

Dear Travel Partner,

Greetings !!

To ensure smooth handling of all our mutual customers, we solicit your usual understanding and cooperation in ensuring strict mandatory compliance as mentioned under.

## **APIS INFORMATION:**

- **It is a mandatory to insert passengers' information in all bookings on ET. Effective immediately, kindly ensure to insert below passenger information in all bookings made by your respective offices.**

- **Passport number.**
- **Passenger name as per passport.**
- **Nationality.**
- **Date of Expiry.**
- **Place of issue.**
- **Date of Birth.**

## **PASSENGER CONTACT INFORMATION:**

### **Important guidelines from Ethiopian Airlines and IATA**

Ethiopian is committed to contact and advise -its esteemed customers of any flight changes due to operational or other reasons. This allows our customers to arrive 'ready-to-board' at the airport and ensures a better customer experience. Without customer contact details, Ethiopian is unable to contact and advise its customers prior to departure, and customers are not being informed about changes made on their flights. Therefore, Ethiopian would like to enforce the IATA's **Resolution 830d in all markets effective**

**June 01,2019.** This amendment requires agencies to provide - contact details of passengers such as telephone numbers and email addresses, thus enabling a better travel experience for our -customers.

Details and formats regarding this new required documentation are referenced below.

The following SSR codes are for customer contact information during a Schedule Irregularity (IROPS) situation:

- SSR CTCE – customer email address
- SSR CTCM– customer mobile phone number

**Note:**

- Members and BSP Airlines shall use these contact details exclusively for operational notifications, e.g. flight cancellation, schedule change, etc. and shall not use the contact details for sales & marketing purposes.
- In an unlikely situation if customer is not willing to provide contact detail please insert the agency email address and phone number, and it then becomes their responsibility to inform the passenger of any changes to his flight or reservation.
- The Agent shall be solely liable for the consequences of its failure to comply with this resolution.
- For any command inquiries or other GDS's command, please contact your GDS Help Desk.

\* Instruct all your frontline reservation/booking staff to use the applicable SSR entry codes (As per CRS being used) as indicated in table under, to correctly capture the required passenger's details [ Phone and email ].\*

\*Further to our above, if for any reason a passenger is not willing to /does not have an email address, then please advise ensure to insert your agency email address & phone number using the applicable SSR formats (As per CRS being used) as indicated in table under, indicate a remark in PNR under OSI that pax does not have email ID and then inform the passenger of any IRREGULAR OPERATIONS.\*

Please ensure to use the applicable SSR entry codes (As per CRS being used) indicated in in trailing table to correctly capture the required passenger's details [Phone and

email], at the time a booking is made itself, and not subsequently only once PNR is ticketed.

## Commands for adding SSR CTCE/M for widely used GDSs.

GDS	Entry commands
<b>Sabre Travel Network (1S/1B)</b>	<p><b>Email (CTCE): -</b>            3CTCE (segment number)/Email address -Name association            e.g. : 3CTCE1/BILALMO//<a href="mailto:ETHIOPIANAIRLINES.COM">ETHIOPIANAIRLINES.COM</a> -1.1</p> <p><b>Phone number (CTCM): -</b>            3CTCM (segment number)/phone number-Name association            e.g. : 3CTCM1/251966115167-1.1            Note: Phone number format (country code-area code-subscriber number).</p>

<b>Amadeus (1A)</b>	<p><b>Email (CTCE): -</b>            SR CTCE-Email Address/Passenger association            e.g. : SR CTCE-BILALMO//<a href="mailto:ETHIOPIANAIRLINES.COM">ETHIOPIANAIRLINES.COM</a> /P1</p> <p><b>Phone number (CTCM): -</b>            SR CTCM-Phone number/Passenger association            e.g. : SR CTCM-966557749606/P1            Note: Phone number format (country code-area code-subscriber number).</p>
<b>Travel port (1G/1P/1V)</b>	<p style="text-align: center;"><b>• Galileo (1G)</b></p> <p><b>Email (CTCE): -</b>            SI. (Passenger Association)/SSRCTCE (airline code) (segment number)/Email Address            e.g. : SI.P2/SSRCTCEETHK1/BILALMO//<a href="mailto:ETHIOPIANAIRLINES.COM">ETHIOPIANAIRLINES.COM</a></p> <p><b>Phone number (CTCM): -</b>            SI. (Passenger association)/SSRCTCM (airline code) (segment number)/Phone number            e.g. : SI. P1/SSRCTCMETHK1/251966115167            Note: Phone number format (country code-area code-subscriber number).</p> <p style="text-align: center;"><b>• World span (1P)</b></p> <p><b>Email (CTCE): -</b>            3SSRCTCE (airline code) (segment number)/Email Address-Passenger association            e.g. : 3SSRCTCEETHK1/BILALMO//ETHIOPIANAIRLINES.COM-1.1</p>

	<p><b>Phone number (CTCM): -</b>  3SSRCTCM (airline code) (segment number)/Phone Number-Passenger association  e.g. : 3SSRCTCMETHK1/251966115167-1.1  <b>Note:</b> Phone number format (country code-area code-subscriber number).</p> <p style="text-align: center;"><b>• Apollo (1V):</b></p> <p><b>Email (CTCE): -</b>  @:3SSRCTCE (airline code) (segment number)/passenger association/Email Address  e.g. @: 3SSRCTCEETHK1/N1/BILALMO//<a href="http://ETHIOPIANAIRLINES.COM">ETHIOPIANAIRLINES.COM</a></p> <p><b>Phone number (CTCM): -</b>  @:3SSRCTCM (airline code) (segment number)/Passenger association/Phone number  e.g. @:3SSRCTCMETHK1/N1/251966115167  <b>Note:</b> Phone number format (country code-area code-subscriber number).</p>
<b>Travel sky (1E)</b>	<p><b>Email (CTCE): -</b>  SSR CTCE (airline code) (Email address)/Passenger association  e.g. : SSR CTCE ET HK1 BILALMO//<a href="http://ETHIOPIANAIRLINES.COM/P1">ETHIOPIANAIRLINES.COM/P1</a></p> <p><b>Phone number (CTCM): -</b>  SSR CTCM (airline code) (segment number) Phone number/Passenger association  e.g. : SSR CTCM ET HK1 251966115167/P1  <b>Note:</b> Phone number format (country code-area code-subscriber number).</p>
<b>Infini (1F)</b>	<p><b>Email (CTCE): -</b>  3CTCE/Email Address-Name Association  e.g. : 3CTCE/BILALMO//ETHIOPIANAIRLINES.COM-1.1</p> <p><b>Phone number (CTCM): -</b>  3CTCM/Phone number - Name Association  e.g. : 3CTCM/251966115167-1.1  <b>Note:</b> Phone number format (country code-area code-subscriber number).</p>
<b>Axess (1J)</b>	<p><b>Email (CTCE): -</b>  3SSRCTCE (airline code) (segment number)/Email Address-Name Association  e.g. : 3SSRCTCEETHK1/BILALMO//ETHIOPIANAIRLINES.COM-1.1</p> <p><b>Phone number (CTCM): -</b>  3SSRCTCM (airline code) (segment number)/Phone Number-Name Association  e.g. : 3SSRCTCMETHK1/251966115167-1.1  <b>Note:</b> Phone number format (country code-area code-subscriber number).</p>

**NOTE: NO PASSENGER WILL BE ACCEPTED AT AIRPORT IF ABOVE DATA, i.e. "APIS INFORMATION" & "PASSENGER CONTACT INFORMATION" NOT PRESENT IN BOOKING.**

### **SHEBA MILES ENROLLMENT:**

- ***To enable our esteemed passengers get their miles credit in a timely manner please ensure that passengers Frequent flyer Shebamiles / Star Alliance partner airlines number are updated***
  - *Existing Sheba Miles & Star Alliance partners numbers of all passengers traveling on ET to be inserted in all bookings without fail.*
  - *Every new passenger who is currently not yet enrolled under our Sheba Miles program, to be enrolled in same through our website using link indicated under.*

<https://shebamiles.ethiopianairlines.com/enrollment>

*Incase of any further clarification same, please do not hesitate to contact our office or alternately you can send your query vide an email to [bomres@ethiopianairlines.com](mailto:bomres@ethiopianairlines.com).*

Ethiopian Airlines,