

為確保航班變動訊息可即時傳達予旅客，加上許多國家和地區針對班機異動之旅客通知作業已納入法規規範，若未遵守，銷售代理人可能需支付所衍生之旅客賠償或政府罰鍰。敦請同業協助內部宣導與配合下述事項：

1. 請在 PNR 中輸入旅客手機以及電子郵件信箱。若臨時航班異動，本公司將發送簡訊/郵件通知。
 - (1) 請使用正確的 SSR CTCM 及 CTCE 格式，並且加上 Passenger Related。聯繫資訊或指令格式不正確，將導致簡訊或電子郵件發送失敗。
 - (2) 手機號碼請輸入國家或地區碼及手機號碼。手機號碼格式請勿使用特殊符號（“-”、“/”）及空格。
 - (3) 本公司可提供中文(ZH)以及英文(EN)兩種發送語言，請在指令中指定希望收到的語言別，如果沒有指定或輸入其他種語言，將一律以英文發送。

若旅客不願意提供其聯絡方式，請主動告知旅客他們可能無法收到航空公司有關航班取消或班機異動的訊息(包括航班延誤)，同時請在 PNR 中輸入 SSR CTCR。
2. 請定時進入貴公司使用訂位系統之 Q 信箱查看，以避免遺漏或延遲任何需要立即通知旅客的重要訊息(如航班異動通知)，若有附加服務費用事宜，請通知旅客並請其聯繫長榮/立榮航空。
3. 請提醒旅客善加利用電話虛擬排隊(Call Back)功能。當撥打客服中心忙線時，若聽到系統提示可選擇由客服人員回撥的服務，旅客可留下電話號碼，客服人員將會依序回撥聯繫，可避免於線上久候。

立榮航空感謝您的支持與愛護。

Reservation Handling Reminder

To ensure the flight disruptions messages can be delivered to passengers timely, we need your cooperation as below. Moreover, some countries/regions have declared the similar requirement in the related air passenger regulation, failure to do so, the booking agent may be claimed for the compensation or be fined by the government.

1. Record passenger's mobile number and/or E-mail address in the PNR. If there are any temporary flight changes, we will send message to notify by SMS/E-mail.
 - (1) Must use standard SSR CTCM/CTCE entry with Passenger Related. Incorrect format or wrong contact information will cause SMS/e-mail sending failure.
 - (2) SSR CTCM must contain with both country code/area code and mobile phone number, do not use special symbols (“-” 、 “/”) and space.
 - (3) We can provide 2 language options, Traditional Chinese (ZH) and English (EN), please specify the prefer language in the entry. SMS/E-mail will be sent in English if language type is blank or other than ZH/EN is specified.
- If the passenger does not wish provide mobile number and/or E-mail address, the agent must actively advise the passenger that they may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure). And the travel agents must use standard SSR CTCR in PNR.
2. Check your CRS Queue boxes on daily basis to prevent missing or delaying any important message which needs immediate action.(e.g. flight schedule change notification). Regarding the EMD of ancillary service, please inform passengers to contact EVA Air/UNI Air.
3. Please remind passengers to use the Call Back function when calling reservation center. Passengers can leave their phone numbers so that the reservation staff can contact the passengers to handle related reservation issues.

We thank for your attention and support to UNI AIR as usual.