

## SSR CODES MANDATORY FOR IROP NOTIFICATION TO THE PASSENGER BY THE AIRLINE

With SSR Codes CTCM/CTCE passenger emergency contact information is provided to the airline, to be used only in the case of irregular operations in accordance with IATA resolution 830d<sup>1</sup>.

In the event that passenger refuses to provide these information, SSR CTCR should be applied to the booking, indicating that the passenger has refused to provide IROP contact information to the airline.

**During the SSR adding, pay special attention to:**

Enter passenger IROP Contact information with passenger association.

Characters to use when inserting SSR CTCE in the PNR:

// is used in place of the @ sign in the e-mail address

.. is used in the place of \_ (underscore) in the e-mail address

./ is used in the place of – (hyphen) in the e-mail address

## Sabre Travel Network (1S and 1B)

Description	Format
<b>SSR CTCM – Mobile Phone</b>	
Enter passenger IROP contact information mobile phone with language code and passenger and segment association <b>Note:</b> segment association and language code are optional <b>Air Serbia Note:</b> JU supports the following languages: <ul style="list-style-type: none"> <li>English (EN)</li> <li>Serbian Latin (RS)</li> </ul>	3CTCM(segment number)/(phone number)/(language code)-(name association) 3CTCM1/381651115550/EN-1.1 System response: 3CTCM1/381651115550/EN-1.1* *P3<< GENERAL FACTS 1. SSR CTCM JU HK1/381651115550/EN 1.1 SMITH/J
<b>SSR CTCE – E-mail Address</b>	
Enter passenger IROP contact information e-mail address with language code and passenger association <b>Notes:</b> <ul style="list-style-type: none"> <li>@ = //</li> <li>_ = ..</li> <li>- = ./</li> </ul>	3CTCE(segment number)/(e-mail address)/(language code)-(name association) 3CTCE1/JOHN.SMITH//GMAIL.COM/EN-1.1 System response: 3CTCE1/JOHN.SMITH//GMAIL.COM/EN-1.1* *P3<< GENERAL FACTS

<sup>1</sup> [https://www.iata.org/Sites/FMC/Files/reso\\_830d.pdf](https://www.iata.org/Sites/FMC/Files/reso_830d.pdf)

<p><b>Note:</b> segment association and language code are optional</p> <p><b>Air Serbia Note:</b> JU supports the following languages:</p> <ul style="list-style-type: none"> <li>English (EN)</li> <li>Serbian Latin (RS)</li> </ul>	SSR CTCE JU HK1/JOHN.SMITH//GMAIL.COM/EN 1.1 SMITH/J
<b>SSR CTCR – Refused to provide emergency contact</b>	
Enter passenger IROP contact information refused with passenger association and segment association and free text <p><b>Note:</b> segment association and free text are optional</p>	3CTCR(segment number)/(Free text)-(name association) 3CTCR1/REFUSED-1.1 System response: 3CTCR1/REFUSED-1.1* *p3<< GENERAL FACTS SSR CTCR JU HK1/REFUSED 1.1 SMITH/J

## Amadeus (1A)

Description	Format
<b>SSR CTCM – Mobile Phone</b>	
Enter passenger IROP contact information mobile phone with passenger association and language code <p><b>Air Serbia Note:</b> JU supports the following languages:</p> <ul style="list-style-type: none"> <li>English (EN)</li> <li>Serbian Latin (RS)</li> </ul>	SR CTCM-Phone number/Language code  e.g. SR CTCM-381651115550/RS/P1
<b>SSR CTCE – E-mail Address</b>	
Enter passenger IROP contact information E-mail address with passenger association and language code <p><b>Note:</b> According to AIRIMP recommendation:</p> <ul style="list-style-type: none"> <li>use // (double slash) in place of @</li> <li>use .. (double dot) in place of _</li> <li>use ./ (dot slash) in place of –</li> </ul> <p><b>Air Serbia Note:</b> JU supports the following languages:</p> <ul style="list-style-type: none"> <li>English (EN)</li> <li>Serbian Latin (RS)</li> </ul>	SR CTCE-Email Address/Language code  e.g. SR CTCE-JOHN.SMITH//GMAIL.COM/EN/P1
<b>SSR CTCR – Refused to provide emergency contact</b>	
Enter passenger IROP contact information refused with passenger association and free text	SR CTCR-FREE TEXT  e.g. SR CTCR-REFUSED/P1

## Travelport (1G/1P/1V)

Description	Format
<b>SSR CTCM – Mobile Phone</b>	
Enter passenger IROP contact information mobile phone with passenger association and language code <b>Air Serbia Note:</b> JU supports the following languages: <ul style="list-style-type: none"> <li>English (EN)</li> <li>Serbian Latin (RS)</li> </ul>	Galileo: <b>SI.P1/SSRCTCMJUHK1/381651115550/RS</b>  Worldspan: <b>3SSRCTCMJUHK1/381651115550/RS-1.1</b>  Apollo: <b>@:3SSRCTCMJUHK1/N1/381651115550/RS</b>
<b>SSR CTCE – E-mail Address</b>	
Enter passenger IROP contact information E-mail address with passenger association and language code <b>Air Serbia Note:</b> JU supports the following languages: <ul style="list-style-type: none"> <li>English (EN)</li> <li>Serbian Latin (RS)</li> </ul>	Galileo: <b>SI.P2/SSRCTCEJUHK1/JOHN..SMITH//GMAIL.COM/RS</b>  Worldspan: <b>3SSRCTCEJUHK1/ JOHN.SMITH//GMAIL.COM/RS-1.1</b>  Apollo: <b>@:3SSRCTCEJUHK1/N1-2/JOHN.SMITH//GMAIL.COM/RS</b>
<b>SSR CTCR – Refused to provide emergency contact</b>	
Enter passenger IROP contact information refused with passenger association and free text	Galileo: <b>SI.P3/SSRCTCRJUHK1/REFUSED</b>  Worldspan: <b>3SSRCTCRJUHK1/REFUSED-1.1</b>  Apollo: <b>@:3SSRCTCRJUHK1/N1/REFUSED</b>

## Travelsky (1E)

Description	Format
<b>SSR CTCM – Mobile Phone</b>	
Enter passenger IROP contact information mobile phone with passenger association	SSR CTCM airline HK1 mobile number/traveler no. e.g. SSR CTCM JU HK1 381651115550/P1
<b>SSR CTCE – E-mail Address</b>	
Enter passenger IROP contact information E-mail address with passenger association	SSR CTCE airline HK1 Email address/traveler no. e.g. SSR CTCE JU HK1 JOHN.SMITH//GMAIL.COM/P1
<b>SSR CTCR – Refused to provide emergency contact</b>	
Enter passenger IROP contact information refused with passenger association and free text	SSR CTCR airline HK1 free text/traveler no. e.g. SSR CTCR JU HK1 REFUSED/P1

For additional clarifications and instruction please contact your respective GDS Help Desk Offices.