

IATA 830d Resolution

Contactability in the event of irregular operation

In support of IATA Resolution 830d, LATAM Airlines requests that our partner travel agencies adopt the use of standard codes for storing customer contact information.

The correct entry of this information allows us to ensure that customers obtain timely and relevant information in case there is any impact on their flights in the operating window. The correct entry will be constantly monitored by LATAM Airlines.

Remember the formats to use:



Ask each passenger if they authorize their contact information (mobile phone number and/or email) to be provided to LATAM for contact purposes in the event of an operational interruption.

After customer confirmation, the agent must enter the contact details* in the PNR as shown in the table below (SSR CTCE and SSR CTCM):



SSR CTCE	Passenger's email
SSR CTCM	Passenger's mobile phone

* The information provided by the travel agency will not be used by LATAM Airlines for other purposes.



If the passenger does not want to provide his contact details, the travel agent must inform the customer that he will not receive information from LATAM Airlines about possible cancellations or changes to flights and insert the SSR CTCR in the reservation:

SSR CTCR	Passenger does not wish to provide his contact details (refused)
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We're committed to providing you with a simple and memorable support experience, but we know that sometimes unexpected things can happen. We rely on you to ensure that customers are contacted quickly and transparently in these cases.

LATAM Airlines Team