



## COVID Trip Planner Q&A (External)

### WHAT IS THE PURPOSE OF COVID TRIP PLANNER?

The COVID Trip Planner was developed to provide you with a simple, straightforward way to understand a traveler's trip-specific entry restrictions and COVID-19 travel requirements for countries around the globe. The simple interface you to enter a traveler's passport, vaccination status, and trip origin and destination(s) information and then to receive the relevant COVID travel restrictions and requirements, including: travel rules by destination, country visa requirements, quarantine mandates, and other COVID-related considerations.

### WHAT IS THE DIFFERENCE BETWEEN COVID TRIP PLANNER AND COVID IMPACT ADVISOR?

The COVID Trip Planner is a complement to the COVID Impact Advisor. The COVID Impact Advisor was built on International SOS' unparalleled medical and security risk rating methodology, and lets users search locations to see the detailed COVID Impact Ratings for both Travel and Domestic Operations, the related travel restrictions for specific countries, and the Internal/ Domestic COVID restrictions and requirements.

The COVID Trip Planner provides COVID rules, restrictions and visa requirements for specific trips to a selected country and considers the passport type and vaccination status of a particular traveler for more granular detail on how to prepare for a trip.

### IS COVID TRIP PLANNER PART OF THE BETA PROGRAM?

The COVID Trip Planner will be available to ALL ManagerView users through the "classic" ManagerView interface as of Nov 23, 2021. The COVID Trip Planner has also been implemented as an option on the ManagerView 3.0 beta App Suite Menu, so that beta users can easily access this tool without having to switch back to the "classic" view.

### WHICH CUSTOMERS CAN ACCESS COVID TRIP PLANNER?

All ManagerView users may access COVID Trip Planner as soon as it available on Nov 23, 2021. If you do not have a ManagerView login, contact your Client Support team for assistance.

### HOW IS COVID TRIP PLANNER ACCESSED?

COVID Trip Planner is accessed through the ManagerView interface. Simply log in to ManagerView, and either click the banner at the top of ManagerView announcing COVID Trip Planner or click on "COVID Trip Planner" in the top navigation bar. ManagerView 3.0 beta users version can access the COVID Trip Planner via the App Suite Menu.

## **HOW DETAILED IS THE LOCATION DETAIL IN COVID TRIP PLANNER? CAN I SEARCH PARTICULAR REGIONS OR CITIES?**

When entering your trip details in the COVID Trip Planner, you may enter a country, city or airport code. Information returned is based on the rules for that country, city or region.

## **WILL COVID TRIP PLANNER BE AVAILABLE IN THE APP AND MEMBER PORTAL?**

COVID Trip Planner will be available in the Assistance App in Q1 2022.

## **IS THERE AN ADDED COST FOR CLIENTS FOR COVID TRIP PLANNER?**

There is no added cost to COVID Trip Planner.

## **WHERE DOES THE DATA COME FROM IN COVID TRIP PLANNER?**

The data in COVID Trip Planner comes from our partnership with Sherpa, a company that specializes in this type and level of COVID-related trip information.

## **HOW OFTEN IS THE DATA UPDATED?**

Sherpa's data is updated continuously, as countries and regions change their COVID-related rules and requirements.

## **WHAT IS THE PLAN FOR EXPANDING COVID TRIP PLANNER IN THE FUTURE?**

Future versions of the COVID Trip Planner are planned to expand the content in order to provide a comprehensive trip planner that informs the user of a variety of security and medical risk issues, including: the addition International SOS' unparalleled medical and security risk ratings, location guide references, active Alerts, and COVID disease status. Release planning will be announced when this information is available.