

Dear Business Partner,

In Aeromexico we continue working on policies that will increase the security of our flights.



Our goal this year is that all reservations for Aeromexico, Aeromexico Connect and "AM" codeshare flights, regardless of the route, contain at least the following data:

-  **Full Name as it appears in an official ID and/or passport, based on the route**
-  **Date of Birth**
-  **Gender**

The only way to achieve this goal is with the support of our partners. Therefore, we kindly request your help to include this information through an SSR DOCS for each of the customers in a reservation, before you close it or issue the tickets.

This applies to all domestic flights (Mexico), the Caribbean, Central and South America. We are adding these destinations to the ones where the TSA's Secure Flight policy applies.

Through this policy change we are striving to achieve the following goals:

-  To increase the security level of all our flights
-  To identify reservations of unaccompanied minors who require mandatory special service

The format used to input date of birth and gender through an SSR DOCS varies by GDS. If you have any questions regarding the format, please contact your GDS help desk.




Furthermore, according to **IATA Resolution 830d** and with the goal of improving communications in case of an irregular operation (cancellation, delay or misconnection), we request your support to add a mobile phone number and email address to the reservation of at least the main passenger.

This customer information will only be used to have direct contact with customers in the event of an Irregular Operation (hereinafter "IROP") within 48 hour of departure as per IATA rules. To clarify, Aeromexico will not use this information to serve customers with any sort of marketing / re-targeting communications unless the customer opts-in.

Aeromexico will continue generating the Schedule Changes through the Global Distribution Systems GDSs as today.



These are the three SSRs that should be used to add this data:

-  **SSR CTCE** – Email address of the main passenger
-  **SSR CTCM** – Mobile phone number of the main passenger
-  **SSR CTCR** – Passenger's refusal to provide information

Note: please take into account that the @ and _ symbols are not part of the IATA standard, so they should be replaced by:

// instead of @

.. instead of _

The following table contains a sample of the GDS formats:

GDS	Concept	Format	Example
Sabre	E-mail	3CTCE/(email)-(name association) 3CTCE/(email)/(language)-(name association)	3CTCE/MIGUEL.DIAZ//GMAIL.COM-1.1 3CTCE/MIGUEL.DIAZ//GMAIL.COM/ES-1.1
	Mobile	3CTCM/(phone with county and area code)- (name association) 4CTCM/(phone with county and area code)/(language)-(name association)	3CTCM/525585509080-1. 4CTCM/525585509080/ES-1.2
	Refusal	3CTCR/(free text)-(name association)	3CTCR/REFUSED-1-1

GDS	Concept	Format	Example
Amadeus	E-mail	SRCTCE-(email)/(language)	SRCTCE-MIGUEL.DIAZ//GMAIL.COM/ES
	Mobile	SRCTCM-(phone with county and area code)/(language)	SRCTCM-525585509080/ES
	Refusal	SRCTCR-(free text)	STCTCR-REFUSED



GDS	Concept	Format	Example
Worldspan	E-mail	3SSRCTCEAMHK1/(email)-(name association) 3SSRCTCEAMHK1/(email)/(language)-(name association)	3SSRCTCEAMHK1/MIGUEL.DIAZ//GMAIL.COM-1-1 3SSRCTCEAMHK1/MIGUEL.DIAZ//GMAIL.COM/ES-1-1
	Mobile	3SSRCTCMAMHK1/(p)-(name association) 3SSRCTCMAMHK1/(phone with county and area code)/(language)-(name association)	3SSRCTCRAMHK1/REFUSED-1.1-1.1 3SSRCTCMAMHK1/525585509080/ES-1.1
	Refusal	3SSRCTCRAMHK1/(free text)-(name association)	3SSRCTCRAMHK1/REFUSED-1.1

We truly appreciate all your support with this initiative which we trust will improve our service quality and the security of our flights.

Thank you,
Grupo Aeromexico

