

## **IATA Changes for International Travel**

An important change to the policy requirements of the International Air Transport Association (IATA) is coming soon which will affect travel booking procedures. Effective June 1st, 2019, IATA Resolution 830d will go into effect, requiring that traveler details of mobile phone and/or email address be entered on all bookings, to be passed to the airline/s associated with the booking.

The IATA policy update addresses circumstances for when changes to a traveler's flight may come from the airline outside of normal business hours. The airline will sometimes need to contact the traveler directly to rectify any changes that have been made due to delays, cancellation or any other information an airline might need to collect by contacting the traveler, in order to provide the best experience possible to the customer.

Beginning June 1, 2019 Travel & Transport will be transmitting the traveler's phone and email provided at the time of international booking. This information will be coming from the Concur Traveler Profile, since profile data synchs with the Global Distribution System (GDS) that enables transactions between travel industry service providers. In the case of a non-employee (guest, recruit, etc.), the agent would ask the traveler for this information.

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