



# COVID Reporting Process for Member Airlines

## Scope

IATA will be introducing a service for its member airlines that addresses operational reports, questions and information related to COVID restart operations originating from one of three methods:

- COVID-Ops Team Email Address
- IATA Tactical Operations Portal (ITOP) – Global Coordination Portal (GCP) Chat Function
- Phone Call

## Reporting Process

- Questions or information received from the member airline, will be reviewed by the relevant IATA Liaison Desk, who will document it for tracking purposes and follow up
- The IATA Liaison Desk will then ensure the respective report/question/information is distributed to a designated IATA Subject Matter Expert (SME) for immediate action
- Timely responses will be critical to ensure success. The IATA liaison desk will be responsible for diligently monitoring and following-up with the IATA COVID-Ops team for status and development of the response

## Management & Reporting

- All responses will be recorded and archived for further follow-up.
- If the response is considered significant, and may assist other stakeholders, it will also be distributed as an ITOP GCP Alert to subscribers.

## Liaison Desk Point of Contact

Member airlines can contact the Liaison Desks to report an anomaly or contact the Liaison Desk via:

- **Email:** [covidops@iata.org](mailto:covidops@iata.org)
- **North Asia Liaison Desk**
  - **Tel:** +8610 8571 9054
  - **Hours:** 0000 until 1200 UTC
- **USA Liaison Desk**
  - **Tel:** +1 540-422-4148
  - **Hours:** 1200 until 0000 UTC

Note: Information may also be submitted via the ITOP GCP portal

## ITOP GCP - Registration Information

Users wishing to subscribe for the ITOP GCP are requested to register following the registration steps below in order to get access:

- Go to <https://iata-covid-19.passur.com>
- Click on **Register** and submit your request for ITOP username
- Once your request is processed, a username and password will be issued by the support team