

Customer contact information for notification during flight disruptions

Compliance with IATA resolution 830D

SkyTeam Airline Alliance with its 19 member airlines urges travel agents to use SSRCTC field in all PNRs to message customer contact information. IATA resolution 830D specifies format to contain customer's email, mobile, and a field to indicate customer's refusal to provide this information.

BENEFITS FOR TRAVEL AGENCIES

By providing valid passenger contact information (email and mobile phone number, including international country code) according to standard SSRCTCE & CTCM industry formats, travel agents can:

1. Ensure that clients obtain timely and relevant information from the airline
2. Reduce the need to check PNR queues in search for messages about interruptions and booking changes
3. Reduce the need to search for alternative flights for clients
4. Save time and money, and at the same time meet their clients' expectations
5. Improve the overall experience the travel agency has to offer

BENEFITS FOR CUSTOMERS

The advantages will vary from airline to airline depending on what services they provide. Customers may gain the following advantages:

1. Real time flight updates
2. Proactive notifications in the event of a delay or cancellation
3. Baggage-related updates
4. Automatic sending of rebooking or boarding pass for the next available flight
5. Reduction in wait time, stress and inconveniences during service disruptions
6. A better customer experience

Optionally, preferred language may be included in the message using the language codes in ISO-639-1. Languages supported by carriers may vary.

Note: Use "/" (double slash) in place of @ (at sign), use "." (double dot) in place of "_" (underscored) and use "/" (dot slash) where a "-" (dash) is needed in an e-mail address.

| GDS | SSR formats |
|---------|--|
| AMADEUS | <p>SSRCTCE email contact per passenger SRCTCE-LOPEZ.ANGEL//GMAIL.COM</p> <p>SSRCTCE email including customer's preferred language SRCTCE-LOPEZ.ANGEL//GMAIL.COM/SP</p> <p>SSRCTCM phone number including country code/LANGUAGE SRCTCM-1234567890/IN</p> <p>SSRCTCR in case customer refuses to give contact information SRCTCR-REFUSED</p> |
| GALILEO | <p>SSRCTCE email contact per passenger >SI.P1/SSRCTCEYYHK1/A.LOPEZ//YAHOO.COM</p> <p>SSRCTCE email including customer's preferred language >SI.P1/SSRCTCECXHK1/A.LOPEZ//YAHOO.COM/DE</p> <p>SSRCTCM phone number including country code /LANGUAGE >SI.P1/SSRCTCMLHHK1/12021234567 >SI.P1/SSRCTCMLHHK1/49 6987654321/DE</p> <p>SSRCTCR in case customer refuses to give contact information >SI.P3/SSRCTCRYHK1/REFUSED</p> |
| SABRE | <p>SSRCTCE email contact per passenger 3CTCE/JOHN.SMITH//AOL.COM-1.1</p> <p>SSRCTCE email including customer's preferred language 3CTCE/JOHN.SMITH//AOL.COM/EN-1.1</p> <p>SSRCTCM phone number including country code /LANGUAGE 3CTCM/12233444444-1.1 3CTC/1234455555/DE-1.2</p> <p>SSRCTCR in case customer refuses to give contact information 3CTCR/REFUSED TO PROVIDE CTC INFO-1.1</p> |
| APOLLO | <p>SSRCTCE email contact per passenger @:3SSRCTCELYYHK1/N1/J.SMITH//YAHOO.COM</p> <p>SSRCTCM phone number including country code /LANGUAGE @:3SSRCTCMLHHK1/N1/12021234567</p> <p>SSRCTCR in case customer refuses to give contact information @:3SSRCTCRYHK1/N1/FREE TEXT PASSENGER REFUSED</p> |

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| WORLDSPAN | <p>SSRCTCE email contact per passenger 3SSRCTCEYYHK1/J.SMITH//YAHOO.COM-1.1 -(dash) is permitted in the email address 3SSRCTCEYYHK1/J-A.SMITH//YAHOO.COM SSRCTCM phone number including country code 3SSRCTCMLHHK1/12021234567-1.1 SSRCTCM phone number including country code indicating preferred language is German 3SSRCTCMLHHK1/496987654321/DE-1.1 SSRCTCR in case customer refuses to give contact information 3SSRCTCRYHK1/FREE TEXT NO CONTACT INFORMATION-1.1</p> |
| TRAVELSKY | <p>SSRCTCE email contact per passenger >SSR CTCE MU HK1/A.LOPEZ//YAHOO.COM/P1/S2 SSRCTCE email including customer's preferred language >SSR CTCE MU HK1/A.LOPEZ//YAHOO.COM/CN/P1/S2 SSRCTCM phone number >SSR CTCM MU HK1/136111183249/P1/S2 SSRCTCR in case customer refuses to give contact information >SSR CTCR MU HK1/REFUSED/P1/S2</p> |