



Passenger Contact Information for Flight Irregular Operations

Answer ID - KB0024681

To comply with IATA Resolution 830d & Airline industry standards, Travelport point of sale will now support these 3 new Industry standard SSRs for passenger E mail & Mobile number

- * CTCE = Passenger contact e-mail address
- * CTCM = Passenger contact mobile phone number

DEPARTURES				
TIME	DESTINATION	FLIGHT	GATE	REMARKS
12:39	LONDON	BA 903	31	CANCELLED
12:57	SYDNEY	QF5723	27	CANCELLED
13:08	TORONTO	AC5984	22	CANCELLED
13:21	TOKYO	JL 608	41	DELAYED
13:37	HONG KONG	CX5471	29	CANCELLED
13:48	MADRID	IB3941	30	DELAYED
14:19	BERLIN	LH5021	28	CANCELLED
14:35	NEW YORK	AA 997	11	CANCELLED
14:54	PARIS	AF5870	23	DELAYED
15:10	ROME	AZ5324	43	CANCELLED

Entry	Description
SL.P1/SSRCTCMYYHK1/0777123456	Pax mobile number.
SL.P1/SSRCTCMYYHK1/00496987654321/EN	Pax mobile number with preferred language for contact
SL.P5/SSRCTCEYYHK1/J.SMITH//YAHOO.COM	Pax e-mail address.
SL.P3/SSRCTCRYHK1/PAX REFS TO PRVD INFOR	The CTCR indicates that there is no Passenger contact information.

Passenger Benefits :

- Passenger contact information in structured format
- Real time update for Flight Irregular operation to passengers when available by airlines
- Direct update from the airline using passenger chosen method of notification



Notes :

- ♦ Use name select when creating these SSRs
- ♦ Segment selection is restricted.
- ♦ Use the specific carrier code or the generic carrier code of YY.
- ♦ Use the status code HK
- ♦ No changes to the current method of the phone fields of the PNR
- ♦ When a PNR is divided, the CTCT, CTCE, CTCR items will be moved to the divided PNR
- ♦ Use double slashes (//) for the @ symbol and two periods (..) for the underscore (_) when entering the e-mail address.