



استراتيجيات المبيعات - نظم التوزيع الشامل  
**URGENT BULLETIN** **نشرة عاجلة**

**Mandatory Collection of Passenger Contact Information**

Date : 24JAN2012

Reference : 201201241

Effective date: Immediately

Distribution List / قائمة التوزيع  
 GDSs and Travel Service Providers Worldwide  
 For information: All SV Sales Manager & GMs

We have been receiving many complaints from Saudi Arabian Airlines customers whom faced uncomfortable situations due to they have not been informed about changes in the departure time of their flights. After investigating these complaints, we found out that these inconveniences were due to issues beyond Saudi Arabian Airlines control. The results of our investigations revealed that the mobile numbers of those troubled customers were added incorrectly to their PNRs, hence, Saudi Arabian Airlines could not automatically alert them about changes in the departure time of their flights and advise them the new departure time for their flights.

Therefore, Saudi Arabian Airlines requires that all Travel Service Providers enter the passenger's mobile number and email address in their PNRs using the correct format shown in the table below so that Saudi Arabian Airlines systems can read this information, contact the customer and inform them about changes in the departure time of their flights. This requirement applies to all Travel Service Providers worldwide whether using the Amadeus GDS or any other GDS system.

Travel Service Providers would bear any penalty applied by official regulatory bodies due to failure to enter the mobile number and/or email address of the passenger in the PNR and any legal questioning due to entering this information incorrectly in the PNR.

GDS	Mobile/Email Formats and Examples
Amadeus	Formats:- APN-M+<mobile number>/<Language>/P<Pax No> APE-<Email address> Examples:- APN-M+966543210987/AR/P1 <a href="mailto:APE-GDSSUPPORT@SAUDIAIRLINES.COM">APE-GDSSUPPORT@SAUDIAIRLINES.COM</a>
Galileo	Formats:- SLSV*CTCM <mobile number>/<Language> SLSV*CTCE EMAIL//BUSINESS.COM Examples:- SLSV*CTCM 966543210987/AR SLSV*CTCE GDSSUPPORT//SAUDIAIRLINES.COM
Worldspan	Formats:- 3OSI SV CTCM-<mobile number>/<Language> 3OSI SV CTCE- EMAIL//BUSINESS.COM Examples:- 3OSI SV CTCM-966543210987/AR 3OSI SV CTCE-GDSSUPPORT//SAUDIAIRLINES.COM



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Sabre	<p>Formats:-  3OSI SV CTCM &lt;mobile number&gt;/&lt;Language&gt;  3OSI SV CTCE <i>EMAIL//BUSINESS.COM</i>  Examples:-  3OSI SV CTCM 966543210987/AR  3OSI SV CTCE GDSSUPPORT//SAUDIAIRLINES.COM</p>
Abacus	<p>Formats:-  3OSI SV CTCM &lt;mobile number&gt;/&lt;Language&gt;  3OSI SV CTCE <i>EMAIL//BUSINESS.COM</i>  Examples:-  3OSI SV CTCM 966543210987/EN  3OSI SV CTCE GDSSUPPORT//SAUDIAIRLINES.COM</p>
Travelsky	<p>Formats:-  3OSI SV CTCM &lt;mobile number&gt;/&lt;Language&gt;  3OSI SV CTCE <i>EMAIL//BUSINESS.COM</i>  Examples:-  3OSI SV CTCM 966543210987/EN  3OSI SV CTCE GDSSUPPORT//SAUDIAIRLINES.COM</p>
Axess	<p>Formats:-  4 SV CTCM &lt;Mobile No&gt;/&lt;Language&gt;  4 SV CTCE <i>EMAIL//BUSINESS.COM</i>  Examples:-  4 SV CTCM 966543210987/EN  4 SV CTCE GDSSUPPORT//SAUDIAIRLINES.COM</p>
Apollo	<p>Formats:-  @:3OSI SV CTCM &lt;Mobile No&gt;/&lt;Language&gt;  @:3OSI SV CTCE <i>EMAIL//BUSINESS.COM</i>  Examples:-  @:3OSI SV CTCM 966543210987/EN  @:3OSI SV CTCE GDSSUPPORT//SAUDIAIRLINES.COM</p>

**Notes:-**

- The mobile number must begin with the country code without “00” as shown in the examples above.
- <Language> can either be **EN** for English or **AR** for Arabic.