

## Passenger IROP (Irregular Operations) Contact Information

For ensuring best services and a smooth travelling experience for your Clients, it is mandatory to input the Passenger Contact details, such as Phone/Mobile Number/Email id in the PNR.

Hence, the information should be entered in the correct IATA format as per Airline's requirement so that passengers may be informed duly in case of flight delays / disruption.

### **Key Features**

As per IATA, 3 new contact information AIRIMP's have been implemented since 01<sup>st</sup> January 2014

- SSR CTCE Passenger IROP contact information e-mail address,
- SSR CTCM Passenger IROP contact information mobile phone number,
- SSR CTCR Passenger IROP contact information refused.

Amadeus Cryptic Entries		
Phone/ Mobile Contact	SR <b>CTCM</b> -1234567890/IN	1234567890 = Mobile number IN = Country code
Email Contact	SR <b>CTCE</b> - abcdef//uvwxyz.in	abcdef//uvwxyz.in = Email Address //(double slash) is used in place of @ (at sign) in email address  .. (double dot) is used in place of _ (underscore) in email address
Contact Refused	SR <b>CTCR</b> -REFUSED	In case contact information is refused

## News Flash

## Illustration:

RP/XXXXXXXXX /XXXXXXXXXX XX/XX 15JUL15/0353Z XXXXXX  
 XXXXXXXXXXX /XXXXXX/XXXXXXXX  
 2 AI 131 C 25OCT 7 BOMLHR HK1 0630 1130 25OCT E AI/YCEFW  
 3 AP BOM XXXXXXXX - XXXX TRAVELS  
**6 SSR CTCM AI HK1 XXXXXXXXXXXX/IN → Mobile no**  
**7 SSR CTCE AI HK1 ALAD//AMADEUS.IN → Email address**  
**8 SSR CTCR AI HK1 REFUSED → In case contact information is refused**

**Information in the Airline system having access of PNR Display**

1AIRTYCEFW  
 \*\* AI - AIR INDIA \*\*  
 MUC1A 9999 0352 15JUL  
 2. AI 131 C SU25OCT BOMLHR HK1 0630 1130  
 \*ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT\*  
**7. SSR CTCE AI HK1 /ALAD//AMADEUS .IN → Email address**  
**8. SSR CTCM AI HK1 /XXXXXXXXXXXX/IN → Mobile no**  
**9. SSR CTCR AI HK1 /REFUSED → In case contact information is refused**

For more information, you may refer HE SSR, MS463 or please contact your nearest Amadeus Helpdesk