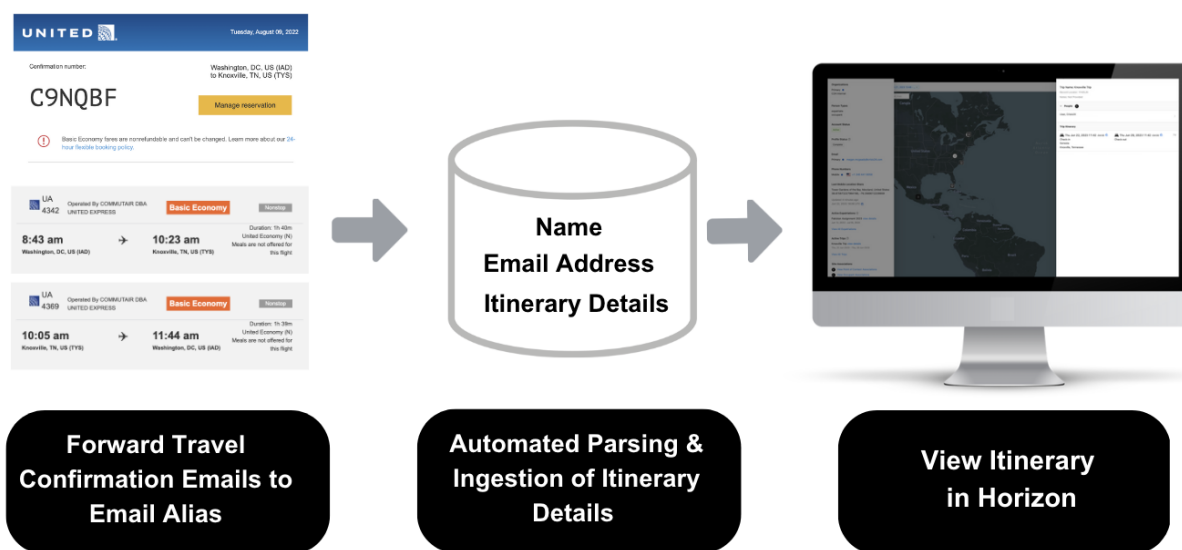


Guide: Trip Email Parsing

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Crisis24 offers an easier way to capture trips booked outside an organization's corporate travel booking systems. The email parsing integration allows users to forward their air, rail, hotel and car rental confirmation emails to an email address customized for their organization. Using the email parsing feature, the trip will be created in Horizon and allow for managing, searching, and reporting of the trip information in the system.



How it Works

As part of setting up Email Parsing, Crisis24 works with your organization to create a custom email address that is hosted by Crisis24. The email address will be something that is easy for your employees to remember, such as clientname@tripdata.crisis24.com. After setup, the process works as follows:

1. The user books travel and receives the confirmation email from a travel booking service.
2. The user then forwards that email to the customized email address set up by Crisis24.
 - A. When possible, confirmations should be forwarded from the employees corporate email account; allowing Crisis24 to associate the itinerary with the correct Horizon profile. Confirmation emails are accepted from personal email addresses, but an additional profile may be created and additional processing may be required.
 - B. When forwarding from a personal email or when forwarding on behalf of another user, include the traveler's corporate email address in the CC section of the email, this will supersede the From email address as the traveler for the trip.
3. Once received, Crisis24 parses air, rail, hotel, and car reservation details and creates a trip in the system. Parsing is supported in 27 languages (listed below). Within hours, the parsed travel details are available in Horizon.

Best Practices

Forward the original confirmation email to ensure we are able to collect all available information. Emails can be forwarded normally (HTML email) or attached to a new email as a PDF, if that was the format provided when booking. Email Parsing is done through automated template scanning, if an email is manipulated in any way, it no longer fits the template and cannot be scanned.

Do Not Send Confirmation emails with:

- Conversations, or any text added above the confirmation email
- Photos or scans of confirmation emails/itineraries
- Multiple confirmation emails in one email thread
- Multiple confirmation files in one email

Languages

Email Parsing integration supports confirmation emails in the following languages:

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

Supported Travel Providers

Click [here](#) to view the list of Crisis24's supported travel providers.