

海航集团海南航空股份有限公司 国际运价通告

主送: 各营业部及境外办事处

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关于明确出票时正确输入旅客手机号码及航班异动通知的 业务通告

我司为提高国际不正常航班通知效率，已向信息技术部提交了开通国际短信功能的申请（可覆盖全球绝大多数地区，不仅限于中国大陆地区）。为避免旅客因购票时预留了手机号码，却因出票人员输入格式有误导致未能收到航变信息而进行投诉，现对出票时在 PNR 中输入旅客手机号和邮箱的正确输入格式进行明确。

| GDS 分类 | 电话号码指令格式 (Telephone Number) | 邮箱指令格式 (E-mail) |
|---------------------------|--------------------------------|--------------------------------|
| AMADEUS (1A) | OS HU CTCT 电话号码 (Telephone) | OS HU CTCE+空格+邮箱 |
| | OS HU CTCM 手机号码 (Mobile) | |
| SABRE (1S) ABACUS (1B) | 3OSI HU CTCT 电话号码 (Telephone) | 3OSI HU CTCE+空格+邮箱 |
| | 3OSI HU CTCM 手机号码 (Mobile) | |
| Worldspan(1P) | 3SSRCTCMLHHK1/电话号码 | 3SSRCTCEYYHK1/姓名//邮箱 |
| GALILEO (1G) | SI. P1/SSRCTCMLHHK1/电话号码 | SI. P1/SSRCTCEYYHK1/姓名//邮箱 |
| Eterm(1E) | OSI HU CTCT 电话号码 (Telephone) | OSI HU CTCE 邮箱（需注意邮箱的@符要用//代替） |
| | OSI HU CTCM 手机号码/旅客序号 (Mobile) | |

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| 注意事项 | 电话号码录入格式：国际字冠（00）+国家代码+手机号码，号码中间需要使用“-”或“空格”进行区隔。举例：00 86 155***9647 或 00-1-382***124。各地办事处下沉时应将国家代码进行明确，以所辖地区情况为准，方便代理人理解。 | 邮箱录入格式：请以“//”（double slash）代替“@”（at sign），以“..”（Double dot）代替“_”（underscored），以“./”（dot slash）代替“-”（dash），例如：helloworld//hnair.com |
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其他说明：

1. 为了实现向境内外旅客准确及时地传递不正常航班通知信息，原则上各销售单位（含境内外代理人）出票时需按上述格式在 PNR 中备注旅客联系方式，不过若境外 GDS 系统有特定输入指令的，也可以使用特定的输入指令进行相关联系方式信息的输入。
2. 针对旅客不愿意提供其联系信息的情况，根据 IATA 的 818g 中的 830d-4 条款相关规定：代理人需要在预订编码中注明旅客拒绝提供联系方式，并预留代理人电话，以便不正常航班通知。如果旅客拒绝提供联系方式，请在 PNR 中使用 CTCR 指令进行类似 REFUSED TO PROVIDE CTC INFO 的备注，并且代理人应告知旅客在此情况下，航司将无法直接将航班变动信息通知到旅客，继而不承担因此产生的相关问题的责任。
3. 航班变动入系统，将通过系统进行发布调整，代理人需通过清 Q 工作了解查询到航班变动信息，并及时将航班变动情况通知到旅客。
4. 航班变动未入系统，由于代理人无法进行清 Q 操作，各销售单位（含境内外代理人）在接到不正常航班服务室的通知后，需协助联系通知代理人，以确保最大可能地将不正常航班信

息准确及时地传递给旅客。

此通告于 2017 年 7 月 11 日起生效，同时废止《HUIR16157-关于再次明确出票时正确输入旅客手机号码的业务通告》。

海航市场营销部国际业务分部

二〇一七年七月十日

Announcement on Re-clarifying the Correct Entry of Passengers' Mobile Numbers During Ticket Issuance

In order to ensure that information regarding irregularities for international flights is provided to passengers in a convenient and timely manner, we have submitted an application for launching an international SMS function with the IT Department (this SMS service covers most countries and regions of the world and is not limited to mainland China). In an effort to avoid miscommunications with our passengers and reduce the number of complaints we receive from passengers who have provided mobile numbers when purchasing tickets but failed to receive flight change information due to incorrect information entry by ticket issuers, we hereby re-clarify the correct formats for entering passengers contact numbers and emails in the PRN during ticket issuing processes.

| GDS Classification | Mobile Number Instruction Format | Email Instruction Format |
|---------------------------|--|---|
| AMADEUS (1A) | OS HU CTCT Telephone number | OS HU CTCE + blank space + email |
| | OS HU CTCM mobile number | |
| SABRE (1S) ABACUS (1B) | 3OSI HU CTCT Telephone number | 3OSI HU CTCE + blank space + email |
| | 3OSI HU CTCT mobile number | |
| Worldspan (1P) | 3SSRCTCMLHHK1/telephone number | 3SSRCTCMLHHK1/name//email |
| GALILEO (1G) | SI.P1/SSRCTCMLHHK1/telephone number | SI.P1/SSRCTCEYYHK1/name//email |
| Eterm (1E) | OSI HU CTCT Telephone number | OSI HU CTCE email (note: "@" in the email should be replaced by //) |
| | OSI HU CTCM Mobile number/passenger number | |

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| Notes: | <p>Note 1: Mobile number entry format: International access code (00) + country code + mobile number. The number should be segmented by "-" or blank, for example: 00 86155***9647 or 00-1-382***124. All the overseas offices should clarify the country code when the notification is published towards sales agents in order to make it understood easily by sales agents. The specific details should be factored in regarding different countries</p> | <p>Note 1: Email entry format: Please replace "@" (at sign) with "/" (double slash), replace "_" (underscore) with "." (double dot), and replace "-" (dash) with "." (dot slash). For example: helloworld/hnair.com</p> |
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Further Clarification:

1. All sales units (including domestic and overseas agents) shall indicate passengers' contact information in the PNR in strict accordance with the formats mentioned above when issuing tickets, so as to send notification messages of irregular flights to domestic and overseas passengers if required. Provided overseas agents with GDS systems that have special input instructions, agents can also apply those special input instructions to enter related contact information.
2. For passengers who are unwilling to provide contact information, agents should note the refusal in the PNR and leave the agent's contact information for notification of irregular flights. Should the passenger refuse to leave his/her contact information, please note it in the PNR using CTCR instructions, for example, REFUSED TO PROVIDE CTC INFO. Agents are required to inform passengers that if they fail to provide their contact information leading to the airline's inability to contact them regarding irregular flight changes, the airline will take no responsibility for resulting issues.
3. In a situation where the flight changes and the information regarding the changes in the system is modified and published, agents are able to access the information on the changed flights by reading the information provided in the Q box (QUEUE MESSAGE TREATING) in the system and then informing passengers of the changes.
4. Provided that the changes of flights have not been uploaded into the system and agents cannot perform the task of QUEUE MESSAGE TREATING, all sales units (including both domestic & overseas offices) should assist in notifying passengers in order to assure the conveyance of accurate irregular flights information to passengers to the best of their ability after being informed by irregular flight service.

This notice shall be valid from Jul 11, 2017 and HUIR16157 Announcement on Re-specifying the Correct Entry of Passengers' Mobile Numbers During Ticket Issuance will become void.

IATA 818g-RESOLUTION 830d-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 the Agent should provide contact details on behalf of the passenger by entering in the Passenger Name Record (PNR) the passenger's mobile phone number and email address, while maintaining compliance with all applicable data protection directives and regulations. Contact details should be entered in the PNR in compliance with the Resolutions governing reservations procedures. Members and BSP Airlines shall use these contact details exclusively for the purpose of operational notifications, e.g. flight cancellation, schedule change, etc. and shall not use the contact details for sales & marketing purposes .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 passenger shall not be provided information relating to flight cancellation or schedule changes (including delay in departure).