

长荣航空订位规范

为了有效运用机位销售及正确完成订位和票务作业，请各位旅游同业务必遵守以下的订位规范。

1. 请于航班起飞前 24 小时(1 天)，取消任何不必要航段(如：open segment、passive segment 等)及候补航段，并移除 HX/NO/UN/UC 航段。
2. 请于订位记录以 SSR CTCE/CTCM 注记旅客正确的 Email 或手机号码，以利航空公司于航班异动/取消时可自动传送相关讯息给旅客。
3. 每日需确实清理 Queue 信箱，处理航空公司通知的讯息并实时通知旅客。

EVA AIR Reservation Policy

The aim of EVA Airways Reservation Policy is to provide enhanced reservation and ticketing services through its various travel agencies by improving the accuracy of availability and eliminating avoidable nonproductive distribution system costs.

All GDS subscribers are obliged to comply with these policy guidelines.

1. Those inactive segments with open, passive, waitlist, HX,UN,NO and UC status must be removed latest 24 hours before departure by agents.

2. Provide passengers' local contact information such as email or mobile numbers via SSR CTCE/CTCM in case of flight schedule change and cancellation.
3. Agents are responsible for managing to work their QUEUE flow and take necessary action on time.