

# 公告

重申中華/華信航空公司(CI/AE)旅客聯絡資料政策必備規範，

請旅行社同業配合辦理。

為提供完善服務並確保航班異動訊息可即時傳達予旅客，中華航空依據IATA決議案830D，再次提醒同業於訂位記錄(PNR)輸入旅客聯絡資訊，並應經常檢查處理Q信箱訊息：

- 一、請務必配合於PNR中輸入旅客聯絡資料，以確保旅客可於第一時間接收到航班異動資訊。請按IATA正確格式將手機號碼加國碼輸入於SSR CTCM 並請勿使用特殊符號(“-”和“/”)及空格、電子郵件輸入於SSR CTCE，並加註旅客偏好語言〈繁體中文(ZH)、簡體中文(ZA)、日文(JA)或英文(EN)〉，以利旅客可收到正確語言版本的電子郵件或簡訊通知。
- 二、所有旅行社同業包含使用Amadeus(1A)用戶，需以SSR CTCM 及 SSR CTCE 輸入旅客聯繫資料。若旅客拒絕將有效聯絡資訊提供，旅行社同業應在PNR中輸入SSR CTCR (R=refused)，並務必告知旅客【如拒絕提供聯絡資訊，航空公司將不因航班不正常異動，退給或補償旅客任何衍生的費用，且航空公司無須承擔任何責任。】如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。(輸入範例詳如下頁)。
- 三、請務必經常檢查訂位系統之Q信箱，並應即時處理重要訊息轉達予訂位之旅客(如航班異動通知)，避免遺漏或延遲通知旅客來自航空公司重要之訊息，若旅行社同業未履行上述義務造成旅客有所損害時，旅行社同業應負擔因此造成旅客及航空公司所受損害之賠償責任。
- 四、目前已有許多國家將航班異動之旅客通知作業納入法規。如旅行同業因資訊輸入錯誤、未為填載或其他可歸責於旅行社同業之事由，致未能落實遵守上述作業規定時，旅行社同業應自行負擔所衍生之旅客賠償或政府罰鍰，倘若因上述事由導致中華/華信航空公司(CI/AE)因此受有損害時，旅行社同業須向中華/華信航空公司(CI/AE)負賠償責任。

～ 敬請公告周知 感謝配合 ～

範例 (Example)		國碼加手機號 : 886-0921888999 電郵信箱 : happy.all-day_long@ci.com.tw <i>* 請指定通知寄送語言繁體中文(ZH)、簡體中文(ZA)、英文(EN)或日文(JA)</i>
訂位系統 (GDS)	輸入欄位 (SSR Element)	指令 (ENTRY)
Sabre	手機 CTCM	3CTCM/886921888999/EN-1.1
Abacus	電郵信箱 CTCE	3CTCE/happy.all./day..long//ci.com.tw/EN-1.1
Infini		
Amadeus	手機 CTCM	SRCTCM-886921888999/EN/P1
	電郵信箱 CTCE	SRCTCE-happy.all./day..long//ci.com.tw/EN/P1
Travelsky	手機 CTCM	SSR CTCM CI HK1 886921888999/ZH/P1
	電郵信箱 CTCE	SSR CTCE CI HK1 happy.all./day..long//ci.com.tw/ZH/P1
Travelport - Galileo	手機 CTCM	SI.P1/SSRCTCMCIHK1/886921888999/EN
	電郵信箱 CTCE	SI.P1/SSRCTCECIHK1/happy.all./day..long//ci.com.tw/EN
Travelport - Apollo	手機 CTCM	⌘:3SSRCTCMCIHK1/N1/886921888999/ZH
	電郵信箱 CTCE	⌘:3SSRCTCECIHK1/N1/happy.all./day..long//ci.com.tw/ZH
Travelport - Worldspan	手機 CTCM	3SSRCTCMCIHK1/886921888999/ZH-1.1
	電郵信箱 CTCE	3SSRCTCECIHK1/ happy.all./day..long//ci.com.tw/ZH-1.1

## Reiteration of Passenger Contact Input Policy from China Airlines/Mandarin Airlines

---

### Dear Valued Partners :

In compliance with IATA resolution 830D, China Airlines/Mandarin Airlines reiterate passenger contact input policy as below:

The Agent shall obtain the passenger's consent and enter sufficient contact details in the PNR exclusively for the purpose of airline's operational notifications and check the Q mailbox of your reservation system regularly.

1. Contact details should be provided via **SSR CTCM (for mobile number including country calling code without inserting any special symbols ("-", "/") or spaces in the phone number string) & SSR CTCE (for email) complying IATA standard format and specify the passenger's preferred language.**
2. SSR CTCM and SSR CTCE should be entered when making a booking for all agents (including Amadeus users). **SSR CTCR( R=Refused) should be used when the passenger refused to provide any contact, meanwhile, the passenger should be informed that airlines will not refund or compensate any consequential expenses resulting from flight disruptions, and the airlines shall not be held responsible for any liability. Incorrect format of the entry or contact information will result in SMS/e-mail delivery failure.** (Entry samples for different GDS are appended).
3. Please regularly check the Q mailbox of your reservation system to avoid missing or delaying any important notification (especially irregular flight operations and disruptions) which needs to be delivered to the passengers in the first place. If failed to fulfill the above-mentioned obligations and causes inconvenience to a passenger, the agent should take the responsibility for compensation which incurred by the

passenger and the airlines.

4. Some countries have regulated the passenger contact to be mandatory. If the agent fails to follow aforementioned policy due to input errors, omissions, or other factors attributable to the agent shall bear the derivative compensation claim and government fines. If the above-mentioned factors cause damages or losses to China Airlines (CI) or Mandarin Airlines (AE), the agent shall be responsible for compensating China Airlines (CI) or Mandarin Airlines (AE) accordingly.

~ Thank you for Your Cooperation ~

Example		Mobile Phone Number with Country Calling Code : 886-0921888999 Email address : happy.all-day_long@ci.com.tw  * Preferred language options : Traditional Chinese(ZH) ,Simplified Chinese(ZA) ,Japanese(JA) or English(EN)
GDS	SSR Element	ENTRY
Sabre	CTCM	3CTCM/886921888999/EN-1.1
Abacus	CTCE	3CTCE/happy.all./day..long//ci.com.tw/EN-1.1
Infini		
Amadeus	CTCM	SRCTCM-886921888999/EN/P1
	CTCE	SRCTCE-happy.all./day..long//ci.com.tw/EN/P1
Travelsky	CTCM	SSR CTCM CI HK1 886921888999/ZH/P1
	CTCE	SSR CTCE CI HK1 happy.all./day..long//ci.com.tw/ZH/P1
Travelport - Galileo	CTCM	SI.P1/SSRCTCMCIHK1/886921888999/EN
	CTCE	SI.P1/SSRCTCECIHK1/happy.all./day..long//ci.com.tw/EN
Travelport - Apollo	CTCM	⌘:3SSRCTCMCIHK1/N1/886921888999/ZH
	CTCE	⌘:3SSRCTCECIHK1/N1/happy.all./day..long//ci.com.tw/ZH
Travelport - Worldspan	CTCM	3SSRCTCMCIHK1/886921888999/ZH-1.1
	CTCE	3SSRCTCECIHK1/ happy.all./day..long//ci.com.tw/ZH-1.1