



**Hawaiian Airlines Procedures Update/Reminder
26 July 2021**

Reminder #1 - Customer Contact details – To enable Hawaiian Airlines to contact passengers in the event of a flight disruption/delay, travel agents are to provide passenger contact details in PNRs using the applicable **SSR** codes for mobile (CTCM) and/or email address (CTCE) as per IATA resolution 830d (as established in November 2019)

In accordance with the rule under IATA Resolution 830D, HA shall use these contact details exclusively for the purpose of operational notifications such as flight cancellation, or late notice disruption.

Please note HA may audit bookings to identify non-compliant booking practices or abuse of its booking systems in any way.

For more info please see: <https://www.hawaiianairlines.com.au/legal/booking-and-ticketing-policy>

GDS entries

GDS	Transaction formats
AMADEUS	<p>SSRCTCE email contact</p> <p>SRCTCE-JOHN.SMITH//GMAIL.COM</p> <p>SSRCTCM phone number</p> <p>SRCTCM-6421234567</p>
SABRE	<p>SSRCTCE email contact</p> <p>3CTCE/JOHN.SMITH//HOTMAIL.COM-1.1</p> <p>SSRCTCM phone number including country code</p> <p>3CTCM/64212345678-1.1</p>
GALILEO	<p>SSRCTCE email contact</p> <p>>SI.P1/SSRCTCEYYHK1/J.SMITH//YAHOO.COM</p> <p>SSRCTCM phone number including country code</p> <p>>SI.P1/SSRCTCMLHHK1/614041234567</p>

Passive Bookings – reminder #2:

Travel Agents must not create passive bookings (i.e., bookings containing segments with passive status codes) without the prior written authorization of Hawaiian.

Hawaiian Airlines Reservations (24 hours)
Phone: 1800 955912 (AUS) & 0800 449415 (NZ)