



Re-emphasis on Compliance with IATA Standards for Customer Contact Data

Korean Air would like to re-emphasize the use of the **SSRCTCE/SSRCTCM** industry standard codes to store customer contact information.

Only when these SSR codes are used correctly in the PNR can airlines share customer contact information in a timely and relevant way.

It is the responsibility of the travel agent to follow this format to protect passengers in various situations, including schedule changes.

GDS formats are provided as below.

CTCE customer email addresses information:

Format	Example
CTCE/(Email Address)-(Name Assoc.)	CTCE/JOHN.SMITH//AOL.COM-1.1
CTCE/(EMAIL ADDRESS)/(language code)-(Name Assoc.)	CTCE/MARY.CHAN//AOL.COM/EN-1.1
CTCE(segment number)/(Email Address)-(Name Assoc.)	CTCE2/JOHN.SMITH//AOL.COM-3.2
CTCE(A for all)/(Email address)-(Name Assoc.)	CTCEA/JOHN.SMITH//AOL.COM-2.1

CTCM customer mobile phone number information:

Format	Example
CTCM/(Phone Number)-(Name Assoc.)	CTCM/1223344444-1.1
CTCM/(Phone)/(Language Code)-(Name Assoc.)	CTCM/1234455555/KO-1.2
CTCM(Segment)/(Phone)-(Name Assoc.)	CTCM1/1223344444-1.1
CTCMA(A for all)/(Phone)-(Name Assoc.)	CTCMA/1223344444-1.1

If you have any questions regarding proper formatting, you may contact your GDS Helpdesk.