Instructions for Using TravelTracker Template

TravelTracker is a service provided by International SOS. It allows Temple to see where and how many travelers are abroad at any given time and if there are any security or medical alerts in those places. TravelTracker provides a communication service if any travelers need to be alerted or, in an emergency, provide a two-way communication requiring the traveler to check in.

Individuals or groups that do not book through a University service – such as Concur, the study abroad office, Studio Abroad – are not automatically enrolled into the International SOS system and therefore do not populate the TravelTracker feature.

The template spreadsheet is a way to have these travelers uploaded to TravelTracker where they will receive alerts and communications.

There is a guide for users to enroll individually if that is preferred. Reach out to Risk Management or Study Abroad for this guide.

The Risk Management Office has physical International SOS cards with the membership number and important phone numbers. Please issue these to travelers. There is also an electronic version.

When using the template, there are both mandatory and optional columns to be filled out on behalf of the travelers. Each column is explained on the next page.

If a traveler is going to multiple locations/countries on their trip, please contact Liz Riepnieks (lizriepnieks@temple.edu, (215) 204-6546) for format requirements and assistance.

All other questions or concerns can also be sent to Liz.

Notes for using the template:

- There is a master list of IATA codes in a separate sheet – this column must be one of the defined codes.
- If traveler will not have an international phone number but a group leader or program coordinator will, use the coordinator’s phone number for this traveler.
- If traveler is not permitted to use phone/email/other electronics, provide phone numbers and email addresses of persons that will be able to notify the individual travelers.
  - We highly recommend all travelers have a device that can receive SMS messages, phone calls, and emails.
* An asterisk marks a required field.

**Pnr_RecordLocator:** for Risk Management use only

**Pnr_ClientIdentifier:** always Temple University

**Traveler_FirstName:** Traveler’s first name

**Traveler_LastName:** Traveler’s last name

**Traveler_EmailAddress:** Email address traveler will have access to when travelling. Pre-trip advisory emails and alerts will be sent to this address.

**Traveler_PhoneNumber:** Regular contact phone number for traveler. This should be a working number in the country being traveled to. There is a separate column below if traveler will have a different number while abroad.

**Home_Country:** Home country of traveler, important if there are special circumstances with passports from other countries.

**Traveler_NameReference:** For record keeping purposes. Can be TUid number, status (student, staff, coach, athlete, etc)

**Expat_StartDate:** Date traveler departs

**Expat_EndDate:** Date traveler returns

**Expat_IATACode:** International Air Transport Association code, the airport code of the airport in the country where traveler will be residing. This is typically the last airport traveler will arrive at. Do not include IATA codes from departing or connecting airports. If multiple, contact Liz in Risk Management.

**Expat_Address:** Address of residence during traveler’s stay. If multiple, contact Liz in Risk Management.

**Expat_PhoneNumber:** If traveler has a separate phone number for international travel, please include. This will be the number alerts are sent to.

**Expat_AccommodationName:** Name of residence/hotel if applicable.

**CustomField_XXX:** If there is information you think is important to include or important for your record keeping, you can create a custom field. Replace the XXX in the example with whatever type of info being recorded. Example: CustomField_TUid; CustomField_SportPosition