

TRAVEL PORTAL



QUICK REFERENCE GUIDE – FRONTLINER ACCESS



FORMERLY BLUE CROSS PHILIPPINES



Getting to know Travel Portal

Using Travel Portal for the first time

Issuing an Official Confirmation of Coverage (OCC)

Retrieving an OCC

Cancelling an OCC

Important Reminders

Contact Details



Getting to know the Travel Portal

What is the Travel Portal?

The Travel Portal will allow you to issue Travelsafe Policies (Official Confirmation of Coverage) online. Convenient and user-friendly, Travel Portal is an internet-based system that will improve the way you do business.



I want to use Travel Portal. What do I need to do?

Accomplish an Enrollment Form.



Blue Cross Center, 8000 Makati Avenue,
1200 Makati City, Metro Manila, Philippines
Tel. No.: +63 2 899-8001 Fax No.: +63 2 899-5389
Email: travel_sales@bluecross.com.ph

TRAVEL PORTAL ENROLLMENT FORM



A. GENERAL INFORMATION:

Name:			
Address:			
Contact Person:		Contact Number:	
HBS Code: <small>(Blue Cross Issued)</small>		Nature of Business:	

B. AUTHORIZED AGENTS:

REPRESENTATIVE 1 <small>(Access Level 1)</small>	Last Name:		Middle Name:	
	First Name:		E-mail:	
	HBS FL Code: <small>(Blue Cross Issued)</small>		Contact No.:	
	User Name: <small>(Blue Cross Issued)</small>		Cellphone No.:	
REPRESENTATIVE 2 <small>(Access Level 2)</small>	Last Name:		Middle Name:	
	First Name:		E-mail:	
	HBS FL Code: <small>(Blue Cross Issued)</small>		Contact No.:	
	User Name: <small>(Blue Cross Issued)</small>		Cellphone No.:	
	Last Name:		Middle Name:	





Using Travel Portal for the first time

How do I begin using Travel Portal?

When using Travel Portal for the first time, you must first enter the username and default password issued to you.

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PHILIPPINES
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TRAVEL PORTAL

[[Log On](#)]

Login Information

Username

Password

[Forgot Password](#)

[Travel Portal - Quick Reference Guide](#)

How do I change my password?

Enter your current password, followed by a new password of your preference, then type your new password again to confirm. To finalize, click **Change Password**.

The screenshot shows the Pacific Cross Philippines Travel Portal interface. At the top, there is a navigation bar with the following items: Home, Transaction, Blue Cross, Maintenance, and Account. The Account dropdown menu is open, and the 'Change Password' option is highlighted with a red box and a red arrow. Below the navigation bar, there is a 'FOREX for the day' section with a table showing exchange rates for the United States and the European Monetary Union. At the bottom of the screenshot, there is a decorative graphic featuring a globe, a plane, and travel-related items.

COUNTRY	UNIT	SYMBOL	PHIL PESO EQUIVALENT
UNITED STATES	DOLLAR	USD	45.62
EUROPEAN MONETARY UNION	EURO	EUR	49.87

Change Password

Current password

New password

Confirm new password

How do I set-up my Account?

It is important that you provide the required security information and a valid email address. You will need these in case you forget your password.

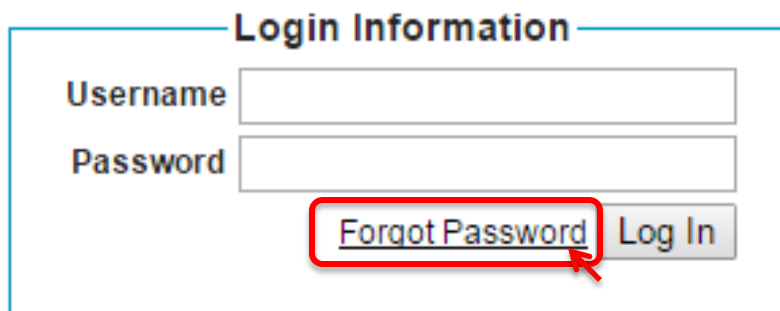
The screenshot shows the Pacific Cross Philippines Travel Portal interface. At the top, there is a navigation bar with the following items: Home, Transaction, Blue Cross, Maintenance, and Account. The Account menu is currently open, showing options for Change Password and Account. The Account option is highlighted with a red box and a red arrow. Below the navigation bar, there is a section titled "FOREX for the day" which contains a table with the following data:

COUNTRY	UNIT	SYMBOL	PHIL PESO EQUIVALENT
UNITED STATES	DOLLAR	USD	45.62
EUROPEAN MONETARY UNION	EURO	EUR	49.87

At the bottom of the page, there is a decorative banner featuring an airplane, a hotel, and travel-related icons.

What do I do in case I forget my new password?

In case you forget your password, click ***Forgot Password*** on the Travel Portal Home Page.



The image shows a login form titled "Login Information". It contains two input fields: "Username" and "Password". Below the "Password" field, there are two buttons: "Forgot Password" and "Log In". The "Forgot Password" button is highlighted with a red rectangular box, and a red arrow points to it from the bottom right.

You will then be prompted to provide your username and to answer a security question. Once you've provided the correct answer, click ***Send me new password***. Your new password will be sent to the e-mail address you provided in your Account information.

Forgot Password

Username

Forgot Password

Username BCuser

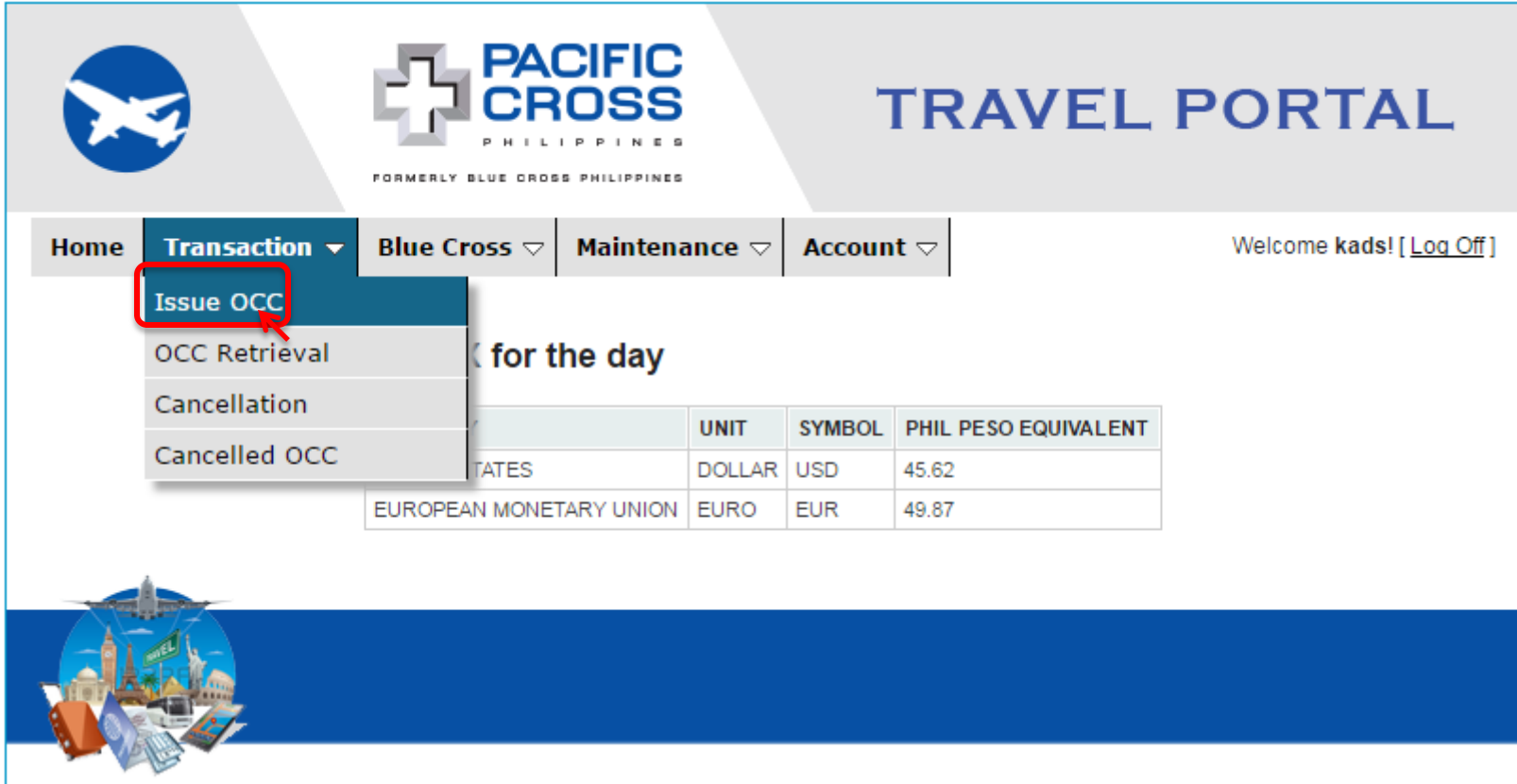
Security question What is your last name?

Security answer



Issuing a Pacific Cross Travelsafe Official Confirmation of Coverage (OCC)

STEP 1: Click *Issue OCC*.



The screenshot shows the Pacific Cross Philippines Travel Portal interface. The top navigation bar includes 'Home', 'Transaction', 'Blue Cross', 'Maintenance', and 'Account'. The 'Transaction' dropdown menu is open, with 'Issue OCC' highlighted in a red box. Below the navigation bar, there is a 'Welcome kads! [Log Off]' message and a table titled 'Exchange Rates for the day'.

	UNIT	SYMBOL	PHIL PESO EQUIVALENT
UNITED STATES	DOLLAR	USD	45.62
EUROPEAN MONETARY UNION	EURO	EUR	49.87

STEP 2: Provide the client's travel information by clicking the appropriate tick boxes.

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TRAVEL PORTAL

Home | Transaction | Blue Cross | Maintenance | Account | Welcome kade! [Log Off]

Is this a replacement OCC? Yes No

Coverage Period from 7/1/2016 to 7/31/2016 Number of days 31

Plan type Individual Family Group

Are you traveling within the Philippines only? Yes No

Trip begins at Metro Manila

Destination/s

- Albania
- Algeria
- Andorra
- Angola
- Anguilla
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh

Is your last destination within the Philippines? Yes No

Trip ends at Metro Manila

Your Complete Itinerary MNLP - AUS - MNLP

Sales Discount 0 %

LIST OF APPLICABLE PLANS FOR YOUR TRAVEL NEEDS (Please select one plan only.)

Plan	Original Premium	Medical Treatment Benefit	Payment in PH Pesos	Payment in US Dollars	Net of Commission
<input type="radio"/> Prestige Plus Plan	EUR 63.00	EUR 60,000.00	PHP 3,141.81	USD 68.87	PHP 2,316.96
<input type="radio"/> Executive Peso Plan	PHP 1,162.00	PHP 500,000.00	PHP 1,162.00	USD 25.47	PHP 855.02
<input type="radio"/> De Luxe Peso Plan	PHP 1,518.00	PHP 1,500,000.00	PHP 1,518.00	USD 33.27	PHP 1,116.96
<input type="radio"/> Privilege Peso Plan	PHP 2,880.00	PHP 2,500,000.00	PHP 2,880.00	USD 63.13	PHP 2,121.78
<input checked="" type="radio"/> Executive Dollar Plan	USD 67.00	USD 25,000.00	PHP 3,056.54	USD 67.00	PHP 2,249.12
<input type="radio"/> Executive Deluxe Plan	USD 79.00	USD 60,000.00	PHP 3,603.98	USD 79.00	PHP 2,654.82
<input type="radio"/> Prestige Euro Plan	EUR 52.00	EUR 40,000.00	PHP 2,593.24	USD 56.84	PHP 1,910.47

[BACK] [REFRESH] [NEXT]

STEP 3: Fill out the online application form by typing in the required information, or clicking the appropriate tick boxes. Once completed, click **Next**.

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TRAVEL PORTAL

Home | Transaction | Blue Cross | Maintenance | Account | Welcome kads! [Log Off]

Is the applicant same as the principal insured? Yes No

Name of Principal Insured

Mr. Juan R Dela Cruz

Title: Mr. First name: Juan Middle name: R Last name: Dela Cruz Suffix: Cruz

Birthdate: 05/10/1979 Age: 37

Gender: Male

Mailing Address: 123 ABC ST MAKATI CITY

Country: Philippines ZipCode: 1200

Primary Contact Number: 83 913 4567

Country code: 83 Area code: 913 Contact number: 4567

Email address: ABC@YAHOO.COM

I.D. Type: Passport Number

I.D. Number: CC2946204

Name of Beneficiary Leave as blank (TACTIC's "Payment of Claims" provision will prevail.)

Ms. Anna Sison Dela Cruz

Title: Ms. First Name: Anna Middle Name: Sison Last Name: Dela Cruz Suffix: Cruz

Relationship to Insured: Spouse

REFRESH BACK NEXT



ISSUANCE REMINDERS

Maximum period of insurance for Travelsafe Tripguard is 180 days.

Purpose of travel must be business, short-term study, leisure or to visit relatives.

Please contact your Business Development Specialist for the following cases:

- (1) Your client is requesting for Extension of coverage
- (2) Your client's trip had begun prior to the request to purchase a travel insurance

CANCELLATION REMINDERS

Please double check the summary below to ensure that all details are correct. If there are errors, we suggest that you cancel this OCC and begin your transaction again.

If this transaction is to replace a previously issued OCC, cancel the previous OCC prior to its departure to avoid being billed more than once.

Cancelled transaction can no longer be recovered. Make sure transaction is for cancellation before clicking cancel.

YOUR TRAVEL SAFE IN SURANCE COVERAGE SUMMARY

Travel Agency: BC fact Travel Agency

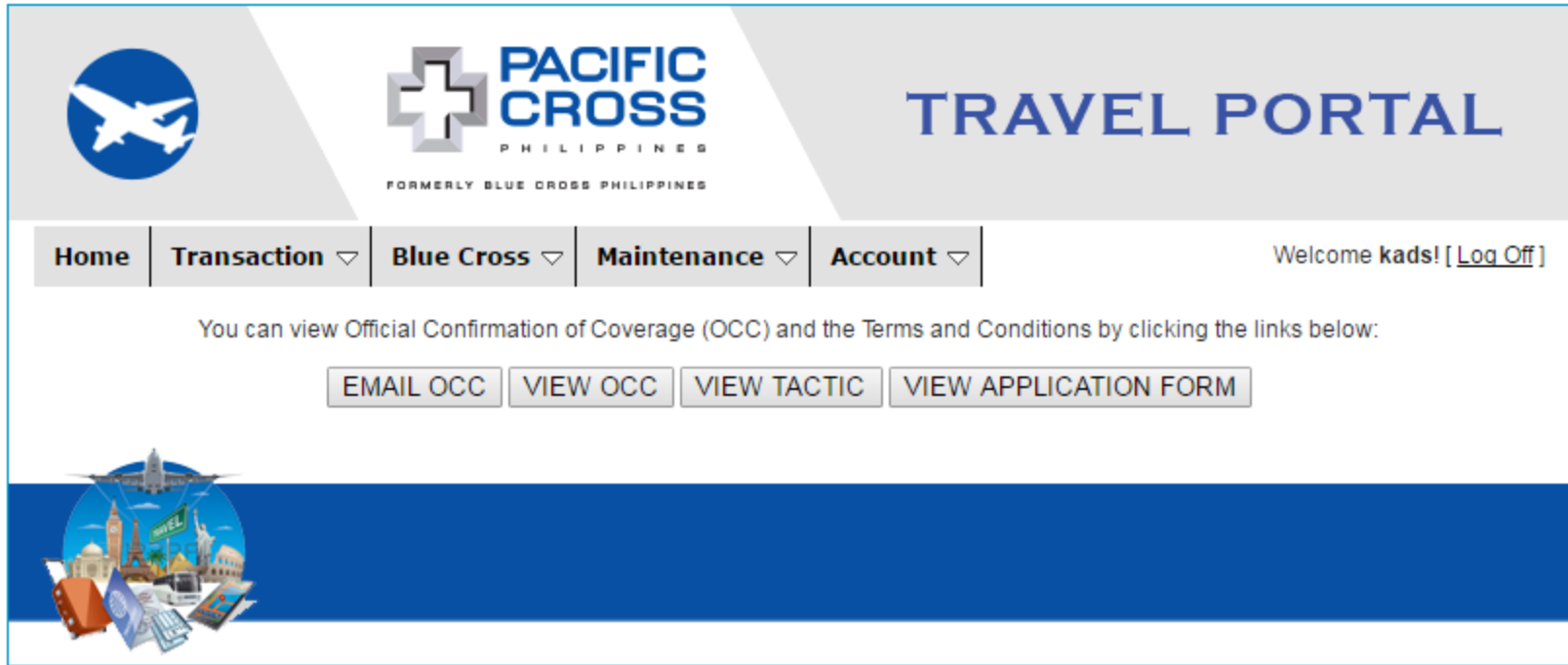
Insured Person's Name	Mr. Juan R Dela Cruz
Birthdate	May 10, 1979
Current Age	37
Itinerary	MNLJ* - AUS - MNLJ*
Coverage Area	Travel Excluding USA / Canada / HKG
Schengen Coverage	No
Coverage Period	July 01, 2018 - July 31, 2018
Product Type	Tripguard
Type of Plan	Individual
Plan	Executive Dollar Plan
Medical Treatment Limit	USD 25,000.00
Original Premium	USD 67.00
Premium in Peso	PHP 3,098.54
Premium in Dollar	USD 67.00

[BACK](#) [CONFIRM](#)



STEP 4: Review the Travelsafe Insurance Coverage Summary. If everything is in order, click **Confirm**. If there are errors, click **Back** and edit details as needed. To be safe, you may opt to just cancel and close the summary window, and begin your transaction again.


STEP 5: Email OCC, View the OCC, TACTIC and Application Form by clicking the appropriate links.



The screenshot shows the Pacific Cross Philippines Travel Portal. At the top left is a logo of an airplane in a blue circle. To its right is the Pacific Cross Philippines logo, which includes a grey cross and the text "PACIFIC CROSS PHILIPPINES" and "FORMERLY BLUE CROSS PHILIPPINES". The main heading "TRAVEL PORTAL" is displayed in large blue letters. Below the heading is a navigation menu with links for "Home", "Transaction" (with a dropdown arrow), "Blue Cross" (with a dropdown arrow), "Maintenance" (with a dropdown arrow), and "Account" (with a dropdown arrow). On the right side of the menu, it says "Welcome kads! [Log Off]". Below the navigation menu, a message reads: "You can view Official Confirmation of Coverage (OCC) and the Terms and Conditions by clicking the links below:". Underneath this message are four buttons: "EMAIL OCC", "VIEW OCC", "VIEW TACTIC", and "VIEW APPLICATION FORM". At the bottom left of the page, there is a collage of travel-related icons including a suitcase, a plane, a hotel sign, and a smartphone.

STEP 6: Print the Application Form and have the applicant sign on the appropriate space. The Travel Agent who issued the OCC should also sign.

secure.bluecross.com.ph/TPPUAT/Content/OCCOutput/AppForm_cF4tDV1ZwTFNHQ3NzZBU2pxUzFPZz09.pdf



TRAVELSAFE INSURANCE APPLICATION FORM
Formerly Blue Cross Philippines

This Application Form was issued with Official Confirmation of Coverage (OCC) Number: **AMSD000101** (For Pacific Cross use only.)

Name of Applicant: **Mr. Juan R Dela Cruz** Type of Plan: Individual Family

Address: Office Home **123 ABC ST WMA/TCITY Philippines**

Tel. No.: Landline Mobile **09-1234-5678** E-mail address: **ABC@XKOC.COM**

Occupation: _____ Nationality: _____ Civil Status: _____ Gender: M F

Principal Applicant's Passport No.: _____ OR TIN/SSS/Driver's License L.D. No.: _____ OCC/MSSE

Purpose of Trip: Visit Relatives Business (i.e. attending conference or meeting) Short-term Study Leisure Others (Please specify): _____

PERSONS TO BE INSURED	AGE	BIRTHDATE	PLAN	BENEFICIARY	RELATIONSHIP TO INSURED	PREMIUM
Mr. Juan R Dela Cruz	37	May 10, 1979	Executive Older Plan	Mr. Area Secret Date Cruz	Spouse	USD 67.00

MODE OF PAYMENT: CASH CHECK TOTAL COST **USD 67.00**

ITINERARY: MNP-ALS-MNLP Travel Including USA/Canada/HKIG Travel Excluding USA/Canada/HKIG Philippine Travel Only

COVER TO COMMENCE FROM **06/27/2016** TO **07/01/2016** FOR **31** DAYS

The above statements are true and complete and all prospective Insured/s understand that no travel will be made for the purpose of obtaining medical treatment for any existing, recurring, congenital, medical and physical conditions. I understand that any Pre-Existing Medical Condition shall not be insured. I understand and accept the Notes, Terms and Conditions indicated in this Application Form and as stipulated in the Master Policy. I understand that the prospective Insured/s have personally applied for the travel insurance coverage. I hereby represent and confirm that the details stated herein are true and correct. By submitting this application form, I accept the conditions by which Pacific Cross will provide insurance coverage for the trip of all prospective Insured/s. I understand that under Republic Act 9160 (Anti-Money Laundering Act) as amended by Republic Act 9394 and pertinent regulations, all insurance companies are required to satisfactorily establish the identities of all customers. Hence, Pacific Cross Insurance, Inc. reserves the right not to accept and process any application for insurance if the customer fails to provide sufficient evidence to establish his identity. I understand that any change in the above details should be made in writing and submitted to Pacific Cross prior to Policy commencement date. Otherwise, the Policy is enforced.

Signature over printed name of Applicant: **Mr. Juan R Dela Cruz** Date: **Jun 27, 2016 11:41 AM**

I certify that I have validated the information in this application against the original I.D. card/s presented and in doing so, have established the applicant's identity.

Signature over printed name of Agent: **Kristine Anne Sumira** BC Test Travel Agency

NOTE: This application forms part of the contract. For full details, please refer to the Master Policy. A copy is available for inspection at any Pacific Cross office or from your Agent. Notice of any claim must be given to the Company within thirty (30) days from the expiration of the insurance or upon completion of events for which the claim is being made.

MAXIMUM PERIOD OF COVERAGE: Up to 180 days per trip for Trippguard and ninety (90) days per trip for Annual Plans, unless otherwise endorsed; up to five (5) days per trip for ShortSecure Group and fifteen (15) days per trip for ShortSecure Individual.

PERIOD OF INSURANCE: Trippguard and Annual Plans commence five (5) hours prior to the scheduled flight departure indicated in your travel ticket, or the specified effective date applied for, whichever is later and ends on: (a) the indicated expiry date/term of the ninety (90)-day limit per trip or (b) upon return to the place of residence or employment or (c) after five (5) hours upon actual arrival at the airport terminal premises of the country of Origin, whichever occurs first. ShortSecure Non-Air Domestic Plans commence at the departure time from the Point of Origin which may be the accommodation site such as place of residence or employment, hotels, universities or schools or the terminal wherein the transport vehicle to be used for the land or water trip will set off and ends on the indicated expiry date or upon arrival at the Point of Origin, whichever occurs first.

Mr. Juan R Dela Cruz
Signature over printed name of Applicant

Jun 27, 2016
 11:41 AM
 Date

I certify that I have validated the information in this application against the original I.D. card/s presented and in doing so, have established the applicant's identity.

Kristine Anne Sumira
 BC Test Travel Agency
Signature over printed name of Agent



STEP 7: Print the OCC and give the client a copy. You may also save it in your computer, then send it as an attachment via e-mail.

PACIFIC CROSS
INSURANCE, INC.
PHILIPPINES

**TRAVEL INSURANCE
OFFICIAL CONFIRMATION OF COVERAGE**

OCC NO. AR0000182016 PNR NO. _____
Formerly Blue Cross Insurance, Inc.

Acceptance & receipt of this Official Confirmation of Coverage (OCC) means that the Insured has read, understood & accepted the Terms and Conditions of the Travelsafe Insurance Official Confirmation of Coverage (TACTIC) & forming as integral part hereof. This OCC is not valid without the TACTIC.

This Official Confirmation of Coverage provides coverage during regular office hours. Pacific Cross Insurance to and in accordance with the terms and conditions in the files of the Company and which forms principally affecting the Insured Person and do

INDIVIDUAL - INSURED PERSON:

NAME
Mr. Juan R Dela Cruz

tion at all offices of Pacific Cross Insurance, Inc. on/s), against loss covered by the Policy subject ny of the Application, a copy of which is retained merly summarizes the provision of the Policy, as it must be produced in the event of a claim.

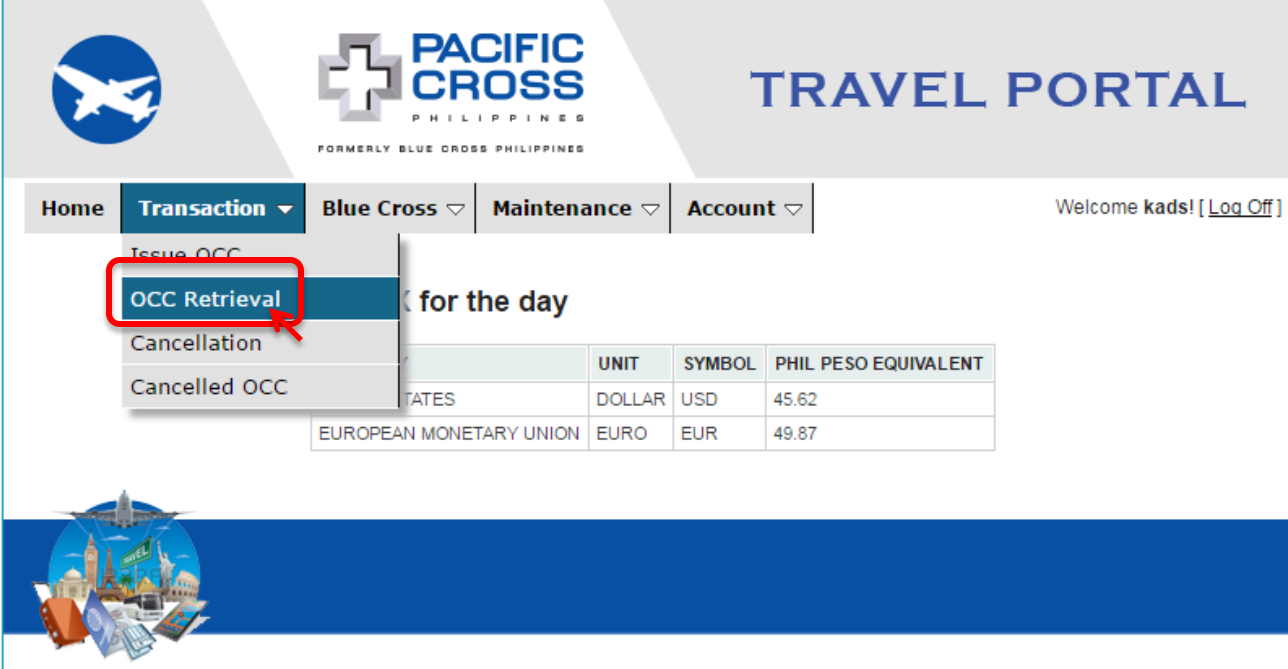
COVERAGE LEVEL:

PLAN	PREMIUM
<input type="checkbox"/> ANNUAL	
Multiple Dollar Plan	USD 67.00



Retrieving an OCC

Click **OCC Retrieval**.



The screenshot shows the Pacific Cross Philippines Travel Portal interface. The top navigation bar includes 'Home', 'Transaction', 'Blue Cross', 'Maintenance', and 'Account'. The 'Transaction' menu is expanded, and 'OCC Retrieval' is highlighted with a red box and a red arrow. Below the navigation, there is a table with columns 'UNIT', 'SYMBOL', and 'PHIL PESO EQUIVALENT'. The table contains two rows: 'UNITED STATES' with 'DOLLAR' and 'USD' (45.62), and 'EUROPEAN MONETARY UNION' with 'EURO' and 'EUR' (49.87). The bottom of the page features a travel-themed graphic with a plane, a hotel, and a suitcase.

The OCC Retrieval module will allow you to search for an OCC in several ways. You may select one category, or a combination of categories to help you look for an OCC. Once you select your categories and provide the corresponding information, click **Search**. To start a new search, click **Refresh**.

You may also view OCCs you have issued by clicking **Download**. A “.csv” file (which you can open in Excel) will then be made available. If you leave all the search fields blank, clicking **Download** will show you all the OCCs you have issued so far. You may narrow down the scope and output of your Download file by selecting a category and plugging in the required information.

The screenshot shows the Pacific Cross Philippines Travel Portal interface. At the top, there is a navigation menu with 'Home', 'Transaction', 'Blue Cross', 'Maintenance', and 'Account'. The user is logged in as 'Welcome kads!' with a 'Log Off' link. The main section is titled 'Find OCC & App Form' and contains a table with the following data:

	OCC number	First Name	Middle Name	Last Name
View OCC View App Form	AR0000182016	Juan	R	Dela Cruz

Below the table, there are search filters: 'Find by OCC no:', 'Find by first name:', 'Find by middle name:', 'Find by last name:', 'Find by issue date from:' (with date pickers), 'Find by frontliner code:', 'Find by frontliner name:', 'Find by travel agency code:', and 'Find by travel agency name:'. At the bottom of the search section, there are three buttons: 'Refresh', 'Download', and 'Search'. The 'Download' button is highlighted with a red box and a red arrow pointing to it.



Cancelling an OCC

OCC Cancellation can be done through the following options:

OPTION 1: Click **Cancellation** button under Transaction tab

NOTE: When going through this cancellation process, **please make sure that you have already created the replacement OCC, before proceeding to the Cancellation Screen.** The OCC number of the replacement OCC (“OCC Replacement”) is a required field in the Cancellation Screen. Without it, you will not be able to complete the cancellation process.

The screenshot shows the Pacific Cross Philippines Travel Portal interface. The top navigation bar includes 'Home', 'Transaction', 'Blue Cross', 'Maintenance', and 'Account'. The 'Transaction' dropdown menu is open, showing options: 'Issue OCC', 'OCC Retrieval', 'Cancellation' (highlighted with a red box and a red arrow), and 'Cancelled OCC'. Below the navigation, there is a table with columns: UNIT, SYMBOL, and PHIL PESO EQUIVALENT. The table contains two rows: 'UNITED STATES' with 'DOLLAR' and 'USD' (equivalent 45.62), and 'EUROPEAN MONETARY UNION' with 'EURO' and 'EUR' (equivalent 49.87). The bottom of the page features a travel-themed graphic with a suitcase, passport, and plane.

Search for the OCC you wish to cancel. Once found, click **Cancel**.

The screenshot shows the Pacific Cross Philippines Travel Portal interface. At the top left is the Pacific Cross logo with the text "PACIFIC CROSS PHILIPPINES" and "FORMERLY BLUE CROSS PHILIPPINES". To the right is the "TRAVEL PORTAL" title. Below the header is a navigation menu with "Home", "Transaction", "Blue Cross", "Maintenance", and "Account" options. A user greeting "Welcome kads! [Log Off]" is visible on the right. The main content area is titled "Cancellation" and features a table with the following data:

	OCC number	First Name	Middle Name	Last Name
Cancel	AR0000182016	Juan	R	Dela Cruz

Below the table is a pagination control: "Page 1 of 1 << < Prev Next > >>". Underneath is a search form with the following fields:

- Find by OCC no:
- Find by first name:
- Find by middle name:
- Find by last name:
- Find by issue date from: to

At the bottom of the search form are "Refresh" and "Search" buttons. A red box highlights the "Cancel" link in the table, with a red arrow pointing to it. The bottom of the page features a decorative graphic of travel items like a suitcase, passport, and plane.

After you click **Cancel**, a Cancellation Screen will be shown. Provide the OCC number of the Replacement OCC and the reason for cancellation (e.g. change in coverage period).

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TRAVEL PORTAL

Home Transaction ▾ Blue Cross ▾ Maintenance ▾ Account ▾

Welcome kads! [[Log Off](#)]

OCC Details To be Replaced

OCC number	AR0000182016
Insured Person's Name	Mr. Juan R Dela Cruz
Birthdate	May 10, 1979
Itinerary	MNLP - AUS - MNLP
Coverage Area	Travel Excluding USA / Canada / HKG
Schengen Coverage	No
Coverage Period	July 01, 2016 - July 31, 2016
Product Type	Trippguard
Type of Plan	Individual
Plan	Executive Dollar Plan
Medical Treatment Limit	USD 25,000.00
Peso Premium	PHP 3,056.54
Dollar Premium	USD 67.00
OCC replacement	<input type="text"/>
Cancellation reason	<input type="text"/>

PACIFIC CROSS PHILIPPINES
FORMERLY BLUE CROSS PHILIPPINES

OCC Cancellation can be done through the following options:

OPTION 2: Click *Issue OCC* button under Transaction tab

NOTE: When going through this cancellation process, **please make sure that you have the OCC number for retrieval.** Once new OCC is issued, the previous OCC will be automatically cancelled and no need to do OPTION 1 cancellation process.

The screenshot shows the Pacific Cross Philippines Travel Portal interface. The top navigation bar includes 'Home', 'Transaction', 'Blue Cross', 'Maintenance', and 'Account'. The 'Transaction' dropdown menu is open, with 'Issue OCC' highlighted in a red box. Below the navigation bar, there is a 'Welcome kads! [Log Off]' message and a table titled 'Exchange Rates for the day'.

	UNIT	SYMBOL	PHIL PESO EQUIVALENT
UNITED STATES	DOLLAR	USD	45.62
EUROPEAN MONETARY UNION	EURO	EUR	49.87

In the question “Is this a replacement OCC?” select “**Yes**” then input **OCC number** and click **RETRIEVE** button.

The screenshot shows the Pacific Cross Philippines Travel Portal interface. At the top, there is a navigation bar with 'Home', 'Transaction', 'Blue Cross', 'Maintenance', and 'Account' menus. A 'Welcome kads! [Log Off]' message is visible on the right. The main form area contains the following fields and options:

- Is this a replacement OCC?**: Radio buttons for 'Yes' (selected) and 'No'. A red box highlights this section, and a red arrow points to the 'Yes' button.
- OCC No**: A text input field followed by a 'RETRIEVE' button. A red box highlights this section, and a red arrow points to the 'RETRIEVE' button.
- Coverage Period**: 'from' and 'to' date pickers, and a 'Number of days' input field. A red arrow points to the 'to' date picker.
- Plan type**: Radio buttons for 'Individual' (selected), 'Family', and 'Group'.
- Are you traveling within the Philippines only?**: Radio buttons for 'Yes' (selected) and 'No'.
- Trip begins at**: A dropdown menu currently showing 'Abra'.
- Destination/s**: A list of provinces including Abra, Agusan del Norte, Agusan del Sur, Aklan, Albay, Antique, Apayao, Aurora, Bacolod (Negros Occidental), Bataan, Batanes, Batangas, Benguet, Bicol, and Biliran. A red arrow points to the right arrow button next to the list.
- Trip ends at**: A dropdown menu currently showing 'Abra'.
- Your Complete Itinerary**: A text field containing 'ABRP'.

Cancelled OCC

Please note that the **Cancellation** link allows you to cancel an active OCC. On the other hand, the **Cancelled OCC** link allows you to view and search for details of OCCs that are already cancelled.

The screenshot shows the Pacific Cross Philippines Travel Portal interface. The top navigation bar includes 'Home', 'Transaction', 'Blue Cross', 'Maintenance', and 'Account'. The 'Transaction' menu is open, showing options: 'Issue OCC', 'OCC Retrieval', 'Cancellation', and 'Cancelled OCC'. The 'Cancelled OCC' option is highlighted with a red box and a red arrow. Below the menu, there is a table with columns: UNIT, SYMBOL, and PHIL PESO EQUIVALENT. The table contains two rows: 'UNITED STATES' with 'DOLLAR' and 'USD' (45.62), and 'EUROPEAN MONETARY UNION' with 'EURO' and 'EUR' (49.87). The bottom of the page features a travel-themed graphic with a suitcase, a plane, and a 'HOTEL' sign.



Important Reminders

1. **For cancellation on the 4th day onwards from date of OCC issuance (the date of issuance is counted as day 1):** The Travel Agent must cancel the OCC in Travel Portal.
2. Cancellation on the departure date is **not** allowed.
3. Cancellation after the departure date is **not** allowed.
4. **For Family Plans:** Please note that if an Insured Person is below 6 years old, you will not see a corresponding PA Beneficiary Field for said Insured Person until further notice.





Contact Details

For cancellation approval, questions and other concerns regarding Travel Portal, please get in touch with your Pacific Cross Business Development Specialist. You may reach them through the following:

Telephone Numbers:

(632) 899-8001 local 5003 (Mondays to Fridays, 8:30 a.m. to 5:30 p.m.)

E-mail address: bctap@pacificcross.com.ph



THANK YOU!