28 August 2020

As per latest requirements from US government , all passengers traveling to USA starting **01SEP2020**, need to provide their contact and email address in **SSR CTCM & CTCE** format. No other formats are acceptable.

It is the responsibility of the booking creator to insert correct information of the passenger. Below is the format for SSR CTCM/CTCE insertion per GDS. For further details regarding the contact entries, please contact your GDS's support offices:-

Sabre:

3CTCM(Segment)/(Phone Number)-(Name Association)
Add a contact mobile/cell phone number to a specific segment for the airline to use in case of irregular operations (IROP).
EXAMPLE: 3CTCM2/1111111111-1.1
3CTCE/(email address)/(language code)-(Name Association)
Add a contact email to all segments and a name field for the airline to use in case of irregular operations (IROP).
EXAMPLE: 3CTCE/TIM.JONES//AOL.COM/EN-1.2

Travelport:

SI.RJ*CTCM 00962792345678
SI.RJ*CTCE tamer.ali//rj.com

Amadeus:

Passenger's mobile number: **SRCTCM-0060123456789**
Passenger's mobile number with passenger association: **SRCTCM-60123456789/P2** (only numeric)
Passenger's email address: **SRCTCE-TRAINING..MY//AMADEUS.COM**
Passenger's email address with passenger association: **SRCTCE-TRAINING..MY//AMADEUS.COM/P2**
Note, you must use:
".." (double dot) in place of "_" (underscore)
 "//" (double slash) in place of "@" (ampersand)
"./" (dot slash) in place "-" (dash)

Please circulate this to all your staff and your Sub-agents.