 АЭРОФЛОТ Российские авиалинии
Sales Department

Process description of entering passengers' contact details in PNR

PII-08-002
P. 1 of 10

APPROVED
by the First Deputy General
Director for Strategy and
Marketing

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1. Main purpose

The goal of the present document is standartization of the process of entering contact details when Agents create PNRs. The requirements laid out below are necessary for organizing automatic notification of Aeroflot passengers by phone, SMS or e-mail. Such notifications are carried out with an aim to ensure the proper fulfillment of obligations under the concluded Air Carriage Contract.

2. Scope

The requirements of this document must be complied with by all agents.

3. Terms, definitions, abbreviations

Agent – an entity (organization) that provides services of booking, issuance and sale of air transportation on behalf and at the expense of PJSC “Aeroflot” under the terms of the Agreements concluded with that entity.

Electronic mail – a method and a service enabling users of a computer network (incl. Internet) to send and receive electronic messages.

E.164 – ITU-T recommendation, establishing the international public telecommunication numbering plan used in public telephone network;

E-mail – an entry established in line with RFC 2822 that clearly identifies the address used for receiving electronic mail messages.

ABC code – a dialing code assigned based on a geographic location (for example, 495 as Moscow code).

DEF code – a dialing code assigned on the basis of a non-geographic location (for example, based on mobile operator attribute).

GDS (Global Distribution System) – a specialized IT system intended for searching, booking and selling airlines’ services.

IVR (Interactive Voice Response) – a system of pre-recorded voice messages used in call routing.

ITU-T – International Telecommunication Union.

PNR (Passenger Name Record) – a record in the reservation system containing information about the passenger, including his/her itinerary, special services and personal data.

RFC 2822 – an online information document containing technical specifications for the e-mail format.

SMS (Short Message Service) – a technology allowing users to send and receive short text messages.

4. Normative references

RI-GD-190X – «Rules of Passenger and Baggage Carriage of PJSC “Aeroflot”»;

FAR-82 – Federal Aviation Regulations “General Rules of air carriage of passengers, baggage and cargo and requirements for the service of passengers, consignors and consignees”, approved by the order of the Russian Transport Ministry № 82 of June 28, 2007.

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5. General requirements for entering contact details

The automated voice message system informs the passenger through a phone call, an SMS message and via e-mail. For that purpose, the PNR must necessarily contain the passenger's phone number, to which he/she can always get voice information or an SMS message, and his/her e-mail address.

For accompanied minors, the PNR must include contacts of the accompanying adult passenger. If the minor is traveling as unaccompanied, the PNR must include the names and contacts of the persons who drop the child off and those who meet him/her.

5.1. Entering passengers' phone numbers

PNR should always specify passenger's phone number, so that he/she can always get information from the automated voice message system.

The phone number must be entered in PNR before ticket issuance.

For passengers who are members of one family and are traveling together, it is allowed to enter the phone number of one of the adult passengers.

It's allowed to enter additional contact numbers (of a personal assistant/senior supervisor/head of agency support team, who sold the ticket etc.). If the Agent enters an additional contact number, that number should not be equipped with an answering machine or an IVR.

If only the Agent's phone number or some other number (which is not the passenger's number) is entered in PNR, the Agent shall be responsible for informing the passenger in an untimely manner. If the Agent fails to comply with the requirements set forth in this document, Aeroflot may impose penalties, in line with the airline's ADM policy.

Phone numbers must be reflected in the airline's system (Host PNR), in the OSI field:

Example:

OSI SU CTC × XXX 79050626880,

where

OSI SU CTC – a format example for contact entry,

× – contact type,

XXX – city code (established by IATA), passenger's location.¹ If the city has no IATA code, it's allowed to specify the code of the closest airport.

Note:


If PNR contains segments of other carriers, it's allowed to indicate YY (instead of SU) as the airline's code, for example:

OSI YY CTC × XXX 79050626880

Phone numbers should be entered using the E.164 format:

- Number length: up to and including 15 symbols.
- Number structure: <country code, 1-3><abc/def code, 1-4><subscriber's number, up to 12 symbols>

¹ This is not a mandatory element. However, it's recommended to put it in to determine the most convenient time the passenger can be contacted by the automated message system. It's also important for checking if the phone number is correct, so that subsequent changes can be made.

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Examples:

74956296504,

where *7* – Russia code, *495* – Moscow code, *6296504* – subscriber's number.

12022985700,

where *1* – USA code, *202* – Washington DC code, *2985700* – subscriber's number.

3726464169,

where *372* – Estonia code, *6* – Tallinn code, *464169* – subscriber's number.

- It's not allowed to enter a prefix indicating international/intercity calls, or any other special symbols (asterisk, dash, slash, ampersand, plus², etc.).

In case of entering several contacts, each contact should be entered into a separate line.

Example:

1. OSI SU CTCM SVX 79298369540

2. OSI SU CTCM SVX 79212727847

If PNR contains several passengers, each line with a phone number must also indicate the corresponding passenger's number (or passenger's name, if the reservation system does not support the passenger association format):

<phone number><space><last name/first name><passenger's serial number>

Example:

1. OSI SU CTCM SVX 79056790899 BELOV/YURY 1.1

2. OSI SU CTCM SVX 79106146706 YAKOVLEV/NIKOLAY 2.1

5.2. Entering passenger's e-mail

Passenger's e-mail must be entered in PNR using the established formats prior to ticket issuance.

For group bookings, it is allowed to enter one e-mail of the groupleader.

For passengers who are members of one family and are traveling together, it is allowed to enter the e-mail of one of the adult passengers.

In case the passenger refuses to provide an e-mail (depending on the reason of refusal), it is necessary to enter the corresponding remark (strictly as shown in the example below):

If the passenger is unwilling to provide an e-mail

OSI CTCE REFUSED

If the passenger does not have an e-mail

OSI CTCE ABSENT

5.3. Additional information on entering contact details

It is also allowed to enter contact details (phone number, e-mail) using the formats recommended by IATA for operational notifications, including cases of flight cancellation, delay, etc.

SSR CTCM (for cell phone)

SSR CTCE (for e-mail)

² See exceptions in 6.4.

Examples:

1. SSR CTCM SU HK1/SVX79119466402 1.1
2. SSR CTCE SU HK1/NATALIYA.271066//MAIL.RU 1.1

When entering contact details, it is important to take into account that:

- Information on changing or deleting the OSI elements is not transferred to the carrier's system, that's why the information will be sent by means of all the contacts that were ever entered in the booking through the OSI element.

If new flight segments of the carrier are entered in the booking without active flight segments of the same carrier (with the status of HK, HL, TK, KK, etc.), it is necessary to check whether the original RL-Record Locator in the system of this carrier remains the same. If RL assigned to the newly booked flight segments in the carrier's system is different from the original one, the contact data must be re-entered.

6. Requirements regarding formats in main GDS³

6.1. Entering passenger's contacts in Sabre

Entering phone number

9<phone number><-><x>

where 9 – entry format,

× - contact type:

- M – passenger's cell phone,
- H – passenger's home phone number,
- B – passenger's business phone number,
- A – agency's phone number,

Example: 979151263568-M

Phone numbers can go in conjunction with the names of passengers if the agency activates the "Passenger Name Association" functionality.

In such a case, the phone number entry format should be:

ASYN<passenger number>Y9Y<phone number><-><x>

where ASYN – entry format,

Y9Y – entry format,

× – contact type.

Example: ASYN2.1Y9Y79151263568-M

Note:

If the contacts were entered correctly using the contact element 9 simultaneously with PNR creation, or if they are already present in this element at the time of adding a segment of the airline that hasn't yet had its flights indicated in the given PNR, in such a case, the system will automatically generate the OSI CTC elements (in the required format) and send them to the systems of the airlines taking part in the air transportation. The system will automatically enter the city code that's indicated in the agency profile as an IATA city code.

In case of adding/changing the contact in the existing PNR, the new contact must be entered only through the OSI element (see details below).

³ Formats for other reservation systems can be found in the relevant manuals on GDS functionalities.

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Or

3OSI SU CTC × <country code><phone number><space><passenger's name><->
<passenger's serial number>

where **3OSI SU CTC** – entry format,

Example: *3OSI SU CTCM SVX 79106146956 PETROV/MIHAIL-1.2*

Or

3CTCM/*<city code><phone number>-<passenger's serial number>*

where **3CTCM/** – entry format.

Example: *3CTCM/MOW79106146956-1.1*

Entering e-mail address:

Entry format: **3OSI SU CTCE** <passenger's e-mail address> – <passenger's number>

where **3OSI SU CTCE** – entry format.

Example: *3OSI SU CTCE MPETROV//EMAIL.RU-1.1*

Or

3CTCE/*<passenger's e-mail address>-<passenger's serial number>*

where **3CTCE/** – entry format.

Example: *3CTCE/MPETROV//EMAIL.RU-1.1,*

where «/» replaces the @ symbol.

The underscore symbol «_» is replaced with two dots «..».

The «-» symbol is replaced with «./».

6.2. Entering passenger's contacts in Amadeus

Entering phone number

AP <city code> <phone number>-<x>/**P**< passenger's serial number>

where **AP** – entry format,

× - contact type:

- M – passenger's cell phone,
- H – passenger's home phone number,
- B – passenger's business phone number,
- A – agency's phone number,

/P – entry format

Example: *AP SVX 74958907788 – M/PI*

Note:

The above format is allowed only in case if the agency profile settings responsible for data transfer from AP format to OSI format are taken into account. To get more details on how to use this format, please go to the Amadeus Service Hub <https://servicehub.amadeus.com>.

Or

OS SU CTC × <city code> <phone number> <passenger's name> **/P** < passenger's serial number>

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where **OS SU CTC** – entry format,
× - contact type (**M** – cell phone, **P** – other),
/**P** – entry format
Example: *OS SU CTCM SVX 74958907788 PETROV/MIKHAIL/P1*

Or

SR CTCM SU - <phone number>/**P**<passenger's serial number>
where **SR CTCM SU** - – entry format
/**P** – entry format

Example: *SR CTCM SU-79106146956/P1*

Entering e-mail address.

Entry format: **OS SU CTCE** <passenger's e-mail address>/**P**< passenger's serial number>

where **OS SU CTCE** – entry format
/**P** – entry format.

Example: *OS SU CTCE MPETROV//EMAIL.RU/P1*

Or

SR CTCE SU - <passenger's e-mail address>/**P**<passenger's serial number>
where **SR CTCE SU** - – entry format
/**P** – entry format.

Example: *SR CTCE SU-MPETROV//EMAIL.RU/P1,*

where «/» replaces the @ symbol.

The underscore symbol «_» is replaced with two dots «..».

The «-» symbol is replaced with «./».

6.3. Entering passenger's contacts in Galileo

Entering phone number.

SI.SU*CTC× <city code><phone number><passenger's name>/**P**< passenger's serial number>

where **SI.SU*CTC** – entry format,
× – contact type:

- M – passenger's cell phone,
- H – passenger's home phone number,
- B – passenger's business phone number,
- T – agency's phone number,

/**P** – entry format.

Example: *SI.SU*CTCM SVX 74958907788 PETROV/MIHAIL/P1*

Or

SI.P<passenger's serial number>/**SSRCTCMSUHK1**/<phone number>
where **SI.P** – entry format
/**SSRCTCMSUHK1**/ – entry format

Example: *SI.P1/SSRCTCMSUHK1/79106146956*

Entering e-mail address.

Entry format: **SI.SU*CTCE** <passenger's e-mail address> space <passenger's name>
where **SI.SU*CTCE** – entry format

Example: *SI.SU*CTCE MPETROV//EMAIL.RU PETROV/MIHAIL*

Or

SI.P<passenger's serial number>/**SSRCTCESUHK1**/**<passenger's e-mail address>**
where **SI.P** – entry format

/SSRCTCESUHK1/ – entry format

Example: *SI.P1/SSRCTCESUHK1/MPETROV//EMAIL.RU,*

where «//» replaces the @ symbol.

The underscore symbol «_» is replaced with two dots «..».

The «-» symbol is replaced with «./».

6.4. Entering passenger's contacts in «Sirena-Travel»

Entering phone number.

9П < (passenger's number)><contact type>#<phone number>

where **9П** – entry format,

#+ – entry format,

Example: *9П1М#+79051257734*

The + (plus) sign is allowed to be used for this system as an exception, as a required part of the format.

Contact types in Cyrillic alphabet:

- М – passenger's cell phone,
- Д – passenger's home phone number,
- Р – passenger's business phone number,
- А – agency's phone number.

Contact type in Latin alphabet:

- M – passenger's cell phone,
- H – passenger's home phone number,
- B – passenger's business phone number,
- T – agency's phone number.

Entering e-mail address.

Entry format:

For one passenger:

9E#<e-mail address>

For several passengers:

9П< (passenger's number)>**E#**<e-mail address>

Examples:

9E#MPETROV@EMAIL.RU

9П2E#MAIL@BOX.RU

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7. Liability of Passengers and Agents for refusing to provide contact details.

In line with the Federal Aviation Regulations “General Rules of air carriage of passengers, baggage and cargo and requirements for the service of passengers, consignors and consignees”, approved by the order of the Russian Transport Ministry № 82 of June 28, 2007, clause 14:

«During reservation, the passenger has to submit all the required personal data, and data on the special conditions of passenger and baggage carriage (if any).

In case the passenger refuses to submit the required data – no reservation will be carried out.

During reservation, the passenger may present his/her phone number or any other contact available to ensure that he/she is informed.».

In accordance with the «Rules of Passenger and Baggage Carriage of PJSC “Aeroflot”»:

«When booking carriage, the passenger shall provide Aeroflot PJSC with his/her personal data (first name, last name, middle name, date of birth, gender, citizenship, type and number of his/her identification document and its validity period. If the passenger refuses to provide the above data, he/she will not be able to book a flight. When booking, the passenger may provide his/her phone number and/or e-mail address for timely notification of schedule changes and for emergency contact.»

Agents are obliged to inform passengers of the requirement to provide contact details for timely notification about schedule changes, [communication in emergency cases and for other notifications that are required to ensure the proper fulfillment of obligations under the concluded contract of carriage](#). When providing personal data, the customer bears responsibility for their veracity. The Agent, on its part, shall be responsible for ensuring this data [is safe](#) and entered in PNR in a full, correct and timely manner.