

## News Flash

### Passenger Contact Information

Resolution 830d is part of the Passenger Agency Conference Manual (PaConf) related to Reservations Procedures for Accredited Agents which they must follow.

Starting 1st of June 2019, an amendment to paragraph 4 of the Resolution will require agents to:

1. Actively ask each passenger “whether they wish to have their contact details (mobile number and/or email) provided to airlines participating in the itinerary for the purposes of contact in an operational disruption”.
2. Where the passenger wishes to provide this information to airlines, the agent must enter them in the PNR in compliance with the Resolutions governing reservations procedures.
3. Where the passenger does not wish to do so, the Agent must actively advise the passenger that they may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure) and should enter the refusal in the PNR in compliance with the Resolutions governing reservations procedures.

From a Reservation standpoint, the following SSR formats may be used in Amadeus PNR to comply with the mandate:

- ✓ **SSR CTCE** = Passenger’s Email
- ✓ **SSR CTCM** = Passenger’s Mobile
- ✓ **SSR CTCR** = Passenger refused to provide his details

#### Examples:

Formats	Explanation
<b>SRCTCM-1234567890/IN</b>	<b>1234567890</b> is Mobile Number and <b>IN</b> is Country Code
<b>SRCTCE-AMADEUS..TEST//AMADEUS.CO.IN</b>	<b>AMADEUS..TEST//AMADEUS.CO.IN</b> is email address of passenger <b>Note:</b> <ul style="list-style-type: none"> <li>✓ Underscored in the email id “_” to be replaced by Double dot “..”</li> <li>✓ At Sign “@” to be replaced by “//” double slash</li> </ul>
<b>SRCTCR-REFUSED</b>	REFUSED message to Airlines when passenger refuse to provide the details

**Note:** Apart from above mentioned SSR formats, some airlines accept Passenger contact details in OSI or AP elements. Hence, we recommend to confirm with respective airline’s local policy.

**For more information, please refer to HESSR or contact your Amadeus Helpdesk**