks) will be created to be transferred into your in-house system
- **RI.Remarks** (Segment related itinerary remarks) will be created to be displayed in the travel plan
- A **TUR segment** is created for presentation in the travel plan

INSURANCE TOOL-Access


Enter **#INSU** to open the **INSURANCE TOOL**:

A completed Galileo Booking File (including Filed Fare) must be present. If this is not the case, the following message appears in Travelport Smartpoint:



If a completed Galileo Booking File is present without a Filed Fare the following message appears in Travelport Smartpoint:

Travelport Smartpoint Insurance Tool 2.1.4.1 (MX13SC)



Booking Number: MX13SC Load Booking

Policy Language: English

Start Date: 15.01.2021 End Date: 30.01.2021

ZRH-JNB-ZRH

Flight Price with Taxes:

Include	Title	First Name	Last Name	Flight Amount	Birthdate	Age
<input checked="" type="checkbox"/>	MR	RETO	HUG			

Insured Amount

Show Insurances Show All Insurances

No valid Filed Fare found – please enter amount

In this case, the insurance amount can be entered manually in the **Insured Amount** field.

INSURANCE TOOL-How to book an Insurance

All passenger names and their corresponding fares, as well as the travel dates are automatically transferred into the **INSURANCE TOOL**. In the case of booked children, the age is automatically calculated using the name remark specified in the Booking File (*20MAY2010, *P-C06, *P-U08).

Travelport Smartpoint Insurance Tool 2.1.4.1 (N0T0G4)



Booking Number: N0T0G4 Load Booking

Policy Language: English

Start Date: 15.01.2021 End Date: 30.01.2021

ZRH-JNB-ZRH

Flight Price with Taxes:

Include	Title	First Name	Last Name	Flight Amount	Birthdate	Age
<input checked="" type="checkbox"/>	MR	RETO	HUG	3058.05		
<input type="checkbox"/>	CHD	MARIA	HUG	2425.05		9
<input type="checkbox"/>	INF	HELEN	HUG	254.00	15.12.2019	0

Insured Amount: 3058.05

Show Insurances Show All Insurances

You can manually edit the following data if needed: **Start Date/End Date/Title/ Birthdate/Age**

You can select the persons to be insured by clicking the checkbox under **Include**.

You can choose between **Flight Price with Taxes** or **Flight Price without Taxes**.

You can click **Show Insurances** to display the **Insurance List**, only showing insurances corresponding with the selected person(s), the travel period and the booked destination.

You can click **Show All Insurances** to display the **Insurance List**, showing all insurances.

You can change the insurance amounts directly in the **Insurance List** if needed. For some insurances the insurance amount must be added manually (e.g. luggage protection, annual travel protection, etc.).

Provider	Insurance	Info	Insured Amount
AGA / Allianz Global Assir	(K094) K094 - Cancellation charges accommodation and for	Amount:	<input type="text" value="3058.05"/>
AGA / Allianz Global Assir	(A005) A005 - Health care costs for visitors individual / Sum	Amount:	<input type="text" value="3058.05"/>
AGA / Allianz Global Assir	(BU12) BU12 - Secure Trip Budget Individual / Individual (B)		<input type="text" value="89.00"/>
AGA / Allianz Global Assir	(BU11) BU11 - Secure Trip Budget Junior / Junior (65.00) wit		<input type="text" value="65.00"/>
ERV / Europäische Reiseve	(XG) FEWO/HOTEL - Ferienwohnung/Hotel - 4%	Total amount (CHF)	<input type="text" value="3058.00"/>
ERV / Europäische Reiseve	(XK) R - SOS Schutz		<input type="text" value="18.00"/>
ERV / Europäische Reiseve	(XR) AS - StudyTrip		<input type="text" value="19.00"/>
ERV / Europäische Reiseve	(XS) AT - Hund & Katze Einzel		<input type="text" value="31.00"/>
ERV / Europäische Reiseve	(XU) AT - Hund & Katze Jahresv./Einzel		<input type="text" value="51.00"/>
ERV / Europäische Reiseve	(XW) M - MF Pannenhilfe Jahresv./Einzel		<input type="text" value="59.00"/>
ERV / Europäische Reiseve	(XX) M - MF Pannenhilfe Jahresv./Lieferw.		<input type="text" value="99.00"/>
ERV / Europäische Reiseve	(YA) F - Flugunfall 2 x 24 Stunden	Amount per person (CHF)	<input type="text"/>

A framed insurance amount is showing the amount that is covered.
 An unframed insurance amount is showing the price of the insurance.

You can click **Select** to display this information:

- Logo and insurance text of the insurance provider
- Link to the general terms and conditions of the insurance provider
- Date
- Travel agent identification

General Insurance

Allianz

Galileo Reference: N0T0G4

Status:

Name(s)	Age	Price
MR RETO HUG		89.00

Date	Service	Number	Price	Total price
15.01.2021	AGA / Allianz Global Assistance			
15.01.2022				
	BU12 Secure Trip Budget Individual / Individual (89.00) with 20% excess	1		89.00

Cancellation charges - CHF 25'000.00 with 20% excess
 Assistance - unlimited
 Search and rescue costs - CHF 30'000.00
 Flight delay - CHF 2'000.00
 Travel hotline - Service feature
 24h medical advisory service - Service feature
 Credit and customer card blocking service - Service feature
 Advance payment to a hospital - Service feature

Total price gross CHF	89.00
Commission CHF	-26.70
Total price net CHF	62.30

You can click **Back** to go back into the **Insurance List**.

You can click **Book** to book an insurance. The policy number is displayed.

Policy Number: 9601537323
Galileo Reference: N0T0G4
Status: OK

Name(s) MR RETO HUG **Age** **Price** 89.00

Date	Service	Number	Price	Total price
15.01.2021	AGA / Allianz Global Assistance			
15.01.2022				
	BU12 Secure Trip Budget Individual / Individual (89.00) with 20% excess	1		89.00

Cancellation charges - CHF 25'000.00 with 20% excess
 Assistance - unlimited
 Search and rescue costs - CHF 30'000.00
 Flight delay - CHF 2'000.00
 Travel hotline - Service feature
 24h medical advisory service - Service feature
 Credit and customer card blocking service - Service feature

Total price gross CHF	89.00
Commission CHF	-26.70
Total price net CHF	62.30

Buttons: Cancel Booking, PDF, Print, E Mail, Close

The following additional functions are available on the insurance policy:

- Click **Cancel Booking** to cancel the insurance policy
- Click **PDF** to create the **PDF** of the insurance policy
- Click **Print** to print the insurance policy
- Click **Close** to close the insurance policy
- Click **E Mail** to send the policy as PDF (link) by mail. Standard mail text and subject are created automatically

Send

From: CETS_Sales_CH@travelport.com

To:

Cc:

Bcc:

Subject: Insurance

N0T0G4_9601537323_policy.pdf
549 KB

Dear Mr./Mrs. RETO HUG,

Please find attached the policy for the insurance booked.
 Link to booking: <https://viewtrip.travelport.com/#!/itinerary?loc=N0T0G4&IName=HUG>

Best regards

The following fields are automatically created in the **Booking File** after an insurance policy is booked.

- **DI.Remarks** (Document Remarks) will be created to be transferred into your in-house system
- **RI.Remarks** (Segment related itinerary remarks) will be created to be displayed in the travel plan
- A **TUR segment** is created for presentation in the travel plan

```

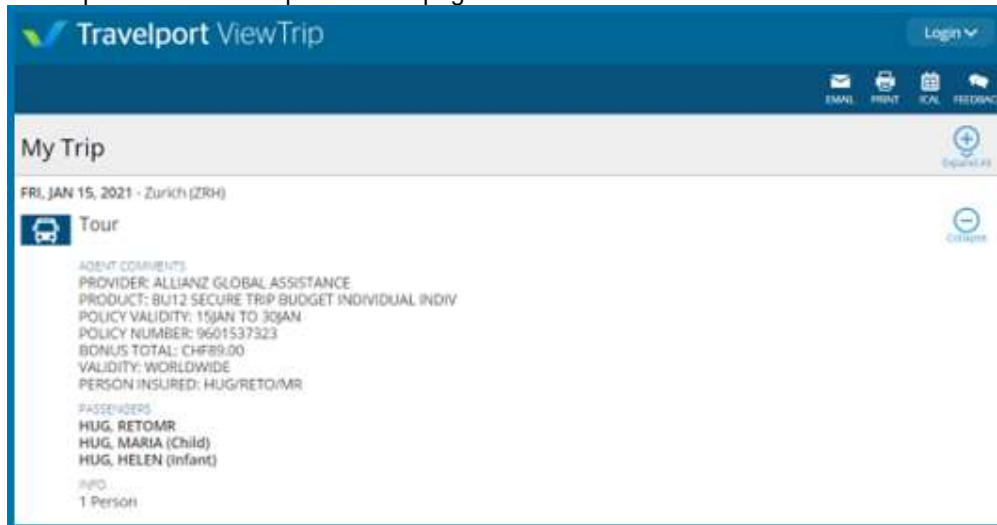
N0T0G4/42 ZRH NH N049420 AG 99999992 08MAY
1.1HUG/RETOMR 2.1HUG/MARIA*P-C09 3.I/1HUG/HELEN*15DEC2019
1. TUR ZZ AK1 ZRH 15JAN-30JAN/INS/SP-AGA/IT-BU12/MM-HUG/RETO/U
P-CHF89.00/TK-9601537323
2. LX 288 Y 15JAN ZRHJNB HK2 2240 #1020 0* E FR/SA
3. LX 289 Y 29JAN JNBZRH HK2 2020 #0610 0* E FR/SA

*** ITINERARY REMARKS ***
** ASSOCIATED ITINERARY REMARKS ** >*RIA
1. TUR ZZ 15JAN ZRH
1. PROVIDER: ALLIANZ GLOBAL ASSISTANCE
2. PRODUCT: BU12 SECURE TRIP BUDGET INDIVIDUAL INDIV
3. POLICY VALIDITY: 15JAN TO 30JAN
4. POLICY NUMBER: 9601537323
5. BONUS TOTAL: CHF89.00
6. VALIDITY: WORLDWIDE
7. PERSON INSURED: HUG/RETO/MR

** UNASSOCIATED ITINERARY REMARKS ** >*RIU
8. 24HRS - 7 DAYS - AFTER HOUR HELP - UK 0044 1234 567 890
9. PROCEED TO CHECK IN AT LEAST 2 HOURS BEFORE DEPARTURE

DOCI-X*-INS/SP-AGA/PR-INSU/IT-BU12/UP-89.00/TK-9601537323/CF-1/CT-549910/ST-OK
    
```

Travel plan on the viewtrip.com homepage:



	TUR Segment explanation
ZZ	Vendor Code (always ZZ)
AK1	Segment Status and Number of services (always AK1)
ZRH	3-Letter-Code (Default ZRH)
15JAN	Commencement date of the insurance
29JAN	End date of the insurance
INS	Service Type insurance (always INS)
SP	Supplier Code
IT	Insurance Type
NM	Name of the principal insured
UP	Total price of the insurance
TK	Policy number
	Document Itinerary Remark X* explanation
INS	Group Code in your inhouse-system (always INS)
SP	Supplier Code
PR	Product Code (always INSU)
IT	Insurance Type
QT	Number of insured persons
UP	Total price of the insurance
TK	Policy number (must be entered under TK – otherwise it will not be transferred into your inhouse-system)
CF	Confirmation Number (Default 1)
ST	Statuscode
	Document Itinerary Remark FREE TEXT explanation
INS	Group Code in your inhouse-system (always INS)
SP	Supplier Code (Default 30016213)
PR	Product Code (always INSU)
IT	Insurance Type (Default Y)
QT	Number of insured persons
UP	Total price of the insurance
CU	Currency Default (CHF for Swiss Francs)
TK	Policy number (must be entered under TK – otherwise it will not be transferred into your inhouse-system)
CF	Confirmation Number (Default 1001)
ST	Statuscode

INSURANCE TOOL-View/cancel Insurance

- Retrieve your Booking File in Travelport Smartpoint
- Enter **#INSU** to open the **INSURANCE TOOL**
- Click the **Show** button

Agent	Policy Number	Status	Show
549910	9601537323	OK	Show

- Click the **Cancel Booking** button to cancel the insurance policy

Policy Number: 9601537323
Galileo Reference: N0T0G4
Status: OK

Name(s)	Age	Price
MR RETO HUG		89.00

Date	Service	Number	Price	Total price
15.01.2021	AWP P&C S.A (Swiss)			
15.01.2022				
	BU12 Secure Trip Budget Individual / Individual (89.00) with 20% excess	1		89.00

Cancellation charges - CHF 25'000.00 with 20% excess
 Assistance - unlimited
 Search and rescue costs - CHF 30'000.00
 Flight delay - CHF 2'000.00
 Travel hotline - Service feature
 24h medical advisory service - Service feature
 Credit and customer card blocking service - Service feature

Total price gross CHF	89.00
Commission CHF	-26.70
Total price net CHF	62.30

Buttons: Cancel Booking, PDF, Print, E-Mail, Close

The insurance policy will be cancelled if allowed by the cancellation policy

Policy Number: 9601537323
Galileo Reference: N0T0G4
Status: XX

Name(s)	Age	Price
MR RETO HUG		89.00


Date	Service	Number	Price	Total price
15.01.2021	AWP P&C S.A (Swiss)			
15.01.2022				
	BU12 Secure Trip Budget Individual / Individual (89.00) with 20% excess	1		0.00

Cancellation charges - CHF 25'000.00 with 20% excess
 Assistance - unlimited
 Search and rescue costs - CHF 30'000.00
 Flight delay - CHF 2'000.00
 Travel hotline - Service feature
 24h medical advisory service - Service feature
 Credit and customer card blocking service - Service feature

Total price gross CHF	89.00
Commission CHF	-26.70
Total price net CHF	62.30

Buttons: PDF, Print, E-Mail, Close

Travelport Smartpoint Insurance Tool 2.1.4.1 (N0T0G4)



Booking Number: N0T0G4 Load Booking

Policy Language: English

Start Date: 15.01.2021 End Date: 30.01.2021

ZRH-JNB-ZRH

Flight Price with Taxes:

Include	Title	First Name	Last Name	Flight Amount	Birthdate	Age
<input type="checkbox"/>	MR	RETO	HUG	3058.05		
<input type="checkbox"/>	CHD	MARIA	HUG	2425.05		9
<input type="checkbox"/>	INF	HELEN	HUG	254.00	15.12.2019	0

Insured Amount:

Show Insurances Show All Insurances

Insurances

Agent	Policy Number	Status
549910	9601537323	XX

Show

Information:

The **TUR-Segment** and the **RI-Remarks** (Segment related itinerary remarks) are automatically deleted from the Booking File. The **DI.Remarks** (Document Remarks) are extended by additional ones with the insurance status **XX**. This ensures that the status is correctly specified in the list of all policies.

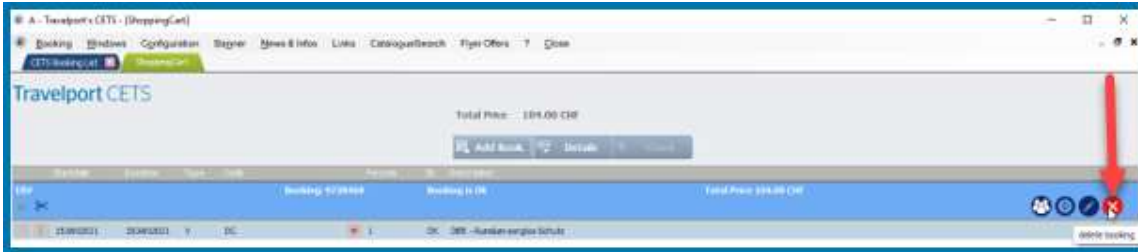
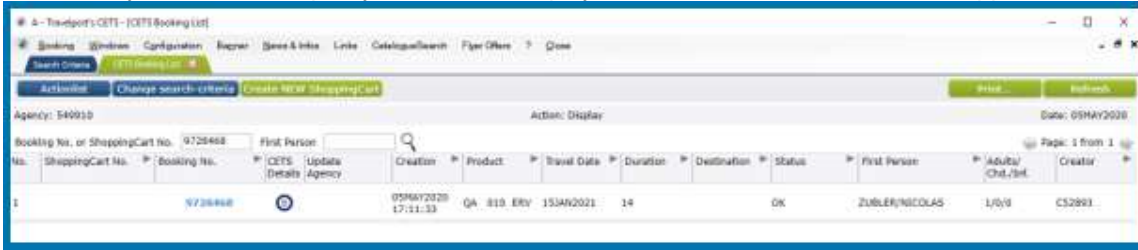
DI.Remark (Document Remark) after booking an insurance policy:

`DOCI-X*-INS/SP-AGA/PR-INSU/IT-BU12/UP-89.00/TK-9601537323/CF-1/CT-549910/ST-OK`

DI.Remarks (Document Remarks) after cancellation of an insurance policy:

`DOCI-X*-INS/SP-AGA/PR-INSU/IT-BU12/UP-89.00/TK-9601537323/CF-1/CT-549910/ST-OK`
 2. FREE TEXT-MS/INS/SP-AGA/PR-INSU/CT-549910/IT-ELVI/QT-1
 3. FREE TEXT-MSX/UP-0.00/TK-9601537323/CF-1/CT-549910/ST-XX/

Alternatively, the insurance policy can also be displayed and/or cancelled in the **CETS** application.



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