



Dear Valued Partner,

To improve the customer experience during irregular operations, industry standards require Travel Agents to ensure that customer contact information is shared with all participating airlines in an itinerary.

Furthermore, due to Covid-19 pandemic, several countries currently have explicit regulations in place for arriving or departing passengers.

Qatar Airways shall endeavor to reach out to its customers and remind them of the travel requirements 5 days prior to their departure date.

This will only be possible if the customer provides us with their telephone number (mobile) and an email address during the reservation/ticketing process.

Contact details are to be entered in the PNR by means of a SSR element as follows:

- SRCTCMQR-0097412345678 (for cell phone purpose)
- SRCTCEQR-email id (for e-mail notification purpose)

- For customers who choose not to provide a telephone contact then the following SSR is to be used: SRCTCRQR-free text

As part of an extended customer service during the time of the pandemic, we kindly ask you to comply with above mentioned standard.

For further information, please contact your Qatar Airways Commercial representative