
INSERTION OF PASSENGER CONTACTS IN PNR
Réf. DCCS 07/25 on October, 10th 2025
Cancels and replace the note DCCS 02/25 on 20JUN25

Diffusion list :

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INSERTION OF PASSENGER CONTACTS IN PNR
STRICT AND MANDATORY APPLICATION

After several PNRs found to be non-compliant with the requirement to correctly enter passenger contact details, and in order to ensure the reliability of Amadeus automatic notifications and compliance with IATA requirements, each PNR must now include two distinct and prioritized types of contact details, entered in the following strict order :

1. The passenger's contact details, which are priority and mandatory, enabling automatic notifications and any direct communication before the flight departure.
2. The issuing agency's contact details, which are mandatory to ensure traceability, commercial follow-up, and the relaying of information if necessary.

This dual requirement applies to all PNR creations and ticket issuances, and compliance is mandatory without exception.

PROCESS FOR ENTERING CONTACTS IN PNR

ALL PNRs MUST CONTAIN TWO DISTINCT TYPES OF CONTACTS.

These contacts must be entered separately and in strict order by the seller and/or agency creating the PNR and/or issuing the ticket. Before issuing a ticket, the seller or agency must systematically :

- confirm with the customer that each contact detail (phone number and email address) is correct,
- inform the passenger of the importance of providing accurate contact details that can be used to reach them until flight departure time, in order to ensure they receive notifications and information in case of changes or irregularities.

I. FIRST : PASSENGER CONTACTS

- Passenger's phone number and email address, **reachable until the flight departure.**
- Each contact must be associated with the number of the passenger concerned (/P1, /P2, etc.) if there are several passengers.
- Under no circumstances should the same line contain two different contacts.

These primary passenger contacts are used by Amadeus for the automatic notifications (changes, irregularities, etc.). To be valid, contacts must be entered according to the mandatory Amadeus commands below :

A. Inserting the phone number (2 mandatory lines)

1. **APM+ COUNTRY CODE+NUMBER** → Example for Madagascar : APM+261340000000
→ Example for France: APM+33196584269

Associate contacts by passenger if there are several passengers in the PNR

→ Example : APM+261340000000/P1
APM+261340000020/P2
APM+33196584256/P3
APM+33196584267/P4

2. **SR CTCM-00+ COUNTRY CODE+NUMBER** → Example for Madagascar : SR CTCM-00261340000000
→ Example for France : SR CTCM-0033196584269

Associate contacts by passenger if there are several passengers in the PNR

→ Exemple : SR CTCM-00261340000000/P1
SR CTCM-00261340000002/P2
SR CTCM-0033196584269/P3
SR CTCM-0033196584269/P4

B. Inserting the email address (2 mandatory lines)

1. **APE-EMAIL ADDRESS** → Example: APE-AIRLINES.COMPANY@GMAIL.COM

Associate contacts by passenger if there are several passengers in the PNR

→ Example : APE-AIRLINES.COMPANY@GMAIL.COM/P1
APE-AIR.COMPANY@OUTLOOK.COM/P2

2. **SR CTCE-EMAIL ADDRESS** → Example: SR CTCE-AIRLINES.COMPANY//GMAIL.COM

Associate contacts by passenger if there are several passengers in the PNR

→ Example : SR CTCE-AIRLINES.COMPANY//GMAIL.COM/P1
SR CTCE-AIR.COMPANY//OUTLOOK.COM/P2

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Mandatory character conversions for SR CTCE :

Original character	Replace with	Example
@	//	AIRLINES.COMPANY//GMAIL.COM
-	..	AIRLINES..COMPANY@GMAIL.COM
.	/	AIRLINES./COMPANY@GMAIL.COM

II. SECOND : TRAVEL AGENCY CONTACTS

- Phone number and email address of the agency issuing the ticket.
- The commands and formats are identical to those for passenger contacts (APM / CTCM / APE / CTCE).
- The agency must :
 - ▶ enter its own telephone number and email address,
 - ▶ ensure that these fields appear in second position, after the passenger contact(s),
 - ▶ check that each contact is clearly visible when issuing the ticket,
 - ▶ relay to its customer any operational information received in case of an irregularity or a flight change.

*** The agency issuing the ticket is responsible for ensuring that the contacts in the PNR are correct.

*** In case of non-compliance with this note:

- Madagascar Airlines cannot be held liable for any failure to communicate with or assist the passenger resulting from the lack or error in the contact details,
- the processing of documents (changes, refunds) and passengers, as well as the handling of after-sales service claims (refunds, compensation) may be delayed or limited.

PASSENGER REFUSAL CASES

If a customer or passenger expressly refuses to provide their personal contact details (telephone or email), the agency must :

- Inform the customer and passenger of the consequences of this refusal :
 - ▶ non-receipt of automatic notifications,
 - ▶ difficulty in being contacted in case of changes or flight irregularities.
- Insert the following remark in the PNR : RM*PASSENGER REFUSED TO PROVIDE PERSONAL CONTACT INFORMATION
- Systematically relay any information provided by Madagascar Airlines to the customer in case of irregularity.

MONITORING AND CONTROL

A compliance obligation is now in place for all partner agencies.

Compliance will be monitored on a weekly basis and will be taken into account in the assessment of performance and processing priorities within the network.

The company will regularly monitor the compliance rate per agency in order to identify positive developments and recurring breaches.

Madagascar Airlines reserves the right to temporarily restrict certain access or services in case of repeated non-compliance.

For incomplete booking files or missing contacts, files processing may be deprioritized in relation to complete files, without prejudice to the company's service obligations.

This note cancels and replaces any other previous contradictory provisions.

Karl ANDRIANONY

Sales Director



Fidy RABEDAORO

Commercial Support and Sales Tools Manager

