



PASSENGER CONTACT INFORMATION

Agents Advice

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Issued by: Airlink Reservations Support Desk








Passenger Contact Details in Accordance with IATA Resolution 830d (SSR CTCM, CTCE, CTCR)

Airlink (4Z) is compliant with IATA Resolution 830d.

IATA RESOLUTION 830d

Airlink is a member of IATA thus mandated by IATA Resolution 830d, booking agents are required to insert all contact details of the Travel Agency as well as each Airlink adult passenger booked. The adult passenger's mobile number and email contact details must be in the PNR.

This will mitigate passenger inconvenience in the event of an IROPs situations and provide better customer care to our Airlink passengers by means of various automated Airport Trigger messages that will allow passengers to check-in online 24 hours prior to departure, select their seat of choice, to receive mobile boarding passes, and other important mobile notifications to assist and ensure their trip is a pleasant experience such as:

-  Check-in open for passenger acceptance including seat selection
-  Boarding Gate Assigned
-  Gate change
-  Flight Time Change
-  Irregular flight operations and disruption notifications

IMPORTANT:

Please ensure there is an after-hour contact details for your clients both at point of origin and en-route destinations so that it would facilitate making contact by Airlink for flight delays, disruptions, rerouting etc.

All contact details must be obtained from passengers with data protection regulations, meaning booking agents will have to ask for permission for the contact details to be handed over to Airlink. If the passenger declines, the booking agent will have to enter in the PNR that the passenger refused.

IATA states that none of the contact information will be used for marketing or sales purposes and will only be used for Airlink operational flight notifications.

PASSENGER REFUSED




In the event of passenger refuses to provide their contact details, the Travel Agent shall use the IATA **SSR CTCR** to indicate that the passenger has declined to provide such contact details. The Travel Agent must actively advise the passenger that they will not receive information from Airlink relating to flight cancellations or schedule changes including flight departure delays and the Airlink mobile Flight Notifications related to boarding gate changes and receiving mobile boarding passes. Airlink will not be held liable due to refused contact details in the event passengers miss their flight due to a gate change or any other related claims due to otherwise missed standard flight notifications

Failure to insert the correct format contact SSRs with incorrect information then the Travel Agent will be liable for non-compliance and will be responsible of informing the passenger of Airlink schedule changes, flight delays or cancellations.

Formats for Customer Contact Details

Contact details shall be entered in the reservation using the below IATA standard SSR formats:

IATA standard SSR format

-  "SSR CTCM" – for passenger's mobile including country code
-  "SSR CTCE" – for passenger's email address
-  "SSR CTCR" – for passenger contact refused

Travel agents must communicate adult passengers (excluding CHD and INFT) contact details to Airlink having SSR CTCM and SSR CTCE elements in their reservation for them to be directly notified of any short-term flight irregularities (INVOL) and the long-term schedule changes travel agencies will be notified via a PNR queue message and shall inform their clients accordingly.

Failure to comply with the above obligation the passenger has the right to recourse against the travel agent for passenger compensation costs related to lack of information. Passengers having SSR CTCR will not be notified by the Airlink and will need to rely on the Travel Agent actions and no loss or expenses whatsoever can be claimed from Airlink.

The onus is on the booking agent to refer to the relevant GDS Help Pages for the correct formatting entries or contact your GDS Help Desk for additional support.

AMADEUS	
MOBILE:	
SRCTCM – MOBILE NUMBER/COUNTRY CODE/PASSENGER NUMBER	
Example	SRCTCM4Z HK1-27821111111/P1
EMAIL:	
SRCTCE – EMAIL ADDRESS/PASSENGER NUMBER	
Example	SRCTCE-JOHN.SMITH@GMAIL.COM/P1

AIRLINK thanks you, our travel partners for your continued support!