

# DO IT RIGHT, AND ENSURE CUSTOMER DELIGHT.



FLIGHT CONNECTION INFORMATION					
Time	Destination	Terminal	Gate	Transfer Counter	Remark
3:30	San Francisco	1	C17	C,D	Closed
4:15	London	2	D44	E,F	Closed
5:20	Kuala Lumpur	2	E2	A,B,E,F	Boarding
6:25	Bangkok	1	C23	C,D	Boarding
7:00	Hong Kong	3	D34	A,B	
8:05	New York	3	A9	E,F	
	Los Angeles	3	A3		
	Singapore	3			
	Jakarta	2			

When you update customer contact details on the PNR correctly, they get crucial updates related to their travel. Information such as flight delays, cancellations, and flight schedule changes get conveyed to them on their email and via SMS.

It is crucial for agents to update passengers' contact details in SSR CTCM / CTCE field only.

**PLEASE FOLLOW THIS PROCESS:**

**CTCM** - Country code followed by number. E.g. +919xxxxxxxxx

**CTCE** - Passenger's email address