

## Air Europa informs :

Supporting the changes in the IATA 830d Resolution, from 1st June 2019 all Travel Agents will have the obligation to submit valid passenger contact information.

For this purpose, the use of the SSR CTCE industry standard codes should be used, which adopt a structured format for clients' contact data entry in the PNR.

- SR CTCE- Passenger email contact
- SR CTCM- Phone number/country
- SR CTCR- If passenger refuses to give contact information

Please see below the IATA 830d Resolution link:

<https://www.iata.org/services/accreditation/travel-tourism/Pages/resolutions.aspx>



GDS	Transaction formats
AMADEUS	SSRCTCE email contact SRCTCE-LOPEZ.ANGEL//GMAIL.COM SSRCTCE email including customer's preferred language SRCTCE-LOPEZ.ANGEL//GMAIL.COM/SP SSRCTCM phone number/LANGUAGE SRCTCM-1234567890/IN SSRCTCR in case customer refuses to give contact information SRCTCR-REFUSED
GALILEO	SSRCTCE email contact >SI.P1/SSRCTCEYYHK1/A.LOPEZ//YAHOO.COM SSRCTCE email including customer's preferred language >SI.P1/SSRCTCEXHK1/A.LOPEZ//YAHOO.COM/DE SSRCTCM phone number/LANGUAGE >SI.P1/SSRCTCMLHKK1/12021234567 >SI.P1/SSRCTCMLHKK1/49 6987654321/DE SSRCTCR in case customer refuses to give contact information >SI.P3/SSRCTCRYHK1/REFUSED
SABRE	SSRCTCE email contact 3CTCE/JOHN.SMITH//AOL.COM-1.1 SSRCTCE email including customer's preferred language 3CTCE/JOHN.SMITH//AOL.COM/EN-1.1 SSRCTCM phone number/LANGUAGE 3CTCM/12233444444-1.1 3CTC/123445555/DE-1.2 SSRCTCR in case customer refuses to give contact information 3CTCR/REFUSED TO PROVIDE CTC INFO-1.1
APOLLO	SSRCTCE email contact @:3SSRCTCELYHK1/N1/J.SMITH//YAHOO.COM SSRCTCM phone number/LANGUAGE @:3SSRCTCMLHKK1/N1/12021234567 SSRCTCR in case customer refuses to give contact information @:3SSRCTCRYHK1/N1/FREE TEXT PASSENGER REFUSED
WORLDSPAN	SSRCTCE email contact 3SSRCTCEYYHK1/J.SMITH//YAHOO.COM-1.1 -(dash) is permitted in the email address 3SSRCTCEYYHK1/J-A.SMITH//YAHOO.COM SSRCTCM phone number 3SSRCTCMLHKK1/12021234567-1.1 SSRCTCM phone number indicating preferred language is German 3SSRCTCMLHKK1/496987654321/DE-1.1 SSRCTCR in case customer refuses to give contact information 3SSRCTCRYHK1/FREE TEXT NO CONTACT INFORMATION-1.1



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