

EVA AIR/UNI AIR GDS Reservation Handling Reminder

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 liable for the compensation or be fined by the government.

1. Record passenger's mobile number and/or E-mail address in the PNR. If the temporary flights change, we may send message to notify by SMS/E-mail.
 - (1) Must use standard SSR CTCM/CTCE entry **with Passenger Related**. Incorrect format or wrong contact information will cause SMS/e-mail sending failure.
 - (2) SSR CTCM must contain both country code and mobile phone number, do not use special symbols (“-” 、 “/”) and space.
 - (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 you for your attention and support to EVA AIR as usual.