

# ***“EVA HOT NEWS”***

**REF No: USA26-025**

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## **✈ EVA AIR/ UNI AIR Reservation Handling Reminder**

I. To ensure that flight disruption messages can be delivered to passengers in a timely manner, we kindly request your cooperation on the following matters. Additionally, several countries and regions have incorporated similar requirements into their air passenger regulations. Any failure to adhere to these regulations may result in the booking agent being liable for compensation claims or subject to fines imposed by the government.

1. Record passenger's mobile number and/or E-mail address in the PNR. If there are any temporary flight changes, we will send message to notify by SMS/E-mail.
- (1) Must use standard SSR CTCM/CTCE entry with Passenger Related. Incorrect format or wrong contact information will cause SMS/e-mail sending failure.
- (2) SSR CTCM must contain with both country code/area code and mobile phone number, do not use special symbols (“-”、“/”) and space.
- (3) We can provide 2 language options, Traditional Chinese (ZH) and English (EN), please specify the prefer language in the entry. SMS/E-mail will be sent in English if language type is blank or other than ZH/EN is specified.

If the passenger does not wish provide mobile number and/or e-mail address, the agent must proactively inform the passenger that they will not receive notifications regarding flight schedule changes from the airline. Additionally, travel agents must enter the standard SSR CTCR in the PNR.

2. Check your CRS Queue boxes on daily basis to prevent missing or delaying any important message which needs immediate action. (e.g. flight schedule change notification). Regarding the EMD of ancillary service, please inform passengers to contact EVA Air/ UNI Air.
- II. Please remind passengers to take advantage of the Call Back function when contacting reservation center. Passengers can select the option to receive a call back from a customer service representative. They can leave their phone numbers, and the staff will return their calls in order to assist with related reservation issues. This will help avoid prolonged wait times on the line.
- III. **Please remind passengers that EVA Air/ UNI Air will use their personal data to send emails, app notifications, and SMS messages, such as flight information, itinerary reminders, and shopping**

***\*\*Your attention and support to EVA Airways is greatly appreciated\*\****

*For reservations & further information, please contact EVA Air Offices or log on to our web site at [www.evaair.com](http://www.evaair.com).*



A STAR ALLIANCE MEMBER 

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order-related updates. If passengers have family members or other travel companions sharing the same booking reference but do not wish to disclose details of their flight booking to others, they are advised to make separate bookings and payments.

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