

Journeys API Specification

For use with Journeys XML Web Services

Version 3.6



<http://journeystravel.co.uk>

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1 Introduction

This document defines the XML specification for requests using Journeys Web Services.

Before reading this document, it is advisable that you understand the **Journeys Travel Insurance Scheme** by either:

1. reading through the Sales Kit we have provided your Agency, or
2. going through a policy issue process on Journeys Extranet, using a Training account set up for your Agency

For information on **Journeys Extranet**, please visit:

http://journeystravel.co.uk/tech_extranet

Please contact our Sales department on **0844 567 8628**, if you require assistance.

1.1 XML specification

This document pays specific attention to the fields that are used to create the XML strings and which of these are mandatory. Full examples of the various requests and responses follow each request/response description.

Note: XML is case sensitive.

We have applied the convention of element and tag names with capital letters at the **start** of each word, with **no spaces** separating the words. Any space in the tag precedes an attribute relating to that tag. The tag attribute names are in lower case.

For example:

```
<ElementName attribute="value">  
    <TagName>Tag Content</TagName>  
</ElementName>
```

For more information of XML, please visit the XML website: <http://www.xml.org>

Data submitted within an XML tag must not have any leading or trailing white-space characters.

1.1.1 XML request

All requests sent to Journeys Web Service originate from a XML `<Request>` that has the following attributes:

1. `service` : containing the service name of the request. This attribute is mandatory.
2. `apikey` : containing your API Key for authentication purposes. This attribute is mandatory for services that require authentication.

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Request service="quote" key="9di2jwrq7fwoovckw040sg8g0cc4k88-10tbcx1">
  <Product>S124-E</Product>
  <PaxAge>41, 34, 10, 1</PaxAge>
  <StartDate>2010-12-12</StartDate>
  <Duration>30</Duration>
</Request>
```

1.1.2 XML response

All responses returned from Journeys Web Service originate from a XML `<Response>` that has the `service` attribute.

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Response service="quote">
  <NetPremium>38.22</NetPremium>
  <TaxRate class="IPT">0.175</TaxRate>
</Response>
```

1.1.3 XML error response

In an event when the Request generates an error or exception, Journeys Web Service will returned an Error response. The response contains the following elements:

1. `Message` : a message describing the error
2. `Code` : the error code which enables Journeys team to examine the error in detail. Always quote the error code when you are contacting Journeys regarding an error response
3. `Time` : the time when the error occurs (British Standard Time)

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Response service='error'>
  <Message>Invalid API Key</Message>
  <Code>10138</Code>
  <Time>2009-08-19 14:49:57</Time>
</Response>
```

1.1.4 Future compatibility consideration

In order to maintain compatibility with future versions of Journeys Web Service, the following criteria should be adhered to:

- A missing response tag should be considered the same as an empty tag
- A missing response element should be considered the same as an empty element
- The order of the tags within a given block may change at any time and should not be depended upon
- Any unexpected elements, tags and/or attributes should be ignored
- White-space characters at the start and end of data within a tag should be ignored

2 Summary of Services

Journeys Web Service provides the following services:

1. `getKey` : to retrieve your API Key
See page 8
2. `quote` : to calculate a quote of a policy
See page 10
3. `issue` : to issue a policy
See page 12
4. `cancel` : to cancel a policy
See page 18
5. `retrieve` : to retrieve a policy
See page 19
6. `daylist` : to list policies issued, amended or cancelled for the day
See page 22

3 API Key

The API Key is used to identify and authenticate the requests and is unique to the Agent and the Server used to make request to Journeys Web Service.

In order to retrieve your API Key, you will need the **Agency Code** (usually it is your *ABTA number*), and your **web service password** of your **Journeys Extranet** account.

3.1 API Key request

To request for an API Key, send a Request using the "getKey" service, with the following tags:

9. Agent : your Extranet Agency Code
10. Password : your Extranet Web Service Password

For example:

```
<?xml version="1.0" standalone="yes" ?>
<Request service="getKey">
  <Agent>OB999</Agent>
  <Password>password</Password>
</Request>
```

3.2 API Key response

On a successful Request for API Key, Journeys Web Service will return a Response with the following tags:

1. ApiKey : your API Key
2. Agent : your Extranet Agency Code
3. Name : your Agency Name on our record

For example:

```
<?xml version="1.0" standalone="yes" ?>
<Response service="getKey">
  <ApiKey>9di2jwrq7fwoovckw040sg8g0cc4k88-10tbcx1</ApiKey>
  <Agent>OB999</Agent>
  <Name>Acme Travel Company</Name>
</Response>
```

If the Request is unsuccessful, Journeys Web Service will return an error Response as specified on 1.1.3 in page 5.

3.3 API Key implementation : Best security practices

While you can retrieve your API Key with your Extranet password before you send a request, it is not recommended. For security reasons, you should **not store your Extranet password** in your run-time/production environment.

We would recommend you to pre-retrieve your API Key and store it for use in your run-time/production environment.

Important Note on API Key

The API Key is unique to each server. It will only work on that server.

You are required to request the API Key from each server that access Journeys Web Service, i.e. a different API Key for every server that access Journeys Web Service.

You will also need to request a new API Key when you changed your password on Extranet.

In the event when your API Key is compromised, you will need to log-in Journeys Extranet to change your password and re-request your API Key again.

4 Get a Quote

Use the "quote" service to request a quote for a policy.

4.1 Quote request

To request for a quote, send a Request with your API Key, using the "quote" service, with the following tags:

1. **Product** : Product Code. See section 9 on page 25 for detail list of Product Codes
2. **PaxAge** : The age(s) of the person covered, in a comma-separated values. For example, 38, 21, 11 to cover 3 persons age 38, 21 and 11
3. **StartDate** : The Start of Cover Date, i.e. the date when the policy due to start. The date must be in the ISO 8601 format, in the form of yyyy-mm-dd, for example the 4th of July, 2010 is 2010-07-04.
4. **Duration** : The number of days for the policy to be effective. You must include both day of departure and return, for example, the cover for 4th to 6th of July is 3 days.

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Request service="quote" key="9di2jwrq7fwoovckw040sg8g0cc4k88-10tbcx1">
  <Product>S124-E</Product>
  <PaxAge>41, 34, 10, 1</PaxAge>
  <StartDate>2010-12-12</StartDate>
  <Duration>30</Duration>
</Request>
```

4.2 Quote response

On a successful Request for quote, Journeys Web Service will return a Response with the following tags:

1. **NetPremium** : The Net Premium, i.e. the amount (excluding Tax), which Journeys will invoiced the Agent at the end of each calendar month
2. **TaxRate** : The applicable tax rate which will be added
3. **TaxOnNet** : The Tax value based on the Net Premium

Important Note about Tax Rate

Please do not hard-coded the Tax Rate as it is subjected to change with the Government policies. To ensure you have the correct Tax Rate, use the Tax Rate returned by the quote.

Here is an example of a quote response:

```
<?xml version="1.0" encoding="utf-8" ?>
<Response service="quote">
  <NetPremium>38.22</NetPremium>
  <TaxRate class="IPT">0.175</TaxRate>
  <TaxOnNet>6.69</TaxOnNet>
</Response>
```

If the Request is unsuccessful, Journeys Web Service will return an error Response as specified on 1.1.3 in page 5.

5 Issue a Policy

Use the “issue” service to issue a new insurance policy.

5.1 Issue request

To request for a new insurance policy, send a `Request` with your API Key, using the “issue” service attribute, with the following tags:

1. `Product` : Product Code. See section 9 on page 25 for detail list of Product Codes
2. `PaxInsured` : The list of persons to be insured. See 5.1.1 for the format of this XML element
3. `StartDate` : The Start of Cover Date, i.e. the date when the policy due to start. The date must be in the ISO 8601 format, in the form of `yyyy-mm-dd`, for example the 4th of July, 2010 is `2010-07-04`.
4. `Duration` : The number of days for the policy to be effective. You must include both day of departure and return, for example, the cover for 4th to 6th of July is 3 days.
5. `Premium` : The Gross Premium (Premium which you charged the customer)
6. `NetPremium` : The Net Premium, i.e. the amount (excluding Tax), which Journeys will invoiced the Agent at the end of each calendar month. You will need to calculate the Net Premium using the Quote service as specify on page 10
7. `AgentRef` : Your optional unique reference, such as booking reference. This reference will be display in your invoice
8. `Postal` : The postal address for the Principal/Lead Policy Holder of the policy. See 5.1.2 for the format of this XML element
9. `Telecom` : The optional telephone numbers for the Principal/Lead Policy Holder of the policy. See 5.1.3 for the format of this XML element
10. `Email` : The email address which the Policy Certificate and Wordings will be sent to
11. `ContractPerson` : If all the persons insured are under the minimum contract age, this tag is required to provide details of the Parent or Legal Guardian of one of the person in the policy. See 5.1.4 for the format of this XML element

5.1.1 PaxInsured XML element

The `PaxInsured` element contains multiple sub-element of `Pax`. The `Pax` element consists of an optional `num` attribute containing a unique number sequence, and the following tags:

1. `Title` : Name Title such as *Mr*, *Mrs*, *Ms*, *Miss* or *Mstr*.

2. `FirstName` : First Name
3. `MiddleName` : Optional middle name
4. `Surname` : Surname or Family Name
5. `DOB` : Date of Birth
6. `MedScreen` : Medical Screening number which is required for person that is subjected to Medical Screening under the Health Warranty
7. `Relationship` : Optional, relationship with the lead policy holder

Here is an example of the `PaxInsured` element:

```
<PaxInsured>
  <Pax num="1">
    <Title>Mr</Title>
    <FirstName>James</FirstName>
    <Surname>Bond</Surname>
    <DOB>1969-11-18</DOB>
    <MedScreen>654321</MedScreen>
  </Pax>
  <Pax num="2">
    <Title>Mrs</Title>
    <FirstName>Jane</FirstName>
    <MiddleName>Pussy-Galore</MiddleName>
    <Surname>Bond</Surname>
    <DOB>1976-11-18</DOB>
  </Pax>
</PaxInsured>
```

5.1.2 Postal XML element

The `Postal` element consists of the following tags:

1. `Address` : House/Flat number, or House/Building Name
2. `Street` : Street name
3. `Town` : Town or City

4. County : County, Province or State
5. PostCode : Postal Code

Here is an example of the Postal element:

```
<Postal>
  <Address>Axiom House</Address>
  <Street>The Centre</Street>
  <Town>Feltham</Town>
  <County>Middlesex</County>
  <PostCode>TW13 4AU</PostCode>
</Postal>
```

5.1.3 Telecom XML element

The Telecom element is optional and consists of the following tags:

1. DayPhone : Day time telephone number
2. Mobile : Mobile telephone number
3. Fax : Number of Facsimile machine
4. EveningPhone : Evening time telephone number

Here is an example of the Telecom element:

```
<telecom>
  <dayphone>0844 567 8628</dayphone>
  <mobile>0789 123 4567</mobile>
</telecom>
```

5.1.4 ContractPerson XML element

The ContractPerson element is required if all the person insured are under 18 years old and consists of the following tags:

1. Title : Name Title such as *Mr*, *Mrs*, *Ms*, *Miss* or *Mstr*.
2. FirstName : First Name

3. MiddleName : Optional middle name
4. Surname : Surname or Family Name
5. DOB : Date of Birth
6. Relationship : Relationship with the lead policy holder

Here is an example of the ContractPerson element:

```
<ContractPerson>
  <Title>Mr</Title>
  <FirstName>James</FirstName>
  <Surname>Bond</Surname>
  <DOB>1969-11-18</DOB>
  <Relationship>Parent</Relationship>
</ContractPerson>
```

5.1.5 Example of Issue request

```
<?xml version="1.0" encoding="utf-8" ?>
<Request service="issue" key="otsexi7rj5coksc4o4ksow0og00ko48-1tfgxxu">
  <Product>S323-EW2CH</Product>
  <AgentRef>BookRef-12345678</AgentRef>
  <StartDate>2010-12-12</StartDate>
  <Duration>30</Duration>
  <Premium>0</Premium>
  <NetPremium>355.13</NetPremium>
  <PaxInsured>
    <Pax num="1">
      <Title>Mr</Title>
      <FirstName>James</FirstName>
      <Surname>Bond</Surname>
      <DOB>1969-11-18</DOB>
      <MedScreen>654321</MedScreen>
    </Pax>
    <Pax num="2">
```

```
        <Title>Mrs</Title>
        <FirstName>Jane</FirstName>
        <MiddleName>Pussy-Galore</MiddleName>
        <Surname>Bond</Surname>
        <DOB>1976-11-18</DOB>
    </Pax>
</PaxInsured>
<Postal>
    <Address>Axiom House</Address>
    <Street>The Centre</Street>
    <Town>Feltham</Town>
    <County>Middlesex</County>
    <PostCode>TW13 4AU</PostCode>
</Postal>
<Telecom>
    <DayPhone>0844 567 8628</DayPhone>
    <Mobile>0789 123 4567</Mobile>
</Telecom>
<Email>james@example.com</Email>
</Request>
```

5.2 Issue response

On a successful Request for a new policy, Journeys Web Service will return a Response with the following tags:

1. `CertificateNumber` : A unique certificate number to identify the policy
2. `AgentRef` : If provided, your optional unique reference, such as booking reference
3. `Rates` : Calculated rates for this policy. See 5.2.1 for the format of this XML element
4. `CertificateUrl` : The URL to the Insurance Certificate file, which also includes the full policy wording

5.2.1 Rates element

The `Rates` element consists of the following tags:

1. Premium : The Gross Premium
2. NetPremium : The Net Premium
3. Tax : The calculated tax rate
4. TaxRate : The applicable tax rate used to calculate Tax

5.2.2 Example of Issue response

```
<?xml version="1.0" encoding="utf-8" ?>
<Response service="issue">
  <CertificateNumber>ABC10A-12345678</CertificateNumber>
  <AgentRef>ABC123</AgentRef>
  <Rates>
    <Premium>81.38</Premium>
    <NetPremium>38.22</NetPremium>
    <Tax>12.12</Tax>
    <TaxRate class="IPT">0.175</TaxRate>
  </Rates>
  <CertificateUrl>
    http://journeystravel.co.uk/cert/3dj3h2-2eq
  </CertificateUrl>
</Response>
```

If the Request is unsuccessful, Journeys Web Service will return an error Response as specified on 1.1.3 in page 5.

6 Cancel a Policy

A policy can be cancelled based on the terms and condition of the Policy Wordings, usually within a 14-days cooling off period.

6.1 Cancel request

To request for a new insurance policy, send a Request with your API Key, using the "cancel" service attribute, with the following tags:

1. `CertificateNumber` : A unique certificate number to identify the policy

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Request service="cancel" key="9di2jwrq7fwoovckw040sg8g0cc4k88-10tbcx1">
  <CertificateNumber>ABC10A-12345678</CertificateNumber>
</Request>
```

6.2 Cancel response

On a successful Request to cancel the policy, Journeys Web Service will return a Response with the following tags:

1. `CertificateNumber` : A unique Certificate number to identify the policy
2. `Revision` : The revision number of the Certificate
3. `Status` : The status of the Certificate

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Response service="cancel">
  <CertificateNumber>ABC10A-12345678</CertificateNumber>
  <Revision>2</Revision>
  <Status>Cancelled</Status>
</Response>
```

If the Request is unsuccessful, Journeys Web Service will return an error Response as specified on 1.1.3 in page 5.

7 Retrieve a Policy

You may retrieve the details of the policy that has been issued by your agency at a later date.

7.1 Retrieve request

To request for a new insurance policy, send a Request with your API Key, using the "retrieve" service attribute, with the following tags:

1. **CertificateNumber** : A unique certificate number to identify the policy

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Request service="retrieve" key="9di2jwrq7fwoovckw040sg8g0cc4k88-10tbcx1">
    <CertificateNumber>ABC10A-12345678</CertificateNumber>
</Request>
```

7.2 Retrieve response

On a successful Request to retrieve a policy, Journeys Web Service will return a Response with the following tags:

1. **Product** : Product Code. See Appendix 1 in this document for detail list of Product Codes
2. **AgentRef** : Your optional unique reference, such as booking reference
3. **IssueTime** : The Time of Issue in the ISO 8601 format, in the form of `yyyy-mm-ddThh:mm:ss`, for example `2010-07-04T10:12:22`. The time is based on the British Standard Time.
4. **StartDate** : The Start of Cover Date, i.e. the date when the policy due to start. The date is in the ISO 8601 format, in the form of `yyyy-mm-dd`, for example the 4th of July, 2010 is `2010-07-04`.
5. **Duration** : The number of days for the policy to be effective.
6. **Status** : The status of the policy. The possible values are:
 - Valid
 - Expired
 - Cancelled

- Void
7. Rates : Calculated rates for this policy. See 5.2.1 for the format of this XML element
 8. PaxInsured : The list of persons to be insured. See 5.1.1 for the format of this XML element
 9. Postal : The postal address for the Principal/Lead Policy Holder of the policy. See 5.1.2 for the format of this XML element
 10. Telecom : The optional telephone numbers for the Principal/Lead kPolicy Holder of the policy. See 5.1.3 for the format of this XML element
 11. Email : The email address which the Policy Certificate and Wordings was sent to
 12. ContractPerson : If all the persons insured are under the minimum contract age, this tag is required to provide details of the Parent or Legal Guardian of one of the person in the policy. See 5.1.4 for the format of this XML element
 13. History : This optional element contains the history of amendments to the policy

Here is an example of the response:

```
<?xml version="1.0" encoding="utf-8" ?>
<Response service="retrieve">
  <CertificateNumber>ABC10A-12345678</CertificateNumber>
  <Revision>0</Revision>
  <Product>S323-EW2CH</Product>
  <AgentRef>BookRef-12345678</AgentRef>
  <IssueTime>2010-12-03 10:11:22</IssueTime>
  <StartDate>2010-12-12</StartDate>
  <Duration>30</Duration>
  <Status>Valid</Status>
  <Rates>
    <Premium>0</Premium>
    <NetPremium>355.13</NetPremium>
    <Tax>62.15</Tax>
    <TaxRate class="IPT">0.175</TaxRate>
  </Rates>
  <PaxInsured>
    <Pax num="1">
      <Title>Mr</Title>
      <FirstName>James</FirstName>
```

```
        <Surname>Bond</Surname>
        <DOB>1969-11-18</DOB>
        <MedScreen>654321</MedScreen>
    </Pax>
    <Pax num="2">
        <Title>Mrs</Title>
        <FirstName>Jane</FirstName>
        <MiddleName>Pussy-Galore</MiddleName>
        <Surname>Bond</Surname>
        <DOB>1976-11-18</DOB>
    </Pax>
</PaxInsured>
<Postal>
    <Address>Axiom House</Address>
    <Street>The Centre</Street>
    <Town>Feltham</Town>
    <County>Middlesex</County>
    <PostCode>TW13 4AU</PostCode>
</Postal>
<Telecom>
    <DayPhone>0844 567 8628</DayPhone>
    <Mobile>0789 123 4567</Mobile>
</Telecom>
<Email>james@example.com</Email>
</Request>
```

If the Request is unsuccessful, Journeys Web Service will return an error Response as specified on 1.1.3 in page 5.

8 Daily Certificate Listing

This service provides a list of policies issued, amended or cancelled for the day.

8.1 DayList request

To request for a new insurance policy, send a `Request` with your API Key, using the "daylist" service attribute, with the following tags:

1. `Date` : Date in the ISO 8601 format, in the form of `yyyy-mm-dd`, for example the 4th of July, 2010 is `2010-07-04`.

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Request service="daylist" key="9di2jwrq7fwoovckw040sg8g0cc4k88-10tbcx1">
  <Date>2010-12-03</Date>
</Request>
```

8.2 DayList response

On a successful `Request`, Journeys Web Service will return a `Response` with one or more `Certificate` wrapped in `Certificate` tag. Each `Certificate` will contain the the following tags:

1. `CertificateNumber` : A unique `Certificate` number to identify the policy
2. `Revision` : The revision number of the `Certificate`
3. `Product` : `Product Code`. See Appendix 1 in this document for detail list of `Product Codes`
4. `AgentRef` : Your optional unique reference, such as booking reference
5. `IssueTime` : The `Time of Issue` in the ISO 8601 format, in the form of `yyyy-mm-ddThh:mm:ss`, for example `2010-07-04T10:12:22`. The time is based on the `British Standard Time`.
6. `StartDate` : The `Start of Cover Date`, i.e. the date when the policy due to start. The date is in the ISO 8601 format, in the form of `yyyy-mm-dd`, for example the 4th of July, 2010 is `2010-07-04`.
7. `Duration` : The number of days for the policy to be effective.
8. `Status` : The status of the policy. The possible values are:
 - `Valid`
 - `Expired`

- Cancelled
- Void

9. Pax : The number of person covered in this policy.

10. Rates : Calculated rates for this policy. See 5.2.1 for the format of this XML element

For example:

```
<?xml version="1.0" encoding="utf-8" ?>
<Response service="daylist">
  <Certificate seq="1">
    <CertificateNumber>ABC10A-12345678</CertificateNumber>
    <Revision>0</Revision>
    <Product>S323-EW2CH</Product>
    <AgentRef>BookRef-12345678</AgentRef>
    <IssueTime>2010-12-03 10:11:22</IssueTime>
    <UpdateTime>2010-12-03 10:11:22</UpdateTime>
    <StartDate>2010-12-12</StartDate>
    <Duration>30</Duration>
    <Status>Valid</Status>
    <Pax>2</Pax>
    <Rates>
      <Premium>0</Premium>
      <NetPremium>355.13</NetPremium>
      <Tax>62.15</Tax>
      <TaxRate class="IPT">0.175</TaxRate>
    </Rates>
  </Certificate>
  <Certificate seq="2">
    <CertificateNumber>ABC10A-12345681</CertificateNumber>
    <Revision>1</Revision>
    <Product>S323-EW2CH</Product>
    <AgentRef>BookRef-12345679</AgentRef>
    <IssueTime>2010-11-28 12:21:28</IssueTime>
    <UpdateTime>2010-12-03 10:11:22</UpdateTime>
    <StartDate>2010-12-12</StartDate>
    <Duration>30</Duration>
```

```
<Status>Cancel</Status>
<Pax>2</Pax>
<Rates>
  <Premium>0</Premium>
  <NetPremium>-355.13</NetPremium>
  <Tax>-62.15</Tax>
  <TaxRate class="IPT">0.175</TaxRate>
</Rates>
</Certificate>
</Response>
```

If the Request is unsuccessful or if there is no Certificate found for the requested date, Journeys Web Service will return an error Response as specified on 1.1.3 in page 5.

9 Product Codes

The product code is consist of two parts, a *mandatory code*, and an *optional code*. You can either define the product code by only the *mandatory code* on its own, or with both *mandatory* and *optional code* (separated by a dash “-”).

For example:

S123 : with just the *mandatory code*

S123-EC : with both *mandatory* and *optional code*

The following sub-sections explain the both *mandatory* and *optional code*:

9.1 Mandatory codes

The following are the table containing the *mandatory codes*:

Product Code	Policy Type	Group Type	Cover Type	Area
S011	Single Trip	Individual	Standard	UK & Eire
S012	Single Trip	Individual	Standard	Europe
S013	Single Trip	Individual	Standard	USA & Canada
S014	Single Trip	Individual	Standard	Australasia
S015	Single Trip	Individual	Standard	Rest of the World
S021	Single Trip	Individual	Deluxe	UK & Eire
S022	Single Trip	Individual	Deluxe	Europe
S023	Single Trip	Individual	Deluxe	USA & Canada
S024	Single Trip	Individual	Deluxe	Australasia
S025	Single Trip	Individual	Deluxe	Rest of the World
S111	Single Trip	Family	Standard	UK & Eire
S112	Single Trip	Family	Standard	Europe
S113	Single Trip	Family	Standard	USA & Canada
S114	Single Trip	Family	Standard	Australasia
S115	Single Trip	Family	Standard	Rest of the World
S121	Single Trip	Family	Deluxe	UK & Eire
S122	Single Trip	Family	Deluxe	Europe
S123	Single Trip	Family	Deluxe	USA & Canada
S124	Single Trip	Family	Deluxe	Australasia
S125	Single Trip	Family	Deluxe	Rest of the World
S211	Single Trip	Single Parent	Standard	UK & Eire
S212	Single Trip	Single Parent	Standard	Europe
S213	Single Trip	Single Parent	Standard	USA & Canada
S214	Single Trip	Single Parent	Standard	Australasia
S215	Single Trip	Single Parent	Standard	Rest of the World

S221	Single Trip	Single Parent	Deluxe	UK & Eire
S222	Single Trip	Single Parent	Deluxe	Europe
S223	Single Trip	Single Parent	Deluxe	USA & Canada
S224	Single Trip	Single Parent	Deluxe	Australasia
S225	Single Trip	Single Parent	Deluxe	Rest of the World
S311	Single Trip	Couple	Standard	UK & Eire
S312	Single Trip	Couple	Standard	Europe
S313	Single Trip	Couple	Standard	USA & Canada
S314	Single Trip	Couple	Standard	Australasia
S315	Single Trip	Couple	Standard	Rest of the World
S321	Single Trip	Couple	Deluxe	UK & Eire
S322	Single Trip	Couple	Deluxe	Europe
S323	Single Trip	Couple	Deluxe	USA & Canada
S324	Single Trip	Couple	Deluxe	Australasia
S325	Single Trip	Couple	Deluxe	Rest of the World
A012	Annual Multi-Trip	Individual	Standard	Europe
A013	Annual Multi-Trip	Individual	Standard	Worldwide
A112	Annual Multi-Trip	Family	Standard	Europe
A113	Annual Multi-Trip	Family	Standard	Worldwide
A212	Annual Multi-Trip	Single Parent	Standard	Europe
A213	Annual Multi-Trip	Single Parent	Standard	Worldwide
A312	Annual Multi-Trip	Couple	Standard	Europe
A313	Annual Multi-Trip	Couple	Standard	Worldwide

9.2 Optional codes

The following are the table containing the *optional codes*:

<u>Optional Cover</u>	<u>Option Code</u>
Excess Waiver	E
Winter Basic	W1
Winter Advance	W2
Cruise Cover	C
Hazardous Activities	H

9.3 Example of Product Code

The product code to issue a Single trip policy for a family under the Deluxe level of cover is:

S122

If the family wants to include the optional *Advance Winter* (W2) and *Cruise* (C) cover, the product code will be:

S122-W2C

Important Note on Option Code

When you have more than one Option Code, you must concatenate the option codes in the sequence of the table in section 9.2.

For example, if you have Excess Waiver (E) and Cruise Cover (C), the correct option code is “EC”, and not “CE”

10 Getting Help

If you have questions related to the Travel Insurance scheme, its terms and conditions, and anything about rates & accounts, please contact our Sales and Operations department on **0844 567 8628** or email operations@journeystravel.co.uk

For any technical help and questions related to this Web Service API, please contact me:

Joe Lee

Email : joel@journeystravel.co.uk

Skype : [joelee.org](https://www.skype.com/people/joelee.org)

DDI : 0208 917 3338