



# AIR CANADA

## AGENCY BULLETIN

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August 11, 2020

Ref: 2034

To: All Travel Agents

### **PASSENGER CONTACT INFORMATION** **Important Guidelines from Air Canada and IATA**

**IMPORTANT:** In accordance with IATA Travel Agency Handbook Resolution 830d and the Air Passenger Protection Regulations (APPR), all travel service providers are required to include passenger contact information in the Passenger Name Record (PNR) so that travellers can be advised of last-minute flight schedule changes, disruptions or irregular operations.

Air Canada requires that all trade partners include the correct contact information for travellers in the PNR (email and/or mobile phone number) **using industry standard SSR CTCE or SSR CTCM formats, NOT OSI format.**

Air Canada may need to contact travellers using information from the PNR in the event:

- of an IRROP or flight disruption and the traveller is rebooked, an automatic notification can be sent by email or text to the contact provided;
- they have been separated from their luggage and it has now been retrieved.

#### **IMPORTANT:**

Should a traveller refuse to provide their contact information, SSR CTCR must be added to the PNR. You will continue to receive messages for schedule changes and irregular operations through your GDS queues. It continues to be travel agency responsibility to advise all passengers booked via a GDS of any changes to their itinerary, or via [aircanada.com/agents](http://aircanada.com/agents), when there is no customer contact information provided. For bookings made via [aircanada.com/agents](http://aircanada.com/agents), contact Air Canada to remark the file with an SSR CTCR.



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For your guidance, please refer to the specific GDS formats below (Page 3) for inputting passengers contact information in the PNR.

Note:

- Optional language identifier may be included, e.g. EN, FR, ES, DE, IT
- // represents the @ (at sign) if required for an email address
- .. represents the \_ (underscore) if required an email address
- ./ is represents the – (hyphen) if required for an email address

For additional support, please refer to your GDS Help Pages or contact your GDS Help Desk.

For more information on the Air Passenger Protection Regulations (APPR):

Please refer to highlights:

<https://otc-cta.gc.ca/eng/air-passenger-protection-regulations-highlights>

Please refer to FAQ's:

<https://otc-cta.gc.ca/eng/faqs-air-passenger-protection-regulations>

<https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/agents/en/ca/reference/ac-appr-faq-en.pdf>

Kindly disseminate the above information to your staff concerned.

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A STAR ALLIANCE MEMBER 



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Note: Spacing is provided for clarity. Some GDS may not support spaces in actual transactions.

GDS	ENTRIES
	<p>Mobile: 3CTCM/14165551212-1.1 3CTCM/14165551212/FR-1.1</p> <p>Email: 3CTCE/JIM.SMITH//GMAIL.COM-2.1 3CTCE/JIM.SMITH//GMAIL.COM/FR-2.1</p> <p>Refused: 3CTCR/REFUSED TO PROVIDE-1.1</p>
	<p>Mobile: SR CTCM-14165551212 SR CTCM-14165551212/P1</p> <p>Email: SR CTCE-JIM.SMITH//GMAIL.COM SR CTCE-JIM.SMITH//GMAIL.COM/P1</p> <p>Refused: SR CTCR-REFUSED TO PROVIDE</p>
	<p><b>Apollo</b></p> <p>Mobile: ■:3SSR CTCM AC HK1/N1/14165551212 ■:3SSR CTCM AC HK1/N1/14165551212/FR</p> <p>E-mail: ■:3SSR CTCE AC HK1/N1/JIM.SMITH//GMAIL.COM ■:3SSR CTCE AC HK1/N1/JIM.SMITH//GMAIL.COM/FR</p> <p>Refused: ■:3SSR CTCR AC HK1/N3/REFUSED TO PROVIDE</p> <p><b>Galileo</b></p> <p>Mobile: SI.SSR CTCM AC HK1/14165551212 SI.P1/SSR CTCM AC HK1/14165551212/FR</p> <p>E-mail: SI.SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM SI.P1/SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR</p> <p>Refused: SI.P3/SSR CTCR AC HK1/REFUSED TO PROVIDE</p> <p><b>Worldspan</b></p> <p>Mobile: 3SSR CTCM AC HK1/14165551212-1.1 3SSR CTCM AC HK1/14165551212/FR-1.1</p> <p>Email: 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM -1.1 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR-1.1</p> <p>Refused: 3SSR CTCR AC HK1/REFUSED TO PROVIDE-1.1</p>
	<p>Mobile: 3SSR CTCM AC HK1/14165551212-1.1 3SSR CTCM AC HK1/14165551212/FR-1.1</p> <p>Email: 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM -1.1 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR-1.1</p> <p>Refused: 3SSR CTCR AC HK1/REFUSED TO PROVIDE-1.1</p>
	<p>Mobile: 3CTCM/14165551212-1.1 3CTCM/14165551212/FR-1.1</p> <p>Email: 3CTCE/JIM.SMITH//GMAIL.COM-2.1 3CTCE/JIM.SMITH//GMAIL.COM/FR-2.1</p> <p>Refused: 3CTCR/REFUSED TO PROVIDE-1.1</p>
	<p>Mobile: SSRCTCM AC HK1 1234567890/P1</p> <p>Email: SSRCTCE AC HK1  JIM.SMITH//GMAIL.COM/P1</p> <p>Refused: SSRCTCR AC HK1 REFUSED TO PROVIDE</p>