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
- 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