HONGKONG AIRLINES
香 港 航 空

Business Development Memo

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From: Global Business Development

To：Hong Kong Airlines Sales Offices

Copy： Commercial Director/RM/GSA

Dear Station Managers,

Input Passenger Contact in case for flight disruption

IATA Resolution 830d outlines Reservations Procedures that IATA Accredited Agents MUST follow.

Effective from 1st June 2019, the Resolution will require agents to

1. Actively ask each passenger "whether they wish to have their contact details (mobile number and/or email) provided to airlines participating in the itinerary for the purposes of contact in an operational disruption".
2. Where the passenger wishes to provide this information to airlines, the agent must enter there in the PNR in compliance with the Resolutions governing reservations procedures. This means the SSRs CTCE, CTCM and CTCR designed for this purpose.
3. Where the passenger does not wish to do so, it is incumbent on the Agent to indicate that the passenger has declined to provide such details, and to enter the refusal in the PNR to limit any statutory liability. 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)."

In case of flight disruption, Hong Kong Airlines Limited ("HKA") will notify the passengers by SMS in timely manner about flight situation to provide the optimum service to the passenger.

In compliance to Resolution 830d, such phone number must be entered under SSR element in the PNR through GDS applicable entries.

Hong Kong Airlines reserves the rights to raise warning and/or impose penalty against those who fail to comply the IATA Resolution 830d.

The Agent should provide contact details on behalf of the passenger by entering in the Passenger Name Record (PNR) the passenger's mobile phone number and e-mail address, while maintaining

compliance with all applicable data protection directives and regulations. Contact details should be entered in the PNR in compliance with the Resolutions governing reservations procedures.

Hong Kong Airlines Limited understands the importance of personal and data privacy of customers and maintain strict confidentiality of all personal and personal data provided by the customer. All personal data collected by the agency must strictly comply with the data collection policies of Hong Kong Airlines. For details, please refer to www.hongkongairlines.com/en_HK/legal

SSR:

GDS	Field		Formats and Examples
Abacus	SSR	Format	3CTCM/<COUNTRY CALLING CODE>-<PASSENGER NUMBER>
		Example	3CTCM/85210002000-1.1
		Format	3CTCE/<EMAIL ADDRESS>-<PASSENGER NUMBER>
		Example	3CTCE/TEST..ABC//TEST.COM-1.1
		Format	3CTCR/REFUSED-<PASSENGER NUMBER>
		Example	3CTCR/REFUSED-1.1
Sabre	SSR	Format	3CTCM/<COUNTRY CALLING CODE + MOBILE PHONE NBR>-<PASSENGER NUMBER>
		Example	3CTCM/85210002000-1.1
		Format	3CTCE/<EMAIL ADDRESS>-<PASSENGER NUMBER>
		Example	3CTCE/TEST..ABC//TEST.COM-1.1
		Format	3CTCR/REFUSED-<PASSENGER NUMBER>
		Example	3CTCR/REFUSED-1.1
Amadeus	SSR	Format	SR CTCM-<COUNTRY CALLING CODE + MOBILE PHONE NBR>/<PASSENGER NUMBER>
		Example	SR CTCM-85210002000/P1
		Format	SR CTCE-<EMAIL ADDRESS>/<PASSENGER NUMBER>
		Example	SR CTCE-TEST..ABC//TEST.COM/P1
		Format	SR CTCR-REFUSED/<PASSENGER NUMBER>
		Example	SR CTCR-REFUSED/P1
Galileo	SSR	Format	SI.<PASSENGER NUMBER>/SSRCTCMHXHK1/<COUNTRY CALLING CODE + MOBILE PHONE NBR>
		Example	SI.P1/SSRCTCMHXHK1/85210002000
		Format	SI.<PASSENGER NUMBER>/SSRCTCEHXHK1/<EMAIL ADDRESS>
		Example	SI.P1/SSRCTCEHXHK1/TEST..ABC//TEST.COM
		Format	SI.<PASSENGER NUMBER>/SSRCTCRHXHK1/REFUSED
		Example	SI.P1/SSRCTCRHXHK1/REFUSED
Worldspan	SSR	Format	3SSRCTCMHXHK1/<COUNTRY CALLING CODE + MOBILE PHONE NBR>/-<PASSENGER NUMBER>
		Example	3SSRCTCMHXHK1/85210002000/-1.1
		Format	3SSRCTCEHXHK1/<EMAIL ADDRESS>/-<PASSENGER NUMBER>
		Example	3SSRCTCEHXHK1/TEST..ABC//TEST.COM/-1.1
		Format	3SSRCTCRHXHK1/REFUSED-<PASSENGER NUMBER>
		Example	3SSRCTCRHXHK1/REFUSED-1.1
Apollo	SSR	Format	@:3SSRCTCMHXHK1/<PASSENGER NUMBER>/<COUNTRY CALLING CODE + MOBILE PHONE NBR>
		Example	@:3SSRCTCMHXHK1/N1/10002000
		Format	@:3SSRCTCEHXHK1/<PASSENGER NUMBER>/<EMAIL ADDRESS>
		Example	@:3SSRCTCEHXHK1/N1/TEST..ABC//TEST.COM
		Format	@:3SSRCTCRHXHK1/<PASSENGER NUMBER>/REFUSED
		Example	@:3SSRCTCRHXHK1/N1/REFUSED
Infini	SSR	Format	3CTCM1/<COUNTRY CALLING CODE + MOBILE PHONE NBR>-<PASSENGER NUMBER>
		Example	3CTCM1/85210002000-1.1
		Format	3CTCE1/<EMAIL ADDRESS>-<PASSENGER NUMBER>
		Example	3CTCE1/TEST..ABC//TEST.COM-1.1
		Format	3CTCR1/REFUSED-<PASSENGER NUMBER> 3CTCR1/REFUSED-1.1

Axess	SSR	Format	3SSRCTCMHXHK1/<COUNTRY CALLING CODE + MOBILE PHONE NBR>-<PASSENGER NUMBER>
		Example	3SSRCTCMHXHK1/85210002000-1.1
		Format	3SSRCTCEHXHK1/<EMAIL ADDRESS>-<PASSENGER NUMBER>
		Example	3SSRCTCEHXHK1/TEST..ABC//TEST.COM-1.1
		Format	3SSRCTCRHXHK1/REFUSED-<PASSENGER NUMBER>
		Example	3SSRCTCRHXHK1/REFUSED-1.1
Travelsky	SSR	Format	SSR CTCM HX HK1/<COUNTRY CALLING CODE + MOBILE PHONE NBR>/<PASSENGER NUMBER>
		Example	SSR CTCM HX HK1/85210002000/P1
		Format	SSR CTCE HX <EMAIL ADDRESS>/<PASSENGER NUMBER>
		Example	SSR CTCE HX HK1/TEST..ABC//TEST.COM/P1
		Format	SSR CTCR HX HK1/REFUSED/<PASSENGER NUMBER>
		Example	SSR CTCR HX HK1/REFUSED/P1

Global Business Development, Commercial Department

Hong Kong Airlines