While many of our clients will stipulate that their employees book travel through nominated travel management companies, we understand that in certain situations this may not be possible. Automated email parsing is an extremely simple and effective way for travellers to give their company visibility of trips which have been booked outside of the usual channels.

The traveller or travel booker simply forwards their confirmation email or e-ticket to a designated Anvil inbox. The email parser then captures the relevant data from the itinerary and automatically uploads it to the traveller tracking module of the client’s Riskmatics system.

We can process booking data in 27 different languages from over 100 different airlines, 70 hotel chains, all the major car rental companies, rail operators and cruise operators. It can also support bookings made via over 100 other travel service providers, including Uber, ebookers and lastminute.com.

With the ability to upload data from all of these providers directly into Riskmatics, we can provide our client’s employees with far more choice and flexibility, whilst still enabling travel managers and those responsible for the safety and security of their travelling population to have total visibility of current and future itineraries, regardless of the booking method.

In addition, our model goes a step further by bringing in human exception handling. If the travel confirmation cannot be read by the automated system, rather than being rejected, it is escalated to a human operative who reviews the information and then manually deciphers and enters the correct details. This reduces the need to go back to the travel booker and request resubmission.

**Supported Languages**

English, French, German, Spanish, Italian, Japanese, Korean, Portuguese, Chinese, Russian, Norwegian, Danish, Dutch, Polish, Hebrew, Swedish, Estonian, Turkish, Czech, Finnish, Catalan, Romanian, Vietnamese, Hungarian, Indonesian, Bulgarian and Ukrainian.

**NOTE:** supported languages applies to booking confirmation emails only. It does not apply to pre-trip approvals, "on hold" status, or non-itinerary emails.

To ensure optimal parsing of travel booking information via email, we recommend the following best practices:

1. Email content should only be the original email provided by the supplier. Please refrain from sending trails of emails with a lot of forwards or email conversations, as this may cause the parse to fail.
2. Emails should be forwarded to Anvil from the traveller.
3. Photos or scans of bookings/itineraries will not be parsed.
4. Include only one booking/itinerary per email. Multiple bookings are not supported on a single email.
5. We do not support nested booking attachments. Please only attach one file to the email.
6. Booking format can be HTML email or a PDF attachment (if that is what the point of sale provided).
7. Booking emails must have all required information in order to parse. If an email is missing a key required component, the parse will fail (see ‘Minimum Email Parsing Required Fields’ on the following page).
8. We are only able to parse the data exactly how it is provided in the email.
Minimum Email Parsing Required Fields:

**Air:**
- Airline name
- Flight Number
- Departure location
- Arrival location
- Departure time
- Arrival time

**Hotel:**
- Hotel name
- Address
- City
- Check-in date
- Check-out date

**Car:**
- Car company
- Pick-up address
- Pick-up city
- Pick-up date
- Pick-up time
- Drop-off address
- Drop-off city
- Drop-off date
- Drop-off time

**Rail:**
- Rail line
- Train number
- Station of departure
- Departure date
- Departure time
- Station of arrival
- Arrival date
- Arrival time

**Activity:**
- Activity type
- Activity title
- City
- Start date
- Start time
- End date (may be required depending on the activity type)
- End time (may be required depending on the activity type)
### Supported Booking Sites

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Choice Privileges
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