

AGENT NEWS

Input of SSR CTCM/CTCE/CTCR to PNR

Thank you very much for your continued support.

Recently, there have been cases in which customers' contact information is not entered in the PNR and information is not delivered to customers in the event of flight irregularities, resulting in trouble and inconvenience to customers.

Under IATA Resolution 830d, it is requested to obtain customer contact information and enter it into the PNR. Travel agencies need to proactively inquire whether the customer wishes to provide the airline with his/her contact information. In order to provide customers with information related to flight status such as changes in departure times and flight cancellations in a timely manner, and to ensure appropriate handling, we would like to request that you thoroughly disseminate the operations.

<Data Entry>

CTCM	Mobile phone (A number where you can be reached at your destination)
CTCE	E-mail address (An email address where you can be reached at your destination)
CTCR	Refused (Enter only if the customer refuses to provide contact information to the airline)

PNR CTCM/CTCE:

If the customer is willing to provide the contact information, but the SSR CTC element is missing – or travel agency contact data has been entered instead of the customer contact data, the airline will not be able to notify the customer directly of irregular information.

PNR CTCR:

If the customer refuses to provide contact information, the travel agency may enter it into the SSR CTCR. In this case, please inform the customer in advance that he/she may not be able to receive information from the airline regarding flight irregularities. The airline will not be held responsible for any costs or liabilities incurred due to the failure to provide contact information.

The airline will not be held responsible for any costs or liabilities incurred due to the failure to provide contact information except for such costs or compensation explicitly covered by EU261/2004 and UK261/2004 for flights departing from Europe.

ANA Distribution Policy 7.Customer Service <https://www.ana.co.jp/businesspartners/en/distribution-policy/>

A note has been added to Section 7 of the Distribution Policy regarding the handling of customer contact information. The ANA Policy will be adjusted accordingly to avoid potential legal proceedings.

Thank you for your understanding and cooperation.