



# Important Changes to Standards Supporting Involuntary Flight Changes in Irregular Operations

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## General questions

### What is changing?

In 2018, IATA member airlines in different forums adopted important changes to industry standards around involuntary flight changes due to irregular operations (IRROPs).

These changes impact the following industry Standards

- Resolution 830d, Reservations Procedures for Accredited Agents
- Resolution 735d, Involuntary Change of Carrier, Routing, Class or Type of Fare
- Resolution 766, Interline Passenger Reservation Procedures.
- Revenue Accounting Manual

### How does this impact me and when do these changes take effect?

The major change that impacts IATA Accredited Agents is the changes to Resolutions 830d, which will take effect from 1 June 2019. This relates to how Travel Agents must collect customer contact information and ensure this is made available to airlines, for the purposes of airline contact during irregular operations.

### What is Resolution 830d and what was the issue that called for change?

Resolution 830d - Reservations Procedures for Accredited Agents outlines reservations procedures that IATA Accredited Agents must follow.

In many bookings made by travel agents, passenger contact details are not being sent to participating airlines following the industry standard. IATA has led awareness activity about the collection of customer contact information over the last three years, but this remains a significant issue impacting passengers. Airlines are often unable to contact passengers in the operational window, and passengers are not being informed about changes to their flights.

### Where can I find Resolution 830d?

All Agents should have access to the latest copies of the Passenger Agency Conference Resolution within the Travel Agent's Handbook (TAH). These are available at <https://www.iata.org/services/accreditation/travel-tourism/Pages/resolutions.aspx>.

The new Resolutions are expected to be included in the next TAH, and uploaded to the website mentioned above, at least one month before the Resolutions come into effect.

### What is changing in Resolution 830d from 1 June 2019?

An amendment to paragraph 4 of the Resolution will require agents to

1. Actively ask each passenger "whether they wish to have their contact details (mobile number and/or email) provided to airlines participating in the itinerary for the purposes of contact in an operational disruption".

2. Where the passenger wishes to provide this information to airlines, the agent must enter there “in the PNR in compliance with the Resolutions governing reservations procedures.” This means the SSRs designed for this purpose as published in AIRIMP under the authority of Resolution 766.
3. Where the passenger does not wish to do so, the Agent must “actively advise the passenger that they may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure).”

## Do airlines need to take action?

Yes. Each of the changes will require some actions by Airlines. Airlines have been informed to discuss these changes internally with all impacted teams, technology providers, travel agents and interline partners as appropriate.

## What actions do travel agents need to take?

It is very important that travel agents build this new process into their procedures, and make frontline staff fully aware, for travel agents operating online platforms or self-booking tools, these requirements will need to be included in booking flows.

## What are the technical standards for inputting this information within a PNR?

The technical standard that governs how this information is transmitted to airlines and incorporated within the PNR are outlined in the A4A/IATA Interline Reservations Messaging Procedure (AIRIMP), which is a technical standard used by airlines and computerised reservation systems such as GDSs. The actual method for end users to enter this information will depend on the individual system. It is important that you check with your GDS system to ensure that the technical solution that they are providing you ensures your compliance with this Resolution.

## Why is it important that participating airlines have customer contact information?

This new standard ensures that the customer has access to relevant and useful information in an operational disruption.

This information may come from the airline outside of hours, or during a weekend, when a travel agent is not able to contact the passenger directly. This information will also often relate to information that an airline is best placed to communicate directly to a passenger, or actions that an airline needs to take to provide the best experience possible to the passenger.

## Can't the airline just collect this information at the time of check-in?

In many cases, this will be too late – the airline may need to contact the customer outside of hours before they've made their way to the airport.

## When can the airline use this contact information?

Only in a genuine irregular operation, this is specified in the Resolution.

## Does this impact who owns the booking, or who has the relationship with the customer?

No. This standard does not in any way impact the travel agency's ownership of the booking, and relationship with the customer. This standard does not impact the travel agency's ability to continue to provide servicing or the customer's booking or ticket for subsequent changes after the irregular operation.

## What about group bookings?

The standard does not distinguish between group bookings and individual bookings, it requires customer contact information to be captured from all passengers. It is reasonable to expect however that some groups may be happy having one contact entered for all passengers or having contact information entered for only one passenger. This is up to each customer to determine how they wish to be contacted.

## Is it reasonable that a travel agent enters contact information for every passenger in a booking?

As part of Reservation 830d, this is now an important part of the reservation process. This is no different to ensuring that every passenger's name is correctly entered and that other information such as frequent flier details or passport information is entered at a passenger level.

## Can airlines enforce this standard?

Yes. Airlines can ensure their agents are following correct reservation procedures. They can do this individually with agents and may also wish to manage compliance through commercial agreements with travel agents. Individual airlines can monitor compliance by assessing PNR level data, just as they would monitor compliance for other aspects of the reservation process such as ticketing time limits. This is entirely up to each airline.

Airlines have been informed that they should communicate directly to travel agents to ensure they are aware of this change and discuss the joint benefits this change brings about for your mutual customers.

Airlines may also begin to make reference to their requirements in ticketing policies, agency procedures and agreements.

There may not be a single approach by all Airlines, as some Airlines may need to perform system developments to ensure their internal systems are configured to use this information to contact passengers.