

Insurance booking from PNR

IS/BRN/BD-12APR1980/PI-NI12048012321

```
--- RLR ---
RP/RIX1A0980/RIX1A0980          GO/SU
1.CULLEN/EDWARD MR
2 BT 211 L 23MAR 1 RIXTXL HK1
3 BT 214 T 25MAR 3 TXLRIX HK1
4 AP RIX +371 67357600 - AMADEUS LATVIJA
5 TK OK30JAN/RIX1A0980
>is/brn/bd-12apr1980/pi-ni12048011321
```

IS transaction code
BRN product code
BD birth date
PI-NI personal code (numbers only without dash)

Insurance sell for 2 passengers

From PNR **IS/BRN**
Without PNR **IS/BRN/15JUL-20JUL/ZN-LV,DE**

```
1.CULLEN/EDWARD MR 2.SWAN/ISABELLA MRS
3 INS ELA LV NN2 BRN 15JUL09-20JUL09/NN-CULLEN/EDWARD MR
/ZN-WOR/FD-
*REQUIRED INFORMATION: PASSENGER BIRTH DATE (/BD-)
--INFORMATION PER PAX-----
/BD-/PI-/P1
/BD-/PI-/P2
** SEE RTSVCI **
4 AP RIX +371 67357600 - AMADEUS LATVIJA - A
```

Insert birth dates and personal information for P1 and P2

3/BD-12APR1980/PI-NI12048012321/P1
3/BD-16SEP1990/PI-NI16099054321/P2

INS segment in PNR with status **NN2**, need to be confirmed

3/HK

```
RP/RIX1A0980/RIX1A0980          GO/SU 3FEB09/1500Z 2NNQP2
1.CULLEN/EDWARD MR 2.SWAN/ISABELLA MRS
3 INS ELA LV NN2 BRN 15JUL09-20JUL09/NN-CULLEN/EDWARD MR
/ZN-WOR/FD-
*TP-EUR9.60*
--INFORMATION PER PAX-----
/BD-12APR1980/PI-NI12048012321/TF-BRM/P1
/BD-16SEP1990/PI-NI16099054321/TF-BRM/P2
** SEE RTSVCI **
4 AP RIX +371 67357600 - AMADEUS LATVIJA - A
5 TK TLO3FEB/RIX1A0980
>3/HK
```

3 insurance segment code
P1,2 passenger number in PNR
TP-EUR 9.60 total price for insurance

Insurance booking without PNR

Start reservation with client name, AP and TKTL :

NN1CULLEN/EDWARD MR

```
RP/RIX1A0980/RIX1A0980          GO/SU 30JAN09/1327Z Y558VI
1.CULLEN/EDWARD MR
2 AP RIX +371 67357600 - AMADEUS LATVIJA - A
>is/brn/15jul-20jul/zn-wor/bd-12apr1980/pi-ni12048011321
```

Continue with insurance booking:

IS/BRN/15JUL-20JUL/ZN-WOR/BD-12APR1980/PI-NI12048011321

IS transaction code
BRN product code
15jul-20jul insurance start-end dates
ZN zone code, two option **ZN- WOR** (world)
ZN-LV,ES (trip from Latvia to Spain)
BD birth date
PI-NI personal code (numbers only)

Insurance sell from a product list display

Start reservation with client name, AP and TKTL

II List of insurance product

IS2/15JUL-20JUL/ZN-WOR

IS transaction code
2 product line number in product list
15JUL-20JUL insurance start-end date
ZN-WOR zone code

Issue insurance certificate

Display the insurance certificate **IVD**

Send the insurance certificate to
Customer's e-mail: **IVP-EML-ec@vampire.lv**

Print insurance certificate **IVP**

Data addition/modification

Note: INS element is segment 3 in PNR,
and it is in NN status.

Change departure date **3/14JUL**
Change arrival date **3/19JUL**
Change duration of the trip **3/-7**
Change dep. and arr. dates **3/14JUL-19JUL**
Change dep. date and duration **3/14JUL-6**
Change/add the zone code **3/ZN-LV,FR**
Add/change and confirm **3/ZN-LV,FR/HK**

Cancellation

Be aware that you can only cancel an insurance policy
only during the day of the booking otherwise the client
must turn directly to ERGO Latvija – these rules are
defined by provider.

Cancel the insurance booking
appearing as segment 3 in PNR **XE3**

Insurance information pages

Help pages for Amadeus Insurance **HEINS**

General information about Amadeus INS **GGINS**

Provider (ELA) specific info pages **GGINSELALV**

Product information in Amadeus

Insurance providers and products

List of insurance providers
(only ELA - Ergo in Latvija)

IL

```
** AMADEUS INSURANCE **  
1 ELA ERGO LATVIJA AAS  
>
```

List of insurance products

II

```
** ELA LV ** ELALV  
1 BRN BRONZA  
2 SDR SUDRABS  
3 ZLT ZELTS  
4 ZLT2 ZELTS, BEZ ANULESANAS  
5 PLT PLATINS  
6 PLT2 PLATINS, BEZ ANULESANAS  
7 SDR1 SUDRABS, AKTIVA ATPUTA  
8 ZLT1 ZELTS, AKTIVA ATPUTA  
9 ZLT3 ZELTS, AKTIVA ATPUTA, BEZ ANULESANAS
```

Features of BRN product from
the product list

IF1

```
ELALV:  
BRN :BRONZA  
WHAT DOES THE INSURANCE PRODUCT COVER -----  
.   
COVERAGES BENEFITS DEDUCTIBLE  
TOTAL SUM INSURED EUR 75,000  
MEDICAL EXPENSES EUR 75,000 EUR 50  
.   
DENTAL EXPENSES EUR 150 NIL  
.   
TRANSPORTATION EXPENSES EUR 10,000 NIL
```

Insurance Provider Information



ERGO Latvija (ELA)

ERGO Latvija AAS ir apdrošināšanas sabiedrība, kas savu darbību Latvijā uzsāka 2001.gadā.

Šobrīd ERGO ir viens no plašākajiem pārdošanas tīkliem Latvijā ar 5 reģionālajiem centriem, kas koordinē 75 birojus, 36 aģentūras un 390 apdrošināšanas starpniekus ERGO Latvija AAS pārstāv starptautisko ERGO apdrošināšanas grupu (ERGO Versicherungsgruppe), kas apvieno 135 apdrošināšanas sabiedrības 22 Eiropas valstīs.

2008.gada 28.maijā ERGO apdrošināšanas grupa nolēma pārņemt ERV (Europäische Reiseversicherung) vadību. ERV kompetencē ir gan ceļojumu apdrošināšana, gan inovatīvu tūrisma pakalpojumu sniegšana. Sabiedrībai ir 100 gadu darbības pieredze ceļojumu apdrošināšanā un tā vēl joprojām ir tirgus līdere ceļojumu apdrošinātāju starpā. Šobrīd ERV ir pārstāvēta 23 valstīs. Ar savu starptautisko tīklu ERV rūpējas par to, lai tās klienti tiktu optimāli apkalpoti pirms ceļojuma, ceļojuma laikā un pēc tā. ERV partneri ir tādas tūrisma aģentūras kā Alltours, Lufthansa City Center, TUI ReiseCenter, Carlson Wagonlit, Karstadt Reisebüro, Quelle, Neckermann Reisen, L'Tur Shops u.c.

Palīdzība:

Tehniskajos jautājumos:

Amadeus helpdesk 67357600
help@amadeus.lv

Apdrošināšanas produktu jautājumos:

ERGO, Ervīns Vēveris 67356337
Ervins.Veveris@ergo.lv

Quick Card

Amadeus Insurance

02feb2009
Amadeus Latvija