



Reminder of MU Special Service request 【SSR】 items/levels regulations (correction) 2025-11-7

Dear Agency,

Recently, we encountered passengers' complaints caused by certain agencies with incorrect SSR items/levels insertions!

For example -

An agency had requested a Wheel Chair Request, Stretcher request ... with multiple SSR insertions and different service levels without further contact with the in-charge MU Sales Office for follow ups.

This agency had inserted a Wheel Chair request with following 3 different Wheel Chair service levels as follows:

SSR WCHR MU NN1/P1 (PAX number in the name field) **/S1** (corresponding segment which needs the service and 1 SSR to each segment which needs the service)

(Note: The **【R】** in such SSR-WCHR means **[Ramp]** by the IATA service code/definition. It means such service is provided till the entrance of the Air Bridge if there is an Air Bridge facilitated, or on the Ramp before the boarding Stair if there is NO Air Bridge facilitated.. Such SSR must be inserted at least 1 working day prior to flight departure with no need of Medical Certificate. Meantime the request status shall remain **【NN】** or **【HN】** unchanged. Corresponding MU airport counter will arrange such service upon PAX check-in.)

SSR WCHS MU NN1/P1 (PAX number in the name field) **/S1** (corresponding segment which needs the service and 1 SSR to each segment which needs the service)

(Note: The **【S】** in such SSR-WCHS means **[Stair]** by the IATA service code/definition. It means such service is provided till the entrance of the Cabin Door/Entrance regardless if an Air Bridge facilitated or not. Such SSR must be inserted at least 1 working day prior to flight departure with no need of Medical Certificate. Meantime the request status shall remain **【NN】** or **【HN】** unchanged. Corresponding MU airport counter will arrange such service upon PAX check-in.)

SSR WCHC MU NN1/P1 (PAX number in the name field) **/S1** (corresponding segment which needs the service and 1 SSR to each segment which needs the service)

(Note: The **【C】** in such SSR-WCHC means **[Cabin]** by the IATA service code/definition. It means such service is provided all the way into the Cabin in front of PAX's assigned seat regardless if an Air Bridge facilitated or not. Such SSR must be inserted at least 2 working day prior to flight departure and contacting MU Sales Office or the Main Call Center in China (011-86-21-206-95530) with a corresponding Medical Certificate must be provided to MU for our further evaluation. Meantime the request status will update to **【HK】** once such request is approved. Corresponding MU airport counter will arrange such service upon PAX check-in.)

Any agency who needs to help the PAX for certain SSR item(s), please ensure MU SSR regulations, to a same SSR in a PNR just insert the most accurate one would be enough. Never insert a SSR either with same of different levels multiple insertions in the same PNR.

.Should you have any question to the above SSR insertion reminder, please contact your local MU Sales Office. Thank you. China Eastern Airlines, North America