



Ref. SB0400  
Issue Date: 23 November 2021

## VSbulletin: Passengers Contact Details – SSR Entries

Further to our *Sales Bulletin - Keeping our customers informed - October 2021* dated 02 November 2021 and to comply IATA Resolution 830d, we would like to advise you to follow the exact format of the **SSR entries** for entering the contact details in the PNR for the passengers in different GDS. Please refer to the example below.

<b>GDS</b>	<b>Format</b> <b>e.g. Pax Name: Peter CHAN</b> <b>Mobile Number: (852) 98765432</b> <b>Email Address: PETER.CHAN@GMAIL.COM</b>
<b>Amadeus</b>	<b>Email</b> <b>Format:</b> SRCTCE – <u>Email Address</u> / <u>Pax Association</u> <b>Entry:</b> SRCTCE-PETER.CHAN//GMAIL.COM/P1  <b>Mobile Number</b> <b>Format:</b> SRCTCM – <u>Country or Region Code</u> <u>Mobile Number</u> / <u>Pax Association</u> <b>Entry:</b> SRCTCM-85298765432/P1  <b>In case customer refuses to give contact information</b> <b>Format:</b> SRCTCR-REFUSED <b>Entry:</b> SRCTCR-REFUSED
<b>Galileo</b>	<b>Email</b> <b>Format:</b> SI. <u>Pax Association</u> / SSRCTCE <u>Carrier Code</u> <u>Status</u> / <u>Email Address</u> <b>Entry:</b> SI.P1/SSRCTCEVSHK1/PETER.CHAN//GMAIL.COM  <b>Mobile Number</b> <b>Format:</b> SI. <u>Pax Association</u> / SSRCTCM <u>Carrier Code</u> <u>Status</u> / <u>Country or Region Code</u> <u>Mobile Number</u> <b>Entry:</b> SI.P1/SSRCTCMVSHK1/85298765432  <b>In case customer refuses to give contact information</b> <b>Format:</b> SI. <u>Pax Association</u> / SSRCTCR <u>Carrier Code</u> <u>Status</u> / REFUSED <b>Entry:</b> SI.P1/SSRCTCRVSHK1/REFUSED
<b>Sabre</b>	<b>Email</b> <b>Format:</b> 3CTCE / <u>Email Address</u> – <u>Name Associated</u> <b>Entry:</b> 3CTCE/PETER.CHAN//GMAIL.COM-1.1  <b>Mobile Number</b>



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	<p><b>Format:</b> 3CTCM / <u>Country or Region Code</u> <u>Mobile Number</u> – <u>Name Associated</u>  <b>Entry:</b> 3CTCM/85298765432-1.1</p> <p><b>In case customer refuses to give contact information</b>  <b>Format:</b> 3CTCR / REFUSED TO PROVIDE CTC INFO – <u>Name Associated</u>  <b>Entry:</b> 3CTCR/REFUSED TO PROVIDE CTC INFO-1.1</p>
<b>Worldspan</b>	<p><b>Email</b>  <b>Format:</b> 3SSRCTCE <u>Carrier Code</u> <u>Status</u> / <u>Email Address</u> - <u>Pax Association</u>  <b>Entry:</b> 3SSRCTCEVSHK1/PETER.CHAN//GMAIL.COM-1.1          -(dash) is permitted in the email address  <b>Entry:</b> 3SSRCTCEVSHK1/PETER-A.CHAN//GMAIL.COM-1.1</p> <p><b>Mobile Number</b>  <b>Format:</b> 3SSRCTCM <u>Carrier Code</u> <u>Status</u> / <u>Country or Region Code</u> <u>Mobile Number</u> – <u>Pax Association</u>  <b>Entry:</b> 3SSRCTCMVSHK1/85298765432-1.1</p> <p><b>In case customer refuses to give contact information</b>  <b>Format:</b> 3SSRCTCR <u>Carrier Code</u> <u>Status</u> / REFUSED TO PROVIDE CTC INFO – <u>Name Associated</u>  <b>Entry:</b> 3SSRCTCRVSHK1/REFUSED TO PROVIDE CTC INFO-1.1</p>
<b>Travelsky</b>	<p><b>Email</b>  <b>Format:</b> SSR CTCE <u>Carrier Code</u> <u>Status</u> / <u>Email Address</u> / <u>Pax Association</u> / <u>Segment Association</u>  <b>Entry:</b> SSR CTCE VS HK1/PETER.CHAN//GMAIL.COM/P1/S2</p> <p><b>Mobile Number</b>  <b>Format:</b> SSR CTCM <u>Carrier Code</u> <u>Status</u> / <u>Country or Region Code</u> <u>Mobile Number</u> / <u>Pax Association</u> / <u>Segment Association</u>  <b>Entry:</b> SSR CTCM VS HK1/85298765432/P1/S2</p> <p><b>In case customer refuses to give contact information</b>  <b>Format:</b> SSR CTCR <u>Carrier Code</u> <u>Status</u> / REFUSED / <u>Pax Association</u> / <u>Segment Association</u>  <b>Entry:</b> SSR CTCR VS HK1/REFUSED/P1/S2</p>

Remarks – Symbol (e.g. (), +) and 00 is not required to enter before the country/region code.

If you have any queries relating to this communication, please contact our Sales Support – [HKG.SalesSupport@fly.virgin.com](mailto:HKG.SalesSupport@fly.virgin.com) or +852 2532 3080.