

CUSTOMER CONTACT DETAILS IN THE PNR

Air France and KLM remind all travel agents of the obligation to correctly enter **customer contact details** in the PNR in accordance with IATA Resolution 830d (paragraph 4).

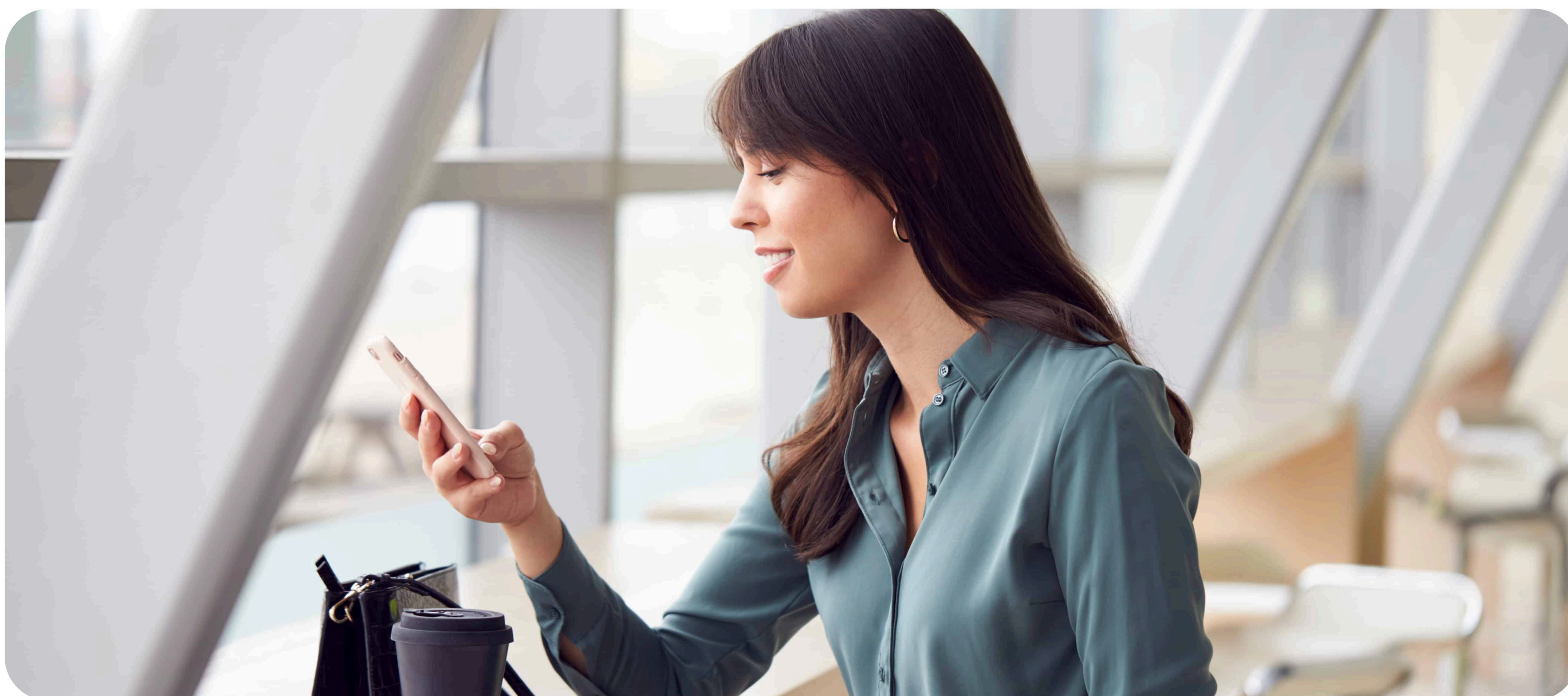
Agents must:

- Ask each customer if they agree to share their contact details with the airline
- Enter the mobile number and/or e-mail in the PNR **before ticket issuance using SSR format**
- Record the refusal in the PNR if the customer does not wish to share the information

Non-compliance with this resolution may result in an ADM.

For full instructions and SSR entries, please consult AFKL.biz

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