



Guidelines for Registering University Travel

In accordance with the University's [Travel Policy](#), all University Travel - both international and domestic (in-state overnight and all out-of-state) - must be registered in the University's Travel Registry once travel has been approved and booked.

Travel registration involves providing the Traveler's itinerary to the UMass Travel Registry (Healix Sentinel) for all travel-related transportation and lodging. If changes to travel plans result in updated travel itineraries, the updated travel itineraries also should be registered.

There are two ways to register University Travel in the University's new Travel Registry:

1. **Automated Registration**: Travel booked within Concur is automatically registered. Travelers booking their Travel in Concur do not need to take additional steps to register their Travel.
2. **Manual Registration**: Travel booked by any other travel provider (i.e., another Travel Management Company, online booking tools such as Orbitz, etc., direct booking with an airline or hotel, etc.) must be manually registered by the Traveler through email.

These guidelines provide instructions on how to manually register travel via email either for yourself or on behalf of another UMass Traveler.

There are two critical components to successful travel registration via email:

- **WHAT** to forward via email and
- **HOW** to forward

Part 1: WHAT to Register

The UMass Travel Registry can accept only the original booking confirmation provided by the point of sale.

Please see the **Table 1** for acceptable formats of the original booking confirmation as well as formats that will not be accepted.

Table 1: Required Formats for Travel Registration via Email

Accepted	Not Accepted
<ul style="list-style-type: none"> ✓ Original booking confirmation email provided by the point of sale <ul style="list-style-type: none"> ✓ HTML email is acceptable ✓ Unencrypted PDF format is acceptable (must be “copy and paste” enabled) ✓ Only one booking/itinerary per email 	<ul style="list-style-type: none"> ⊗ Manually typed or written itineraries (e.g., “Flight from JFK to DFW 03/03/2022 1:00PM”) ⊗ Photos, scans or screenshots of bookings/itineraries or email confirmation ⊗ Boarding passes ⊗ Multiple bookings/itineraries per email ⊗ Encrypted PDF files ⊗ Emails with a lot of forwards or email conversations. If there has been a great deal of back/forth or discussion since the booking confirmation, amend the thread/quoted text to remove it before forwarding to the parsing email address

Part 2: HOW to Register

The email must be appropriately formatted to ensure the itinerary is correctly associated with the Traveler in the UMass Travel Registry. Incorrect formatting can result in the itinerary being incorrectly associated with someone other than the Traveler. See **Table 2** for additional detail.

Table 2: How to Register Travel for Yourself or Someone Else

Registering Yourself		Registering Someone Else
<p><i>PREFERRED:</i> From your <u>UMass email</u></p>	<p>From a <u>personal or non-UMass email</u></p>	
<p>1. Forward the travel itinerary <i>issued by your travel provider/point of sale</i> to UMass.trips@healix.com</p> <p><i>Please note: only <u>one booking per email</u> can be sent</i></p>	<p>1. Forward the travel itinerary <i>issued by the travel provider/point of sale</i></p> <p>2. Replace the Subject Line with the <i>Traveler's UMass email address</i> (failure to complete this step will create a registration using your personal/non-UMass email address; such registration will not be affiliated with you, and the trip will be considered unregistered)</p> <p>3. Send the email to UMass.trips@healix.com</p> <p><i>Please note: only <u>one booking per email</u> can be sent</i></p>	<p>1. Forward the travel itinerary <i>issued by the travel provider/point of sale</i></p> <p>2. Replace the Subject Line with the <i>Traveler's UMass email address</i> (failure to complete this step will create a registration in your name; such registration will not be affiliated with the Traveler, and the trip will be considered unregistered)</p> <p>3. Send the email to UMass.trips@healix.com</p> <p><i>Please note: only <u>one booking per person, per email</u> can be sent</i></p>

Frequently Asked Questions

- ***Will I receive an acknowledgement that my email has been received successfully by the UMass Healix Sentinel Travel Registry?***

No. You will only receive a response if your email has not been successfully received. If you do not receive a response, you can consider your registration via email as accepted.

- ***Do I need to log into the Healix Sentinel platform?***

No. Only designated Campus Risk Managers have access to the UMass Healix Sentinel Travel Registry.

- ***Are there travel risk management resources available to me and other University Travelers?***

Yes. University Travelers have access to the following travel risk management resources:

- [UMass Healix Travel Oracle Website](#) (website is Single Sign On enabled)
- [UMass Healix Travel Oracle App](#) (University Travelers will need to “Register” an account on the app using their UMass email address when they first log in)

- ***Can my Delegate forward the confirmation for me?***

Yes. Please see instructions above on how to travel can be registered for you by someone else.

- ***Can I send group bookings via email?***

No. Registration of group bookings should be sent to your campus Travel Risk point of contact.

- ***What if my trip has multiple different booking confirmations?***

Some trips may have separate booking confirmations for different parts of the trip, for example one for the hotel, one for the international flights to/from and one for a day trip to another nearby location by rail. In this situation, you will need to forward each booking confirmation separately.

- ***Who should I contact with any questions about my email?***

If you have any issues or questions at any point, please contact TRMIntegration@healix.com.

- ***If my travel plans change or are cancelled from the time I registered my travel, do I need to update my Travel Registration?***

Yes. Updated or cancelled travel itineraries must be registered. If changes to the travel itinerary are made in Concur, no additional action is required. If changes are made through a travel agency, the updated itinerary must be emailed. If changes are made through individual travel providers (airline, hotel, etc.), each itinerary must be emailed.