

一、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，如未遵守，後續衍生之旅客賠償或政府罰鍰，將由代理人支付。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，請主動告知旅客將無法收到航空公司班機異動訊息，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。

二、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。

三、請提醒旅客公司將利用旅客之個人資料寄送電子郵件、APP 通知與簡訊服務，例如傳送航班資訊及航程提醒、購物訂單相關等資訊。若旅客有家人或其他同行者持有同一訂位代號，但不希望向他人揭露本人預訂航班之詳細資訊，請單獨進行預訂和付款。

立榮航空感謝您的支持與愛護。

Reservation Handling Reminder

- I. To ensure that flight disruption messages can be delivered to passengers in a timely manner, we kindly request your cooperation on the following matters. Additionally, several countries and regions have incorporated similar requirements into their air passenger regulations. Any failure to adhere to these regulations may result in the booking agent being liable for compensation claims or subject to fines imposed 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 proactively inform the passenger that they will not receive notifications regarding flight schedule changes from the airline. Additionally, travel agents must enter the standard SSR CTCR in the 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.
- II. Please remind passengers to take advantage of the Call Back function when contacting reservation center. Passengers can select the option to receive a call back from a customer service representative. They can leave their phone numbers, and the staff will return their calls in order to assist with related reservation issues. This will help avoid prolonged wait times on the line.
 - III. Please remind passengers that EVA/UNI will use their personal data to send emails, app notifications, and SMS messages, such as flight information, itinerary reminders, and shopping order-related updates. If passengers have family members or other travel companions sharing the same booking reference but do not wish to disclose details of their flight booking to others, they are advised to make separate bookings and payments.

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