

RJ Sales Notice

Date: 11 May 2022

Ref: SN20220511-001

Royal Jordanian (RJ) – Contact Elements - IATA contact SSRs CTCM/CTCE/CTCR

We would like to remind you of the importance and the necessity of adding a valid contact information (Email/Mobile/Phone) of the passengers according to IATA resolution (830D) at all points of journey under SSR element. If the passenger declined to provide his/her contact details, it is mandatory to add SSR CTCR to reduce any legal liability.

Kindly note that according to RJ Booking Policy, If passenger's information was entered incorrectly by the agent or if the agent did not enter the passenger's information, then the agent shall bear the whole responsibility and RJ has the right to debit that agent for a processing fee (per claim) as mentioned herein, in addition to any losses that RJ has suffered, such as: no-show fees, changing reservation fees, difference in fare, rerouted tickets, and the compensation cost to the passenger and any related costs and expenses paid by the airline in this respect in addition to any administrative fees.

200 USD Per Claim Plus ADM with full amount compensated to the passenger

Below is the format of the SSR CTCM/CTCE/CTCR per GDS. If further details about the entries are needed, please contact the GDS local offices:

Amadeus GDS

Passenger's mobile number: **SRCTCM-0060123456789**

Passenger's mobile number with passenger

association: **SRCTCM-60123456789/P2 (only numeric)**

Passenger's email address: **SRCTCE-TRAINING..MY//AMADEUS.COM**

Passenger's email address with passenger

association: **SRCTCE-TRAINING..MY//AMADEUS.COM/P2**

To register that the passenger refuses to provide contact: **SR CTCR-PAX
REFUSED TO PROVIDE CTC**

*Note, you must use:

“..” (double dot) in place of “_” (underscore)

"/" (double slash) in place of "@" (ampersand)

"/" (dot slash) in place "-" (dash)

Sabre GDS

3CTCM(Segment)/(Phone Number)-(Name Association)

Add a contact mobile/cell phone number to a specific segment for the airline to use in case of irregular operations (IROP).

EXAMPLE: 3CTCM2/1111111111-1.1

3CTCE/(email address)/(language code)-(Name Association)

Add a contact email to all segments and a name field for the airline to use in case of irregular operations (IROP).

EXAMPLE: 3CTCE/TIM.JONES//AOL.COM/EN-1.2

3CTCR(segment)/(free text)-(Name Association)

Add that passenger refused to provide IROP emergency contact with segment select, for any airline except American Airlines.

EXAMPLE: 3CTCR2/REFUSED IROP CONTACT-1.1

*Things to Know:

How do I include "@" in the e-mail added in the emergency contact information (3CTCE)?	Use // in place of the @
How do I include an underscore "_" in the e-mail address in the emergency contact information (3CTCE)?	Use .. in place of the _
How do I include a dash "-" in the e-mail address in the emergency contact information (3CTCE)?	Use ./ in place of the -

Travelport GDSs

SI.P1/SSRCTCMYYHK1/496987654321/DE

SI.P1/SSRCTCEYYHK1/JOHN..SMITH//GMAIL.COM/DE

SI.P1/SSRCTCRYHK1/PASSENGER REFUSED TO PROVIDE INFORMATION

Travelsky GDS

SSR CTCM RJ HK1

1234567890/P1

SSR CTCE RJ HK1 TEST.TEST//TRAVELSKY.COM/P1

**SSR CTCR is not available on Travelsky GDS*

Please circulate to the concerned parties.

Thank you for your kind attention.

Should you have any enquiries, please do not hesitate to contact Royal Jordanian Hong Kong Office at Tel. 2804 1203.

Best regards,

Royal Jordanian - Hong Kong

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