

2022 年 1 月 18 日

各位代理：

近日来，有代理反应无法通过 GDS 查询或预订南航国内段航班。经排查，因代理在预订航班客票并出票时，没有完整输入旅客的详细证件信息 DOCS 项，为部分不符合条件乘坐中国大陆境内的航班的旅客提供服务，故此该 PCC 被限制部分预订中国大陆国内段的权限。

目前我们已尽力为您解除限制，为避免再次被限制权限，请各代理出票前务必核对旅客正确信息，并完整输入证件 DOCS 信息。当系统提示旅客为受限制时，请停止为其订座服务。

以下为 DOCS 信息输入格式：

```
11.SSR DOCS CZ HK1 P/CN/E12345678/CN/15JUN90/F/22JAN25/LAST/FIRSTNAME/P1  
12.SSR DOCS CZ HK1 P/CA/EJ1234567/CA/27APR91/M/15JUL31/LAST/FIRSTNAME/P2
```

P = Passport

First CN = Country of Citizenship

E12345678 = Passport Number

Second CN = Country of Birth

First date = Day Of Birth

F/M = Sex

Second date = Passport Expiry Date

18 January 2022

Dear Agency Partners,

Regarding some agents reported that they are not able to check or book CZ domestic sectors in GDS. After investigation with TravelSky, the reason is that agents which did not fully enter the DOCS field of the passenger's identity document information when book and issue the ticket that provide ticketing services to the passengers who are not eligible to take flights in mainland China.

Therefore, the PCCs had been restricted for domestic sectors.

After negotiated with TravelSky several time, we tried our best to apply re-restriction for you. To avoid being restricted again, please be sure the following detailed documents DOCS information is correct and be fully entered when issuing tickets. When the system prompts the passenger is restricted, please stop the reservation service.

The following is the DOCS information input format and explanation:

```
11.SSR DOCS CZ HK1 P/CN/E12345678/CN/15JUN90/F/22JAN25/LAST/FIRSTNAME/P1  
12.SSR DOCS CZ HK1 P/CA/EJ1234567/CA/27APR91/M/15JUL31/LAST/FIRSTNAME/P2
```

P = Passport

First CN = Country of Citizenship

E12345678 = Passport Number

Second CN = Country of Birth

First date = Day Of Birth

F/M = Sex

Second date = Passport Expiry Date