

# Virgin Atlantic Sales Bulletin

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## **IATA Standards for Flight Disruption**

We need to let you know of some important changes to some IATA standards, which IATA accredited Travel Agents must follow.

Effective 1 June 2019, amendments to paragraph 4 of Resolution 830d will require agents to:

- Actively ask each passenger whether they wish to have their contact details (mobile number and/or email) provided to Virgin Atlantic, and other airlines in the itinerary, so that we are able to contact them in the event of flight disruption.
- Where the passenger wishes to have their contact details provided to airlines, please enter these in the PNR using the SSR format at the end of this bulletin.
- Where the passenger does not wish to provide their contact details, you must advise the passenger that they may not receive information from the airline relating to flight disruption, include delay, cancellation or schedule change.

This IATA standard does not in any way impact your ownership or ability to service the customers booking or ticket.

The IATA guide to these changes is [here](#).

### **SSR Formats:**

<b>GDS</b>	<b>Format</b>
AMADEUS	<b>SSRCTCE email contact</b> SRCTCE-aDOE.JOHN//GMAIL.COM <b>SSRCTCM phone number including country code</b> SRCTCM-1234567890 <b>SSRCTCR in case customer refuses to give contact information</b> SRCTCR-REFUSED
GALILEO	<b>SSRCTCE email contact</b> >SI.P1/SSRCTCEYYHK1/A.DOE//YAHOO.COM <b>SSRCTCM phone number</b> >SI.P1/SSRCTCMLHHK1/49 6987654321 <b>SSRCTCR in case customer refuses to give contact information</b> >SI.P3/SSRCTCRYHK1/REFUSED

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SABRE	<p><b>SSRCTCE email contact</b> 3CTCE/JOHN.SMITH//AOL.COM-1.1</p> <p><b>SSRCTCM phone number</b> 3CTCM/12233444444-1.1</p> <p><b>SSRCTCR in case customer refuses to give contact information</b> 3CTCR/REFUSED TO PROVIDE CTC INFO-1.1</p>
APOLLO	<p><b>SSRCTCE email contact</b> @:3SSRCTCELYYHK1/N1/J.SMITH//YAHOO.COM</p> <p><b>SSRCTCM phone number</b> @:3SSRCTCMLHHK1/N1/12021234567</p> <p><b>SSRCTCR in case customer refuses to give contact information</b> @:3SSRCTCRYYHK1/N1/FREE TEXT PASSENGER REFUSED</p>
WORLDSPAN	<p><b>SSRCTCE email contact</b> 3SSRCTCEYYHK1/J.SMITH//YAHOO.COM-1.1 -(dash) is permitted in the email address 3SSRCTCEYYHK1/J-A.SMITH//YAHOO.COM</p> <p><b>SSRCTCM phone number</b> 3SSRCTCMLHHK1/12021234567-1.1</p> <p><b>SSRCTCR in case customer refuses to give contact information</b> 3SSRCTCRYYHK1/FREE TEXT NO CONTACT INFORMATION-1.1</p>
TRAVELSKY	<p><b>SSRCTCE email contact</b> &gt;SSR CTCE MU HK1/A.DOE//YAHOO.COM/P1/S2</p> <p><b>SSRCTCM phone number</b> &gt;SSR CTCM MU HK1/136111183249/P1/S2</p> <p><b>SSRCTCR in case customer refuses to give contact information</b> &gt;SSR CTCR MU HK1/REFUSED/P1/S2</p>

If you have any queries relating to this communication, please contact our Sales Support – [HKG.SalesSupport@fly.virgin.com](mailto:HKG.SalesSupport@fly.virgin.com) or +852 2532 3080.