

Subject: schedule change

Dear Travel Partner,

As you all are aware of the much unexpected circumstances of the spreading Coronavirus it was imperative for Egyptair

All ticketed PNR'S have been updated with revised timings and notifications sent to passengers whose email address or telephone numbers were available at the time of booking.

Will appreciate if you could kindly inform all your customers, who are booked to travel on above flights, of the new departure time to avoid any inconvenience on the day.

EGYPTAIR requires all passengers to check in at least 3 Hours before departure for economy and 2 Hours for Business class passengers for a smoother journey and to avoid delays.

All bookings on EGYPTAIR are to include passenger telephone numbers and email addresses to be able to inform them of any schedule changes by email and SMS text messages and also offer SEAT MAP, BOARDING PASS etc. for a smooth and enjoyable travel experience.

You are hence kindly requested to insert the contact information as follows:

Applicable for Amadeus only;

TELEPHONE NUMBER (APM)

EX: APM-00447886914000

Preferably insert the phone number with the international country dialing code .In cases where the international country code is not added, the system will assume this to be the country in which the PNR is created and add it automatically:

EMAIL ADDRESS (APE)

EXAMPLE: APE-name@hotmail.com

APN-MS/M

EXAMPLE: APN-MS/M+00447886915000/P1

APN-MS/E

EXAMPLE: APN-MS/E+[name@hotmail.com](#)/P1

Applicable for all GDSs (Except Amadeus):

TELEPHONE NUMBER (SRCTCM)

EXAMPLE: SRCTCM-[00447886914000](#)

EMAIL ADDRESS (SRCTCE)

EX: SRCTCE-[name@yahoo.com](#)

- 1- Please insert both the phone number and the email address for convenience.
- 2- In GDSs other than Amadeus, passengers will be informed if contact details are correctly inserted in SSR by the travel agent.
- 3- In GDS's other than Amadeus, the OSI CTCE/CTCM which was correctly inserted will be automatically transferred to APN to advise passengers in case of schedule changes.
- 4- To confirm an email or SMS was successfully sent in case of schedule change , please use the following entry :

RHRN

If an email was sent successfully, (**E-MAIL**) will appear and two letters **ST** abbreviation for the word sent, as per following example:

```
RP/CAIMS0552/CAIMS0552          MS/RM  15NOV16/1010Z    M4Y34A
CAIMS0552/000000/15NOV16
  004 AR/RMN -A RC MS777 ST
    001 E-MAIL PNE/MS/C50B521B2A57/0
  004 RF-NOTIF CR-MUC1A0701 00000000      15NOV1010Z
```

If the email failed to be sent, a word **NOK** will appear as follows:

```
017 AR/RMN -A RC MS777 NOK
  004 E-MAIL PNE/MS/C50B521B2C21/0
017 RF-NOTIF CR-MUC1A0701 00000000      15NOV1229Z
```

If SMS is successfully sent, the word **OK** will appear as follows:

```
RP/CAIMS0552/CAIMS0552          MS/RM  15NOV16/1018Z    M4ZOFR
CAIMS0552/000000/15NOV16
  004 AR/RMN -A RC MS777 IP
    001 SMS PNE/MS/C50B521B2A5C/0
  004 RF-NOTIF CR-MUC1A0701 00000000      15NOV1018Z
  005 AR/RMN -A RC MS777 OK
```

001 **SMS** PNE/MS/C50B521B2A5C/0
005 RF-NOTIF CR-MUC1A0701 00000000 15NOV1018Z

If the SMS was unsuccessful, the word NOK will appear as per the following example:

RP/CAIMS0552/CAIMS0552 MS/RM 15NOV16/1018Z M4ZOFR
CAIMS0552/000000/15NOV16
004 AR/RMN -A RC MS777 IP
001 SMS PNE/MS/C50B521B2A5C/0
004 RF-NOTIF CR-MUC1A0701 00000000 15NOV1018Z
005 AR/RMN -A RC MS777 **NOK**
001 **SMS** PNE/MS/C50B521B2A5C/0
005 RF-NOTIF CR-MUC1A0701 00000000 15NOV1018Z

Will appreciate if you would kindly cooperate and abide with the above instructions to offer a consistent customer experience to our mutual passengers.

Do not hesitate to contact us if you require any further clarification.

EGYPTAIR SALES