

China Airlines (CI) Customer Contact Details Input

Dear Travel Partners,

China Airlines would like to remind of our trade partners that it is imperative that all customer contact details must be input according to IATA updated resolution 830d on 1 June 2019:

section 4:

- To be able to advise passengers of irregular flight operations and disruptions, Members and BSP Airlines need to have sufficient contact details available to proactively contact the passengers. Consequently, at or **before the time of ticketing, the Agent must actively ask each passenger whether they wish to have their contact details (mobile number and/or email) provided to airlines participating in the itinerary for the purpose of contact in an operational disruption.** The agent must ensure that the Passenger's consent is obtained in compliance with any data protection directives or regulations. Where the passenger wishes to have contact details provided to airline participating in the itinerary, the agent must enter it in the PNR, while maintaining compliance with all applicable data protection directives and regulations.
- In the event the passenger exercises his or her right **not to provide** contact details it is incumbent on the Agent to indicate that the **passenger has declined** to provide such details, and to **enter the refusal in the PNR to limit any statutory liability.** In such a case, **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).**
- **Section 5:** The agent shall notify the customer of reservations status of all segments and associated services and of any change thereto.
- **Section 6:** all reservations for specific itinerary and changes thereto shall, whenever possible, be processed through one Member, when this is not possible, the Agent shall inform each member involved that the reservation is in connection with an itinerary.
- **Section 7:** The Agent shall ensure that the ticket will be issued in accordance with the reservation status of each segment and in accordance with the applicable ticketing time limit.
- **Section 8: except for Section 4, the Agent shall be solely liable for the consequences of its failure to comply with any Resolution governing reservations.**

Please refer to the following input formats based on different reservation systems. Or contact your GDS help desk.

- The passenger mobile number is 61-414999999, country code is mandatory, if mobile phone number start with 0 please omit.
- Symbols in the email address on/before “@” need to be convert via SSR CTCE or OSI CTCE

From	To
-(Dash)	./
_(underline)	..
@	//

- Now available language are Traditional Chinese(ZH), English(EN), and Japanese(JA)
- Format for major GDS system as follow

For Amadeus

- 1) Input mobile phone via APN The entry is: APN-M+61414999999/EN/P1 Description: APN-M+mobile number with country code/language code/to number of passenger
- 2) Input email address (APN) The entry is: APN-E+happy.all-day_long@ci.com.au/EN/P1 Description: APN-E+email address/language code/to number of passenger

For Abacus/Sabre/Infini

- 1) Input mobile phone via SSR CTCM The entry is: 3CTCM/61414999999/EN-1.1 Description: 3CTCM/mobile number with country code/language code-to number of passenger
- 2) Input email via SSR CTCE The entry is: 3CTCE/happy.all./day..long//ci.com.au/EN-1.1 Description: 3CTCE/email address/language code-to number of passenger

For Galileo

- 1) Input mobile phone via SSR CTCM The entry is: SI.P1/SSRCTCMCIHK1/61414999999/EN Description: SI.To number of passenger/SSRCTCM CI or AE HK1/mobile number with country code/language code
- 2) Input email via SSR CTCE The entry is: SI.P1/SSRCTCECIHK1/happy.all./day..long//ci.com.au/EN Description: SI.To number of passenger/SSRCTCE CI or AE HK1/email address/language code

For Travelsky

- 1) Input mobile phone via SSR CTCM The entry is: SSR CTCM CI HK1 61414999999/EN/P1 Description: SSR CTCM CI or AE HK1 mobile number with country code/language code/to number of passenger

- 2) Input email via SSR CTCE The entry is: SSR CTCE CI HK1 happy.all./day..long//ci.com.au/EN/P1 Description: SSR CTCE CI or AE HK1 email address/language code/to number of Passenger

For Axxess

- 1) Input mobile phone via SSR CTCM The entry is: 3SSR CTCM CI HK1/61414999999/EN-1.1 Description: 3SSR CTCM CI or AE HK?/mobile number with country code/language code-to number of passenger
- 2) Input email via SSR CTCE The entry is: 3SSR CTCE CI HK1/happy.all./day..long//ci.com.au/EN-1.1 Description: 3SSR CTCE CI or AE HK?/email address/language code-to number of passenger

For Apollo

- 1) Input mobile phone via SSR CTCM The entry is: x:3SSRCTCMCIHK1/N1/61414999999/EN Description: x:3SSRCTCM CI or AE HK?/to number of passenger/mobile number with country code/language code
- 2) Input email via SSR CTCE The entry is: x:3SSRCTCECIHK1/N1/happy.all./day..long//ci.com.au/EN Description: x:3SSRCTCE CI or AE HK?/to number of passenger/email address/language code

For Worldspan

- 1) Input mobile phone via SSR CTCM The entry is: 3SSRCTCMCIHK1/61414999999/EN-1.1 Description: 3SSR CTCM CI or AE HK?/mobile phone with country code/language code to number of passenger
Input email via SSR CTCE The entry is: 3SSRCTCECIHK1/happy.all./day..long//ci.com.au/EN-1.1 Description: 3SSR CTCE CI or AE HK?/email address/language code-to number of passenger
- 2) Input email via SSR CTCE The entry is: 3SSRCTCECIHK1/happy.all./day..long//ci.com.au/EN-1.1 Description: 3SSR CTCE CI or AE HK?/email address/language code-to number of passenger