

Passenger Direct Contact Information

To provide best service to our passengers, it is important that passengers are kept informed of any schedule change happened to their flights booked. All booking offices including CX/KA ARO and travel agents are therefore requested to obtain passenger's mobile number and/or email address and update booking with this information. This allows CX or KA to be able to contact passenger directly for any flight change information, especially in disruption situation like typhoon etc.

For easy reference, below table provides the GDS entries to send passenger contacts to CX or KA:

GDS	Booking Entries (Replace "CX" with "KA" in below entries when sending to KA)
Abacus (1B)	3OSI CX CTCM HKG 91234567 PETER CHAN 3OSI CX CTCE HKG EMAIL//HOME.COM
Amadeus (1A)	OS CX CTCM HKG 91234567 PETER CHAN OS CX CTCE HKG EMAIL//HOME.COM
Apollo (1V)	@:3OSI CX CTCM HKG 91234567 PETER CHAN @:3OSI CX CTCE HKG EMAIL//HOME.COM
Axess (JL)	4 CX CTCM TYO 03 12345678 PETER CHAN 4 CX CTCE TYO EMAIL//HOME.COM
Galileo (1G)	SI.CX*CTCM HKG 91234567 PETER CHAN SI.CX*CTCE HKG EMAIL//HOME.COM
Infini (1F)	3OSI CX CTCM TYO 03 12345678 PETER CHAN 3OSI CX CTCE TYO EMAIL//HOME.COM
Sabre (AA)	3OSI CX CTCM HKG 91234567 PETER CHAN 3OSI CX CTCE HKG EMAIL//HOME.COM
Topas (KE)	3F OSI CX CTCM SEL 82 2 1234567 PETER CHAN 3F OSI CX CTCM SEL EMAIL//HOME.COM
Travelsky (1E)	OSI CX CTCM SHA 86 139 61234567 PETER CHAN OSI CX CTCE SHA EMAIL//HOME.COM
Worldspan (1P)	3OSI CX CTCM HKG 91234567 PETER CHAN 3OSI CX CTCE HKG EMAIL//HOME.COM

Please disseminate the information to all parties concerned and remind your agents to adhere to the requirement.

Thank you.