

Galileo Content Builder Featuring RBC[®] Insurance

User Guide



Acknowledgement:

This document was developed by Galileo by Travelport, Training and Development. Customer feedback is important to us. Please take a few minutes to send any questions or comments to us at training.development@galileo.com

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Galileo is proud to introduce instant online access to RBC Insurance®. This new tool enables you to quickly become a travel insurance specialist. Now you can conveniently sell RBC Insurance to your customers right from your Focalpoint® desktop using Galileo Content Builder.

What is Travel Insurance?

Travel insurance, also called travel protection, is packaged insurance benefits and assistance services designed to protect or aid travelers in the event of a covered emergency and to protect their travel investment should they need to cancel. It protects the traveler from a wide variety of mishaps: from trip interruption to baggage loss, illness, and emergency medical transportation.

Why Sell Travel Insurance?

It is in your best interest to sell travel insurance to your clients. Here are just a few of the reasons why.

When you sell travel insurance, you:

- Increase revenue and profits.
- Improve take rates.
- Reduce agent liability.
- Provide 24-hour problem-solving for customers.
- Position yourself as a hero.
- Underscore your agency's value.

Why RBC Travel Insurance?

What makes RBC one of the leading providers of travel insurance? For many years, RBC Insurance has continuously offered exceptional products and service to those that they serve.

Some of their strengths include:

- Stability and security.
- Exceptional products and benefits.
- Award-winning service.

- 24/7 assistance.
- Innovative in product development and delivery.
- Truly comprehensive and flexible.
- Satisfaction guarantee.

Travel Insurance Selling Tips

Here are some selling tips to help you sell travel insurance more effectively.

- Position travel insurance as part of the complete travel package.
 - Position travel insurance as an important part of the complete package, never as an extra.
 - Present the cost of insurance as a part of the total trip cost.
- Demonstrate the value by using real-life experiences.
 - Tell your clients about other clients who have bought travel insurance and benefited from the purchase
 - Real-life examples reinforce the possibilities that unfortunate things can and do happen while on vacation.
- Personalize the sale.
- Emphasize the benefits of having travel insurance.
- Reduce your agency liability.
- If your customer declines coverage, have them sign waiver so your agency is better protected.

Travel Insurance Benefits

The following is a list of common travel insurance benefits.

- Trip cancellation
- Trip interruption
- Emergency medical and dental benefits
- Emergency medical transportation
- Baggage coverage
- Baggage delay coverage
- Travel delay coverage
- Missed connection
- Travel accident
- Collision/loss damage

Travel Assistance

The following is a list of common travel insurance services:

- Medical assistance
- Medical consultation and monitoring (24-hour credentialed nursing staff in-house)
- On-site hospital payments
- Travel document and ticket replacement assistance
- Legal assistance
- Emergency cash transfer
- Emergency message center
- Flight information
- Concierge services

Galileo Content Builder

You can sell RBC Insurance through Galileo Content Builder, a software application that helps you sell products from Galileo partners. It automatically reminds you when to sell those products, reads relevant data from your PNR, and transmits that data to the partner's web site. Once the purchase is complete, it updates your PNR with the purchase data.

Now you can sell travel insurance right from Apollo in a few easy steps.

1. Register your agency with RBC Insurance.
2. Install Galileo Content Builder on your agency desktops.
3. Access the RBC Insurance website right from your PNR to obtain a quote and purchase travel insurance.

Hardware and Software Requirements

The following table lists Galileo Content Builder hardware and software requirements.

Hardware/software	Requirements
Apollo	Focalpoint 3.0, 3.5 or Galileo Desktop
Operating system	Windows 95 and newer, including Windows 98, Windows 2000, Windows XP and Windows Server 2003. Windows NT and higher users should have Administrative user rights to install (found in Start/Control Panel/User Accounts).
Hardware	Any Pentium processor with 128 megs of RAM. Application can operate with 64 megs of RAM, but strongly recommend 128 or more.
Connectivity	Internet connection with broadband highly recommended. Application can operate on dial-up connection.
Browser	Internet Explorer 4.0 or higher. 6.0 strongly recommended.
Size	Executable file (.exe) is approx. 3mb.
Default program location	C:\Program Files\Galileo Content Builder. You may change folder or drive during installation.
Start Menu	Start, Programs, Galileo Content Builder, Galileo Content Builder (Start, All Programs for Windows® XP users).
System Tray Icon	Icon auto launches at startup for all users and appears in system tray.
Un-install	Add/Remove Programs (from Control Panel), terminates running program (located in system tray), and then uninstalls.

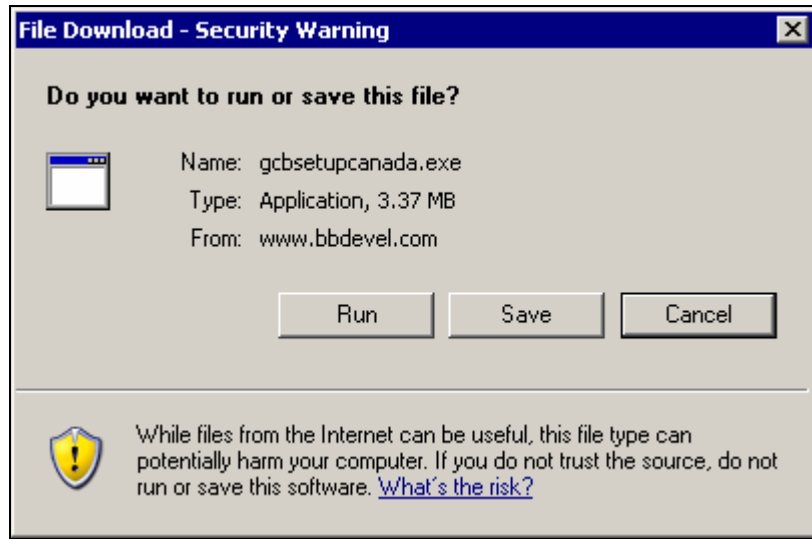
How to Install

Galileo Content Builder installs like most other applications. It is an executable (.exe) file.

To install Galileo Content Builder, use the following steps.

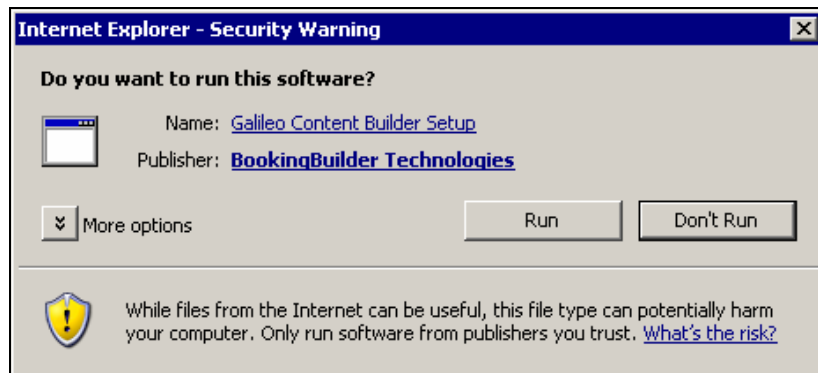
1. Open the GCBsetupcanada.exe file.

The File Download - Security Warning screen may appear.



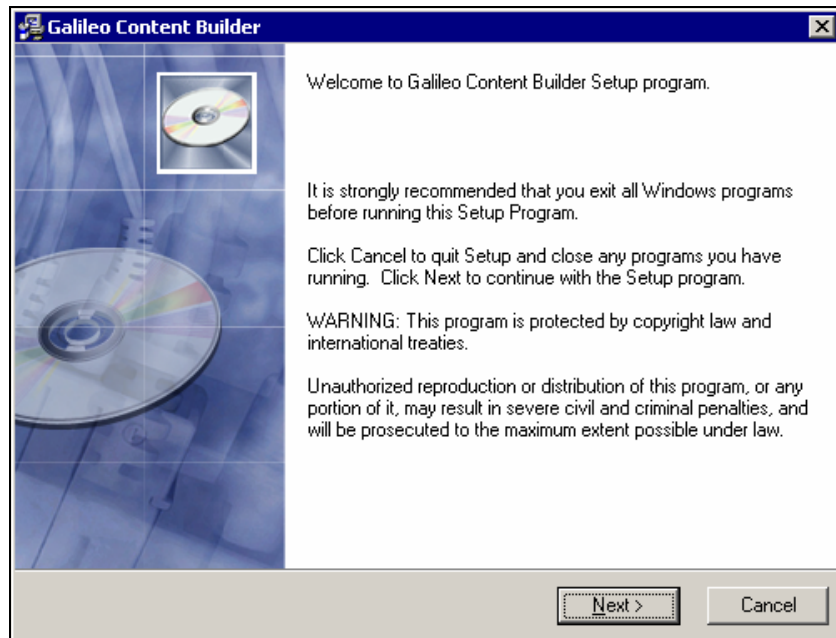
2. Click the Run button.

The Internet Explorer – Security Warning may appear.



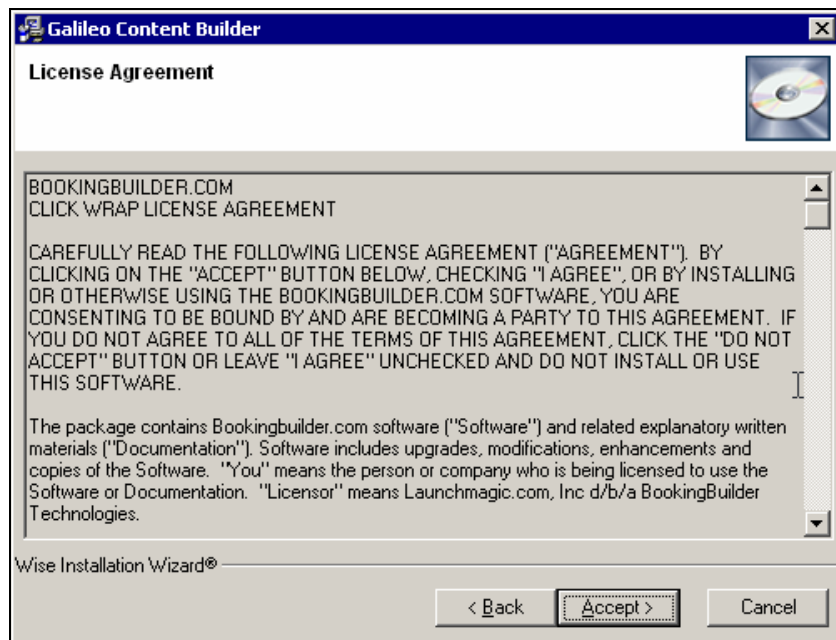
3. Click the Run button.

The Galileo Content Builder screen appears.



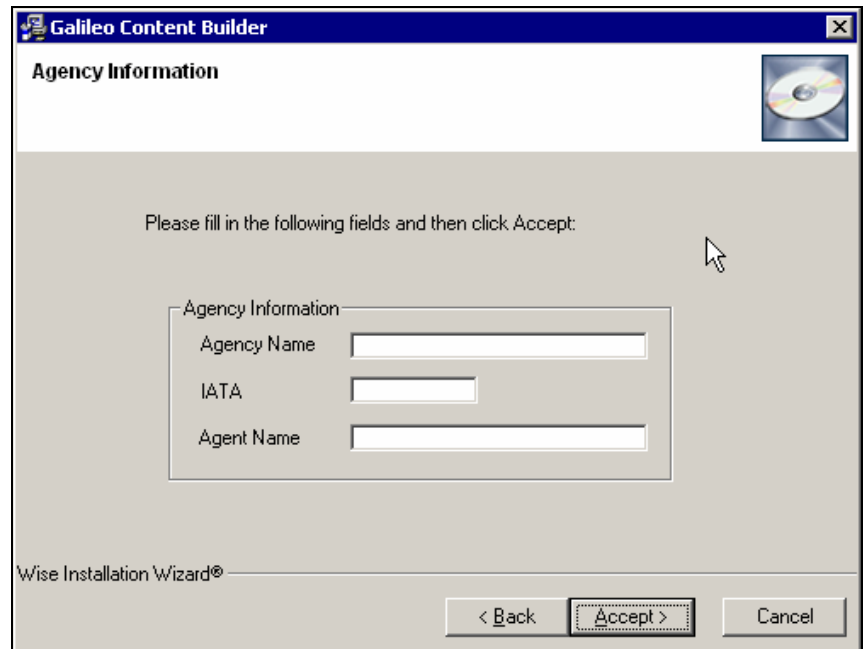
4. Click the Next button.

The License Agreement screen appears.



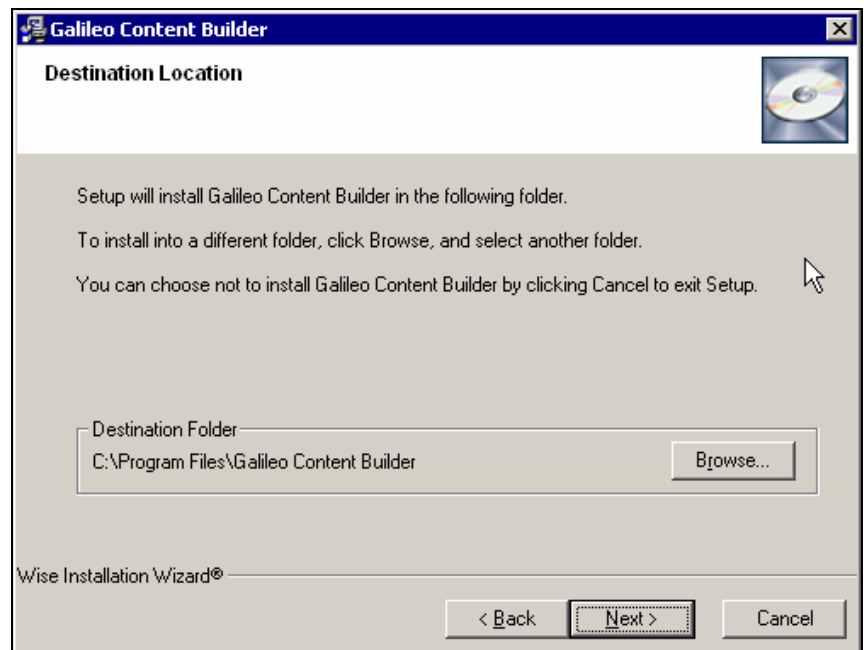
5. Click the Accept button.

The Agency Information screen appears.



6. Complete the Agency Name, IATA, and Agent Name fields.
7. Click the Accept button.

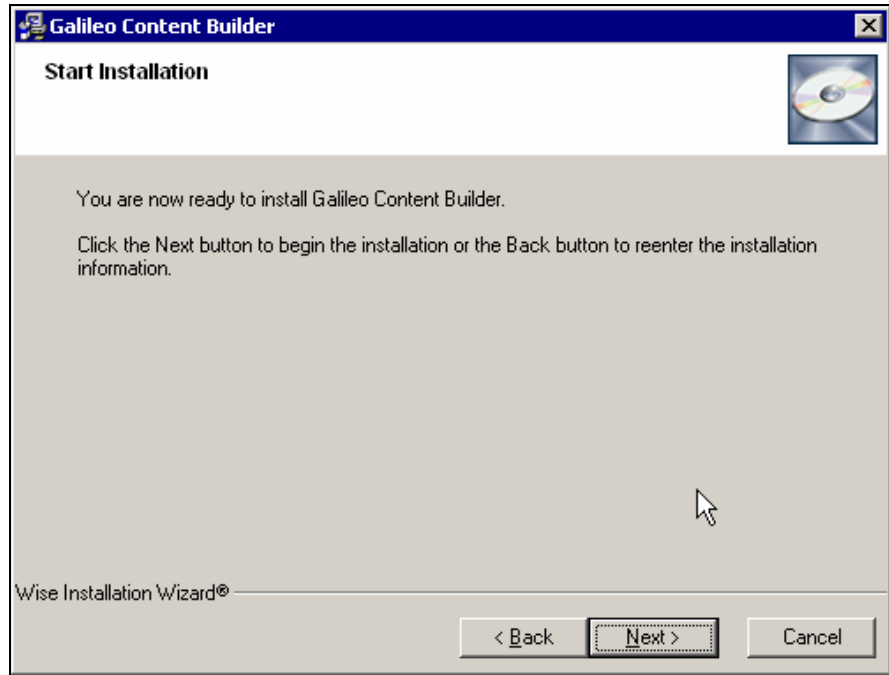
The Destination Location screen appears.



8. Click the Next button if you want to install Galileo Content Builder in the default Destination Folder.

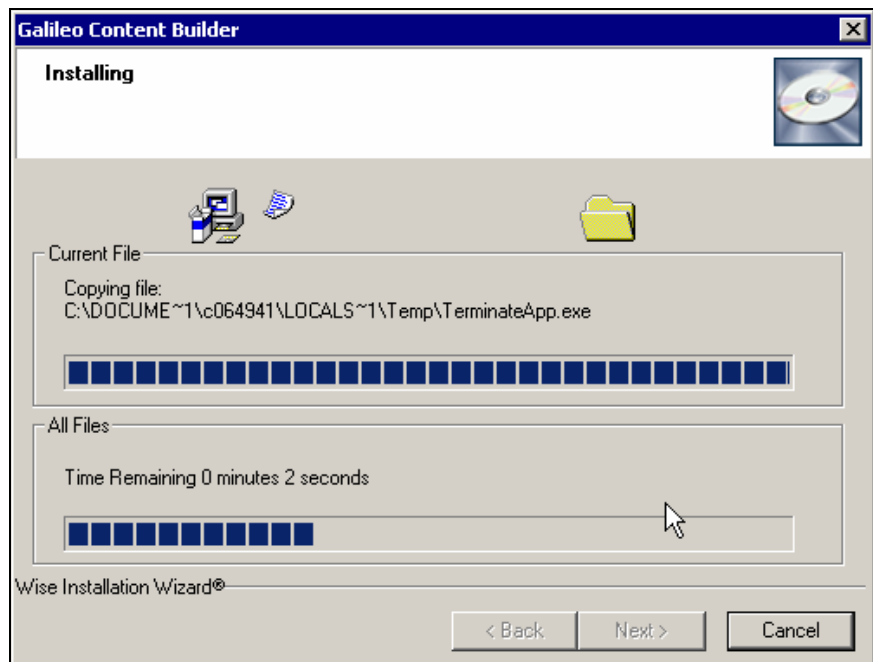
Note: Click the Browse button if you want to select another Destination Folder.

The Start Installation screen appears.



9. Click the Next button to continue.

The Installing screen appears and installs the program.



The Galileo Content Builder screen appears and you have successfully loaded the program.



Initial Configuration

Galileo Content Builder retrieves certain information from a Galileo website. In order to do that, it uses standard HTTP communication. The first time you run it, it will attempt to connect to the web site. In almost all cases, it will *not* have any problems connecting. However, if you have a sophisticated proxy server installed, Galileo Content Builder might need some additional information.

The first time it starts, you will see Testing Communications screen.

Note: This screen might flash by, so don't worry if you don't see it.

Testing Communications

Testing communications for GCB.

Communications testing is in progress. In most cases the application will detect your proxy server settings and you will not need to do anything. This should only take a moment.

Testing Stage

- No proxy server
- Proxy settings from IE
- Previously saved proxy settings
- Manual

Automatic Proxy Server Testing is in progress. This should only take a moment.

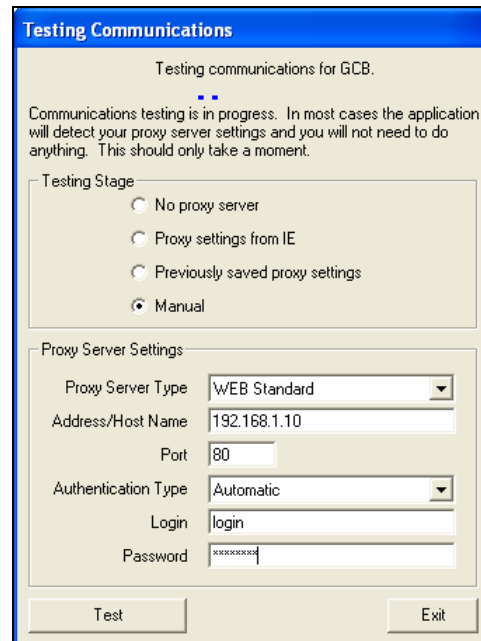
If the tests are successful, this screen will go away.

If the tests are not successful, you will be asked to manually configure the Proxy Server settings.

Note: If you have certain anti-virus software installed, it might indicate that “LMToolsX” or “LMToolsX.exe” is trying to communicate with the internet. If you see this, make sure you click “Allow” or “Grant” or otherwise configure your anti-virus software to allow this. “LMToolsX.exe” is the component of Galileo Content Builder that communicates with the web site.

Galileo Content Builder will attempt various ways to communicate with the web site. If those fail, the following screen appears.

Note: Your IT Department might have to assist with filling in the options.



This screen appears usually because your proxy server requires authentication. If so, you need to enter your proxy Login and Password. In most cases the Proxy Server Type will be “WEB Standard” and the “Authentication Type” will be “Automatic”. If those do *not* work for you, your IT Department should adjust the options to match your proxy server.

Task Tray Icon

Galileo Content Builder runs from the task tray, usually found in the lower-right corner of your screen. When you place your mouse over the Galileo Content Builder icon, you will see a message indicating the application’s state. The icon has three colors and the application has four states.

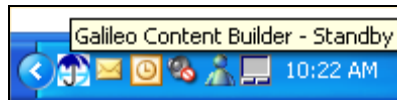
Startup state

When it first starts, it is in the “Startup” state. This means that it has *not* yet communicated with the configuration website. When you start Windows, Galileo Content Builder starts automatically, but stays in “Startup” state for one minute so it does *not* slow down Windows.



Standby state

Once Galileo Content Builder has communicated with the configuration website, it goes into “Standby”. This means that it is waiting for Focalpoint or Galileo Desktop to open. The task tray icon appears in blue.



Active state

Once Galileo Content Builder detects Focalpoint or Galileo Desktop, it waits ten seconds then becomes “Active”. Active means that it is connected to Focalpoint or Galileo Desktop and is waiting to prompt you. When it is Active, the task tray icon appears in green.



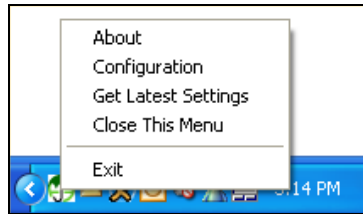
Busy state

When various functions in Galileo Content Builder are active, the task tray icon appears in red indicating that it is “Busy”.



Galileo Content Builder Menu

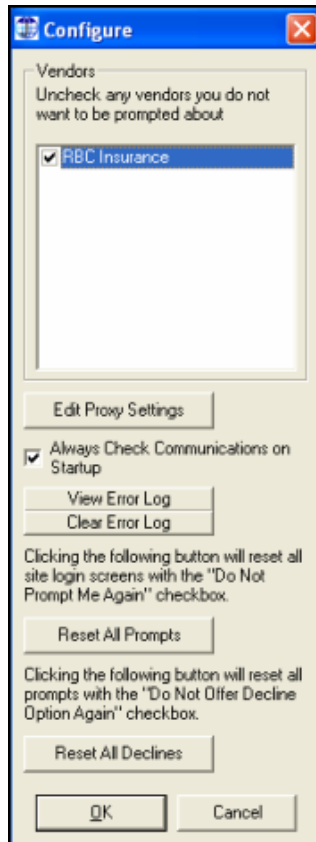
To access the Galileo Content Builder options menu, right-click the task tray icon. The menu appears.



About shows the About screen. Get Latest Settings has Galileo Content Builder immediately retrieve the most recent settings from the configuration web site. It normally does this every 24 hours, and when you start it. Close This Menu closes the menu. Exit closes Galileo Content Builder.

Configuration menu option

Galileo Content Builder has been designed to have very few configuration options. When you select the Configuration menu option, the Configure screen dialog box appears.



The following table lists the components of the Configure screen.

Component	Description
Vendors area	Checkbox for RBC Insurance
Edit Proxy Settings button	Click to view Proxy Server Configuration screen. If Galileo Content Builder <i>cannot</i> automatically determine settings, you need to configure settings manually.
Always Check Communications on Startup check box	If you click this box, each time Galileo Content Builder starts it will check proxy settings. Use this <i>only</i> if you use a laptop at home and work and you have a proxy server in one location but <i>not</i> the other.
View Error Log button	Click to view error log. Required <i>only</i> if Help Desktop asks for information from error log.
Clear Error Log button	Click to clear error log. Use <i>only</i> under direction of Help Desktop.
Reset All Prompts button	Click to reset all log-in screens with Do Not Prompt Me Again checkbox.
Reset All Declines button	Click to reset all prompts with Do Not Offer Decline Option Again checkbox.

Data read from PNR

Galileo Content Builder does its best to read data from your PNR. However, computers cannot be programmed to read every possible way information can be stored, so you may periodically find that it does not properly read an address or some other information. It attempts to read:

- All names.
- All phone numbers.
- All email addresses stored in the Apollo Phone field.
- ADRS and DLVR addresses.
- Credit card type, number and expiration date.
- First airline in itinerary.
- First air departure date and airport.
- Last air arrival date and airport.
- Dates and vendor of the first cruise segment.
- Dates and vendor of the first tour segment.
- Date and vendor of the first car segment.
- Date and vendor of the first hotel segment.

Data *not* read from PNR

Some data that various vendor websites ask for is *not* read from the GDS.

- Total price.
- Passenger ages and birth dates.
- First deposit and last payment dates.
- Social security number.

Use Galileo Content Builder

You don't have to do anything new to take advantage of Galileo Content Builder! You just make reservations like you did in the past, and Galileo Content Builder will activate itself when necessary.

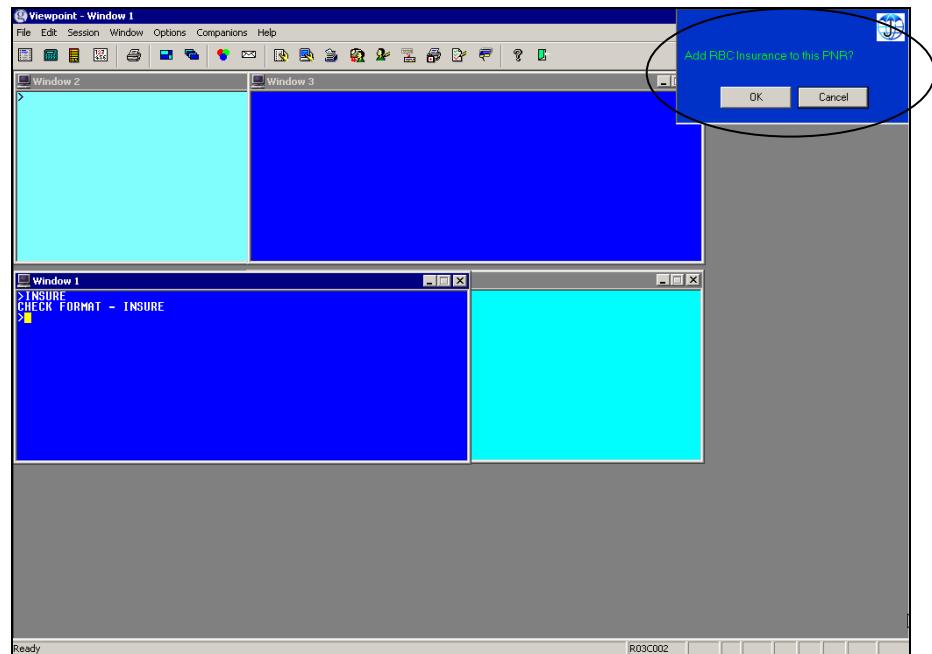
Galileo Content Builder has been designed to work with RBC Insurance.

The RBC Insurance prompt appears when you have an active PNR and you:

- Sell a flight from availability and press Enter at the >INS prompt.
- Add a PNR form of payment (F-) field and press Enter.
- Type the word INSURE and press Enter.

You don't even need to remember to access the site, since the prompt automatically appears.

The following screen shows the Focalpoint desktop with the prompt.

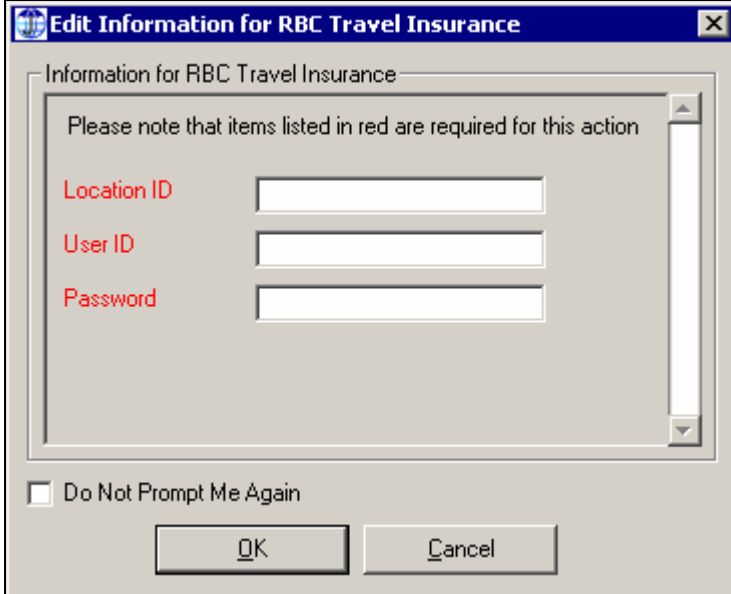


The prompt appears for 30 seconds and then disappears on its own or with the next GDS entry you type.

Log into RBC Insurance for First Time

Once the Galileo Content Builder prompt appears and you have clicked the OK button on the prompt for the first time, Galileo Content Builder asks you for information required for the system to automatically sign you into RBC Insurance to make an insurance booking.

The Login page appears.



The screenshot shows a dialog box titled "Edit Information for RBC Travel Insurance". It contains a scrollable area with the text "Information for RBC Travel Insurance" and a note: "Please note that items listed in red are required for this action". Below the note are three input fields: "Location ID", "User ID", and "Password", each with a red label. At the bottom of the dialog box, there is a checkbox labeled "Do Not Prompt Me Again" and two buttons: "OK" and "Cancel".

On the Login page, enter the following information to sign into RBC Insurance:

- Location ID assigned by RBC.
- User ID assigned by RBC or Agency Security Officer.
- Password assigned by RBC or your Agency Security Officer (6 to 10 characters).

Note: Password remains in RBC system for 12 hours. After that time you must enter it again.

Click the OK button.

The RBC Insurance Profile Information screen appears displaying the PNR information.

Names			Phone Numbers	
	Last Name	First Name	Select one Phone Number	
1	WALTERS	JOHN MR	<input checked="" type="checkbox"/> 4035436578 <input type="checkbox"/> None	

Select the Address

Lines 1 and 2
 City State/Province Postal Code

Credit Card

Card Type Number Exp (11 2005)
 Card Holder

The following table lists the components of the Profile Information screen and their description.

Component	Description
Names	PNR passenger names and frequent flyer numbers.
Phone Numbers	PNR phone numbers.
Select the Address	Address shown in PNR. Click radio button to include address for insurance information.
Credit Card	Credit card type, number, expiration date, and card holder name.

Make an RBC Insurance Booking

After you have verified and edited the Profile Information screen click the OK button to continue.

The Trip Information screen appears.

To complete the Trip Information screen, use the guidelines in the following table.

For this field:	Do this:
Departure	Enter departure date in ddmmmyyyy format. Example: 24AUG2006
Return	Enter return date in ddmmmyyyy format. Example: 28AUG2006
Type	Select type of coverage from drop-down list: Individual, Family, Tax Exempt
Residence	Select province of residence from drop-down list. (mandatory)
Destination City Code	Enter a 3-character destination city code (optional).
Sum Insured Prior	Enter cost of trip per person (including taxes). <i>Do not</i> use \$ signs or decimals (if applicable).
Insured Last Name	Enter customer last name.
First Name	Enter customer first name.
Born	Enter customer date of birth. (mandatory)
Rental Car Physical Damage Pick Up	Enter pick up date in ddmmmyyyy format. Example: 24AUG2006
Rental Car Physical Damage Drop Off	Enter drop off date in ddmmmyyyy format. Example: 28AUG2006

For this field:	Do this:
Medical Questionnaire Total Score – 1 st Insured	Enter Medical Questionnaire total score from section 1 plus section 2 (if applicable).
Medical Questionnaire Total Score – 2nd Insured	Enter Medical Questionnaire total score from section 1 plus section 2 (if applicable).
Continue button	Click to continue purchase process.
More Insured button	Click if there are more than four customers requiring insurance. You may sell up to nine passengers per policy.
Quit button	Click to exit the purchase process.

Select a Product

After you click the Continue button, the Select Product screen appears.

RBC TEST AGENCY (VIC)

Select Product

Policy Quotes (excluding taxes) 1 Ind 5 Days ON-YUL Prior:\$0 After:\$Unlimited

Package Coverages

<input type="checkbox"/> Deluxe Package	\$48.00
<input type="checkbox"/> Deluxe Annual Package (Prior \$1,500)	9 days-\$161.00
<input type="checkbox"/> Non-Medical Package	\$36.00
<input type="checkbox"/> Travel Within Canada Package	\$37.00
<input type="checkbox"/> Standard Package	\$45.00

Medical Coverages

<input type="checkbox"/> Classic Medical	\$21.00
<input type="checkbox"/> Classic Annual Medical	9 days-\$48.00
<input type="checkbox"/> Visitors to Canada	\$25,000-\$23.10

Other Coverages

<input type="checkbox"/> Cancellation & Interruption	Unlimited-\$39.00
<input type="checkbox"/> Flight Accident	\$100,000-\$8.50
<input type="checkbox"/> Baggage & Personal Effects	\$1,000-\$43.00
<input type="checkbox"/> Additional Benefits Rider #1	\$5.00
<input type="checkbox"/> Additional Benefits Rider #2	\$10.00

Select Previously Booked Client

Policy Holder	Last Issued	Phone	Born	City, Prov.
Open	BRANSON, ALAN MR	H:(403)543-6578	08JAN1956	

New Client Quit

Site Powered By: WorldProtect[®]

© RBC Travel Insurance Company 1999-2004

Select the package coverage, medical coverage and other coverage that your customer needs.

If the customer is a previously booked client, click the Open button next to the customer's last name. This will pre-populate data from the Apollo PNR to the Confirm Purchase screen.

If the customer is new, click the New Client button.

Confirm Purchase

After you click the New Client button, the Confirm Purchase screen appears.

RBC TEST AGENCY (VIC)

Confirm Purchase

Policy Summary
WALTERS, JOHN MR 12APR1956 Coverage: (5 Days) 24 - 28 AUG 2006

Standard Package Sum Insured Prior: \$0 After: \$400 \$45.00
Cancellation & Interruption Sum Insured Prior: \$100 After: \$Unlimited \$39.00
PST: \$6.72
Total Due: \$90.72

Type: [] Number: [] Expires: [mmyy]

Travel Vendor/Supplier Details:

Travel Vendor	Vendor Type	
[]	Airline	EG: AC = Air Canada
[]	Airline	SIG = Signature
[]	Airline	PCL = Princess Cruises

Mailing Address:

Name: WALTERS, JOHN MR Beneficiary: ESTATE
* Street: []
* City: [] Province: Ontario * Postal Code: []
Home Phone#: [] Business Phone#: []
Email Address: []
Comments: []
* Required Information

Purchase Now Quit

Site Powered By: WorldProtect[®]
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To confirm the insurance purchase, use the following steps.

Policy Summary Section

1. Review the information under the Policy Summary section. If you detect an error, you can click on the back button on your browser to return to the previous screen(s) to make corrections.

Form of Payment Section

2. In the Type field, select the form of payment from the drop down list. In the Number field, enter the credit card number. In the Expires field, enter the credit card expiration date in mmyy format (example: 0607).

Travel Vendor/Supplier Details Section

3. In the Travel Vendor field, enter at least one travel supplier. In the Vendor Type field, select the applicable vendor type from the drop down list.

Mailing Address Section

4. The Beneficiary field defaults to Estate. (You can change this.) Enter the complete address for the primary insured passenger. If you stored this information in the PNR D- or W- field, it appears here automatically. Enter the passenger's home and business phone numbers. You can also enter the passenger's e-mail address (optional).

Note: A policy confirmation and PDF of the RBC policy booklet will be sent to the e-mail address entered, providing the address is accurate. If you stored the email address in the PNR phone field (P:YYZE/SUE--ANN.COHN//GALILEO.CA) or in the PNR email field (MT:), it automatically appears here.

A sample email appears below.

```

Dear ARLENE MARTINEZ

Congratulations on your wise decision to purchase travel protection from RBC Travel Insurance Company. Please note that this document becomes a contract of insurance when accompanied by the travel insurance policy. The policy contains the terms and conditions of the coverage. Some of these terms and conditions may limit the benefits and amounts payable to you.

Please read the policy in the attachment carefully, noting the text of the coverage for which a premium has been charged and paid by you, and keep the policy with you on your trip.

Following you will find details of the insurance coverage:

Policy Number: L1000223G                Status: Booked

01 MARTINEZ, ARLENE
   DELUXE PACKAGE (UP TO AGE 74).  SUM INSURED PRIOR:    $1,500  AFTER:  UNLIMITED

Issue Date:  8/03/2006    Departure Date: 10/01/2006    Return Date: 10/10/2006
Premium:     $108.00     Taxes:           $8.64         Total Charges:    $116.64

If our records are incorrect or you have any further questions about your coverage, please contact your travel agency.

Agency: RBC TEST AGENCY (VIC)
Phone Number: (905) 816-2474

Your Travel Insurance Policy contains important information such as emergency contact phone numbers and the legal terms and conditions of the insurance you have purchased. We want to be sure you have this information, please click on the link below to confirm receipt.

http://www.worldprotect.com/cgi-bin/confirm.pl?LANG=EN&CFW=CF5633051&POL=L1000223G

Should you require emergency medical assistance during your trip, please call Assured Assistance Inc. toll-free at (800) 387-2487, or call collect at (905) 816-2561,

Thank you for choosing RBC Travel Insurance Company and have a wonderful trip.

Please do not reply to this e-mail. This site is not monitored. If you have any questions regarding this e-mail, please contact your travel agency.

```

5. Enter applicable Comments.

Note: These will appear on the policy confirmation.

6. Click Purchase Now or press Enter.

The Print Policy screen appears with a confirmation number.

7. Click the Update PNR button to integrate the information back into your PNR.

TUR segments and accounting lines appear in your PNR with the travel insurance confirmation number and related information.

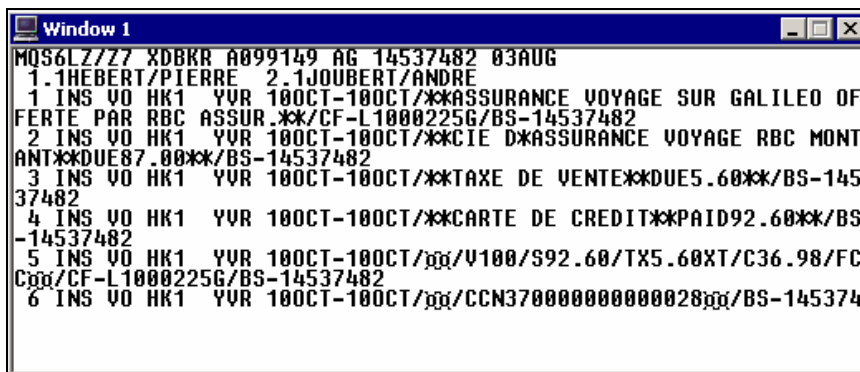
Here is a sample PNR for a single passenger.

```

Window 1
MNGDUD/Z7 XDBKR A099149 AG 14537482 03AUG
1.1SMITH/JOHN MR
1 INS VO HK1 YVR 20OCT-25OCT/**GALILEO TRIP PROTECTION POWERED
BY RBC INSURANCE**/CF-L1000224G/BS-14537482
2 INS VO HK1 YVR 20OCT-25OCT/**RBC TRAVEL INS**DUE66.50**/BS-1
4537482
3 INS VO HK1 YVR 20OCT-25OCT/**SALES TAX**DUE2.88**/BS-1453748
2
4 INS VO HK1 YVR 20OCT-25OCT/**CREDIT CARD**PAID69.38**/BS-145
37482
5 INS VO HK1 YVR 20OCT-25OCT/TT/V100/S69.38/TX2.88XT/C28.26/FC
C**/CF-L1000224G/BS-14537482
6 INS VO HK1 YVR 20OCT-25OCT/TT/CCN37000000000028TT/BS-145374

```


Here is a sample PNR in French for multiple passengers.



8. Click the blue banner and then click your browser’s print button.

Once attached to the RBC Insurance policy booklet, this document becomes a contract of insurance. The booklet contains the terms of all coverage’s available from RBC Insurance.

View/Change/Refund

The View/Change/Refund screen allows you to retrieve previously booked policies. You have the option of searching for a policy based on Surname, Policy Number, Credit Card Number, Phone Number or by Issue Date.

The following table lists the buttons on this screen and their functions.

To:	Click this button:
Make changes to a previously booked policy	Change
Refund a previously booked policy	Refund
View all transactions made to a policy	History

To obtain an authorization number for a change or a refund, call the RBC Contact Centre at 1-800-387-4357.

Galileo Content Builder Support

The Galileo Customer Support Centre handles all questions/inquiries related to Galileo Content Builder (GCB) and its interaction with Apollo and the RBC Insurance web site. These include:

- Installing and removing Galileo Content Builder.
- All errors relating to Galileo Content Builder.
- Access to RBC Insurance web site.
- RBC data in Apollo PNR.

RBC Insurance Support

The RBC Contact Centre at 1-800-387-4357 handles all questions/inquiries related to their insurance products. This desk serves both you and your customers.

Questions/inquiries include:

- RBC registration process and obtaining agency access.
- All inquiries related to RBC insurance content:
 - Benefits, premiums, and coverage.
 - Claims inquiry.
 - Questions directly from your customers.
- RBC website troubleshooting.
- Transaction failures.
- RBC website unavailability.
- Commissions.
- Handling collateral requests (brochures, etc.).