

**Dear Travel Agencies,**

Due to COVID19 it is mandatory to enter CTCM ( Phone number), CTCE ( e-mail) and DOCS (Birth date ) in the PNRs as below:

**1. In order to complete ticketing procedures for international routes;**

- At least one telephone information (CTCM) is mandatory in PNR.

**Amadeus format:** SRCTCM-Phone number

- At least one e-mail information (CTCE) is mandatory in PNR.

**Amadeus format:** SRCTCE-email address

// (DOUBLE SLASH) INSTEAD OF @ (AT SIGN)  
". ." (DOUBLE DOT) INSTEAD OF "\_ " (UNDERSCORED)  
"/" (DOT SLASH) INSTEAD OF "- " (DASH)

**Example :** SR CTCE 6X HK1-JOHN..FOE//AMADEUS.COM

- Name, surname, date of birth and gender (DOCS) information is required for each passenger in Pnr.

**2. In order to complete the ticketing procedures on routes to USA;**

- In the PNR, at least one general or separately entered phone information (SSR CTCM) for each passenger is mandatory.
- In the PNR, at least one general or separately entered e-mail information (SSR CTCE) for each passenger is required.
- Name, surname, date of birth and gender information (SSR DOCS) is mandatory for each passenger (including infant passenger) in the PNR.
- 2nd phone information (SSR PCTC) is optional for each passenger in the PNR.
- Address information (SSR DOCA) is optional for each passenger in the PNR (except infant passenger).

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