

KEEP YOUR CUSTOMERS NOTIFIED



It is our shared responsibility to keep our passengers notified on any changes to their flight schedule.

Make it a habit to check your passengers' flight schedule in **two easy ways**:



Open the **Designated Queue (Q)** for Flight Schedule Changes. The affected segment is on KK status. Please update the KK segment to HK once the updated flight schedule has been relayed to passengers.



If the flight will depart within 48 hours, go to **philippineairlines.com/#PALFlightStatus** or click the **Flight Status Tab** in the PAL website.

If you receive Flight Notifications from PAL, please ensure to notify your passengers of their updated flight information. **Passengers can also automatically receive Flight Notification e-mails from Philippine Airlines if you input their contact information in their PNR.**

Note: Mobile number must be entered in the **CTCM field**, while e-mail address must be entered in the **CTCE field** for PAL to be able to recognize the contact information. Entries for contact information by respective GDS:

GDS	Entry
Abacus	3CTCE/JOHN..SMITH//YAHOO.COM-1.1
Amadeus	SRCTCE-JOHN..SMITH//YAHOO.COM
Apollo	@:3SSRCTCEYYHK1/N1/JANE.SMITH//GMAIL.COM
Galileo	SI.P1/SSRCTCEYYHK1/J.SMITH@GMAIL.COM
Worldspan	3SSRCTCEYYHK1/ J.SMITH//GMAIL.COM
Sabre GDS	3CTCE/DOMINGO..REYES//YAHOO.COM.PH-2.1
Infini	3CTCE//INFINI//GMAIL.COM-1.2
Axess	3 SSR CTCE PR HK1/BOB.THOMAS//AXESS.CO.JP-1.2
TravelSky	SSR CTCE YY HK1 JOHN..SMITH//TRAVELSKY.COM/P1

Keep in mind that:

- Flight Notifications help avoid unnecessary customer complaints.
- Happy customers will continue booking with you.