

If he only knew **before he flew**



Personalised passport, visa and health advice for a successful journey

Airlines and online travel services—the new **IATA Travel Centre** provides this essential advice free to passengers, so they arrive at check-in fully prepared.

With new integration options, you can improve customer service, reduce costs and avoid potential fines by offering this indispensable tool in three ways:

- URL link to the website
- URL with embedded traveller details
- XML interface

A close-up photograph of a man's face, looking upwards. The word "DENIED" is stamped in large, bold, red capital letters across his forehead.

DENIED

TravelCentre
Integration Options

Visit www.iatatravelcentre.com

Managing passenger documentation requirements costs the airline industry an estimated \$300m annually

The new IATA Travel Centre can help reduce these costs by providing passengers with personalised passport, visa and health advice before, during and after booking is made. You benefit from reduced customer service calls, which account for an average 3% of total enquiries, while the number of passengers arriving at the airport with incorrect travel documents is minimised.

Three options make integration easy:

1. URL link to the IATA Travel Centre website

The quickest and easiest way to offer your customers access to personalised passport, visa and health advice for free. Publish the link on all your external communications, including websites, e-mail confirmations and customer brochures.

2. URL with embedded traveller and itinerary details

Offer personalised responses, by pre-populating fields with your customer's personal and itinerary details. For example, you can include destination and transit countries, departure date, etc. This intelligent link saves time and can be implemented into your booking engine and confirmation emails. Alternatively, you can simply include the destination country code at the end of the URL—as shown for Germany: <https://www.iatatravelcentre.com/DE>

Intelligent URL – itinerary and traveller detail elements

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https://www.iatatravelcentre.com/travelinformation.php?rule=dc%3DSA%2Fad%3D2008-12-21%2Fdd%3D2008-12-20%2Fdcc%3DBE%2Fst%3DVacation%2Fsd%3DDays%2Fsd%3D11%2Fnc%3DDK%2Fdt%3Dpassport%2Ficc%3DDK%2Fed%3D2010-02-21%2Fid%3D2004-02-21%2Ffcc%3DDK%2Fbcc%3DIE%2Fge%3DFemale%2Frd%3D%2Ftc%3DAE%2Fcat%3D2008-12-20T22%3A00%2Ftcdt%3D2008-12-20T23%3A00%2Fbd%3D1971-07-29%2F
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3. Complete integration using the XML interface

The ideal solution—complete integration of the IATA Travel Centre into your booking and web solutions. This enables you to deliver personalised passport, visa and health advice to your customers seamlessly within your site. If you choose this powerful option, an IATA implementation consultant will work with you to create a solution tailored to your needs. For this service, standard Timatic rates apply.

The IATA Travel Centre is based on Timatic; the industry standard for passport, visa and health information.

Passenger and itinerary elements

Code (case sensitive)	Description	Options (case sensitive)
dc	Destination country code	2 letter country code (eg BE)
ad	Destination arrival date	yyyy-mm-dd (eg 2008-02-21)
dd	Departure date	yyyy-mm-dd (eg 2008-12-20)
dcc	Departure country code	2 letter country code (eg BE)
st	Purpose of stay	Business, Vacation or Duty
sdt	Duration of stay units	Days or Hours
sd	Duration of stay	Number (eg 11)
nc	Nationality country code	2 letter country code (eg DK)
icc	Document issue country code	2 letter country code (eg DK)
ed	Document expiry date	yyyy-mm-dd (eg 2010-02-21)
id	Document issue date	yyyy-mm-dd (eg 2004-02-21)
rcc	Residency country code	2 letter country code (eg DK)
bcc	Country of birth code	2 letter country code (eg IE)
ge	Gender	Male or Female
tc	Transit country	2 letter country code (eg AE)
tcat	Transit country arrival date/time	yyyy-mm-ddThh (eg 2008-12-20T20)
tcdt	Transit country departure date/time	yyyy-mm-ddThh (eg 2008-12-20T23)
bd	Date of birth	yyyy-mm-dd (eg 1971-07-29)

Visit www.iatatravelcentre.com
or email timatic.integration@iata.org