

## 长荣航空订位提醒

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为确保航班变动讯息可实时传达予旅客，加上许多国家针对班机异动之旅客通知作业已纳入法规规范，若未遵守，销售代理人可能需支付所衍生之旅客赔偿或政府罚款。敦请同业协助内部倡导与配合下述事项：

1. 请在 PNR 中输入旅客手机以及电子邮件信箱。针对班机启程前 7 天内之航班异动，本公司将发送简讯/邮件通知。
  - (1) 请使用正确的 SSR CTCM 及 CTCE 格式。联系信息或指令格式不正确，将导致简讯或电子邮件发送失败。
  - (2) 手机号码请输入国码及手机号码。手机号码前置数字 0 请勿输入。
  - (3) 本公司可提供中文(ZH)以及英文(EN)两种发送语言，请在指令中指定希望收到的语言别，如果没有指定或输入其他种语言，将一律以英文发送。

若旅客不愿意提供其联络方式，请主动告知旅客他们可能无法收到航空公司有关航班取消或班机异动的讯息(包括航班延误)，同时请在 PNR 中输入 SSR CTCR。

2. 请定时进入贵公司使用订位系统之 Q 信箱查看，以避免遗漏或延迟任何需要立即通知旅客的重要讯息。(如航班异动通知)

长荣航空感谢您的支持与爱护。

## Reservation Handling Reminder

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To ensure the flight disruptions messages can be delivered to passengers timely, we need your cooperation as below. Moreover, some countries have declared the similar requirement in the related air passenger regulation, failure to do so, the booking agent may be claimed for the compensation or be fined by the government.

1. Record passenger's mobile number and/or E-mail address in the PNR and we may send message to notify the change whenever there is schedule change occurred to a flight within 7 days prior to departure.
  - (1) Must use standard SSR CTCM/CTCE entry. Incorrect format or wrong contact information will cause SMS/e-mail sending failure.
  - (2) SSR CTCM must contain with both country code and mobile phone number (omit the prefix digit 0 of the mobile number).
  - (3) We can provide 2 language options, Traditional Chinese(ZH) and English(EN), please specify the prefer language in the entry. SMS/E-mail will be sent in English if language type is blank or other than ZH/EN is specified.

If the passenger does not wish provide mobile number and/or E-mail address, 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). And the travel agents must use standard SSR CTCR in PNR.

2. Check your CRS Queue boxes on daily basis to prevent missing or delaying any important message which needs immediate action. (e.g. flight schedule change notification)

We thank for your attention and support to EVA AIR as usual.