

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

### Airlines

Aegean Airlines	Fly Kingfisher	Singapore Airlines
Aer Lingus	Flybe	South African Air
Aero. Argentinas	Frontier Airlines	Southwest
Aeroflot	Garuda	SpiceJet
Aeromexico	Germanwings	Spirit Airlines
Air Asia	Go Mokulele Hawaii	SriLankan
Air Astana	Gol Airlines	Swiss Int Air Lines
Air Canada	Gulf Air	TAM Airlines
Air Caraibes	Hainan Airlines	TAP Portugal
Air China	Hawaiian Airlines	Thai Airways
Air France	Iberia	Tiger Airways
Air India	Icelandair	Transaero
Air New Zealand	IndiGo	Transavia
AirBerlin	Interjet	TudoAzul
AirTran	Island Air	Turkish Airlines
Alaska Air	Japan Airlines	UTair
Alitalia	Jet Airways	Ufly
All Nippon Airways	Jet2	Ukraine Int Air
Allegiant Air	JetBlue Airways	United
American Airlines	Jetairfly.com	Vietnam Airlines
Asia Miles	Jetstar	Virgin America
Asiana Airlines	KLM	Virgin Atlantic
Austrian Airlines	Korean Air	Virgin Australia
AviancaTaca	LANPASS	Vueling
Bangkok Airways	Lufthansa	WOW air
British Airways	Mabuhay Miles	Westjet
Brussels Airlines	Malaysia Airlines	Wizz Air
Bulgaria Air	Mango	
Caribbean Airlines	Monarch	
Cebu Pacific	Nok Air	
China Airlines	Northwest Airlines	
Copa Airlines	Norwegian	
Cubana	Oman Air	
Czech Airlines	Pegasus	
Delta Air Lines	Pins	
Delta SkyBonus	Porter	
EL AL Israel Air	Qantas	
Easyjet	Qatar Airways	
Egypt Air	Royal Jordanian	
Emirates	Ryanair	
Ethiopian Airlines	S7	
Etihad Airways	Saudi Arabian Air	
Eva Air	Scandinavian Air	
Finnair	Scout	

**Lodging**

Accor  
Agoda  
AirBnB  
Amoma.com  
Best Western  
Booking.com  
Choice Privileges  
Club Carlson  
Club Quarters  
Cosmopolitan Hotels  
Delta Hotels  
Destination Hotels  
Diamond Resorts  
Drury Hotels  
Fairmont Hotels  
Four Seasons  
GHA  
Hard Rock Hotel  
Hilton  
Hilton Vacations  
HostelBookers.com  
Hostelworld  
Hotelbooker  
HotelClub  
Hotels.com  
HRS  
Hyatt Hotels  
Ibis  
IHG Rewards Club  
JAL Hotels  
Joie de Vivre  
Kimpton  
La Quinta  
LateRooms.com  
Leading Hotels  
LeClub Accorhotels  
Loews Hotels  
Marriott  
Melia  
MGM Resorts  
Millennium hotels  
Motel 6  
NH Hotels  
Novotel  
Olotels.com  
Omni Hotels  
Otel.com

Preferred Hotels  
Premier Inn  
Red Lion  
Red Roof Inn  
RIU Hotels  
Room 77  
Rydges  
Scandic Hotels  
Shangri-La  
Small Luxury Hotels  
Sofitel  
Starwood Hotels  
Stash Hotel  
Swissotel  
TabletHotels  
Taj  
The Gonzo Inn  
Venere.com  
Worldhotels  
Wyndham Rewards  
Wynn Las Vegas

**Car Rental**

Ace Rent a Car  
Advantage  
Alamo  
Avis  
Budget  
CarDelMar  
CarRentals.com  
CarTrawler  
Carmel  
Dollar Express  
E-Z Rent-A-Car  
Enterprise  
Europcar  
Fox Rent A Car  
Hertz  
National  
Olacabs  
Payless Car Rental  
Rentalcars.com  
Silvercar  
Sixt  
SuperShuttle  
Thrifty  
Titan Limousine

**Rail**

Amtrak  
Deutsche Bahn  
East Coast  
Eurostar  
Rail Europe  
Renfe  
SNCF  
Thalys  
TheTrainline.com  
Trenitalia  
VIA Rail Canada

**Cruise**

Carnival  
Celebrity Cruises  
Disney Cruise Line  
Holland America  
Norwegian Cruise  
Princess Cruise  
Royal Caribbean  
Stena Line

**Other**

AAA Travel  
Airfare.com  
Air miles Canada  
Airline Direct  
Alatur  
Amadeus  
Amex Travel  
Axs  
BCD Travel  
BSI  
Booz & Co  
Bravofly  
BudgetAir  
Capital One  
Carlson Wagonlit  
Chase  
CheapOair  
CheapTickets  
Citibank  
Concur  
Cornerstone  
Corporate Traveller  
Costco Travel  
Ctrip  
Decolar.com  
Deem  
Derpart.com  
Despegar.com  
Disneyland Resort  
Egencia  
Expedia.com  
FlightHub  
Fluege.de  
Frosch Travel  
Getaroom  
Harras  
Hipmunk  
Hogg Robinson  
HotelTonight  
Hotwire  
IFAO Group  
Jetsetter.com  
KDS  
Kayak  
Lastminute  
Logitravel.com  
Lyft  
Lávoueu Viagens  
MakeMyTrip  
Mann Travels  
Megabus  
MyIDTravel  
OneTravel.com  
OneTwoTrip  
Onpeak  
OpenTable.com  
Opodo  
Orbitz  
Orbitz for Business  
PointsHound  
Priceline  
RatesToGo  
RocketMiles  
Rovia  
Santander  
Seta  
Telecharge.com  
The Parking Spot