



Reminder of MU Special Service request **【SSR】** items/levels regulations 2025-11-5

Dear Agency,

Recently, we encountered passengers' complaints caused by certain agencies with incorrect SSR items/levels insertions!

For example -

An agency had requested a Wheel Chair Request, Stretcher request ... with multiple SSR insertions and different service levels without further contact with the in-charge MU Sales Office for follow ups.

This agency had inserted a Wheel Chair request with following 3 different Wheel Chair service levels as follows:

SSR WCHR MU NN1/P1 (PAX number in the name field) /**S1** (corresponding segment which needs the service and 1 SSR to each segment which needs the service)

(Note: The **【R】** in such SSR-WCHR means **【Ramp】** by the IATA service code/definition. It means such service is provided till the entrance of the Air Bridge if there is an Air Bridge facilitated, or on the Ramp before the boarding Stair if there is NO Air Bridge facilitated.. Such SSR must be inserted at least 1 working day prior to flight departure with no need of Medical Certificate. Meantime the request status shall remain **【NN】** or **【HN】** unchanged. Corresponding MU airport counter will arrange such service upon PAX check-in.)

SSR WCHS MU NN1/P1 (PAX number in the name field) /**S1** (corresponding segment which needs the service and 1 SSR to each segment which needs the service)

(Note: The **【S】** in such SSR-WCHS means **【Stair】** by the IATA service code/definition. It means such service is provided till the entrance of the Cabin Door/Entrance regardless if an Air Bridge facilitated or not. Such SSR must be inserted at least 1 working day prior to flight departure with no need of Medical Certificate. Meantime the request status shall remain **【NN】** or **【HN】** unchanged. Corresponding MU airport counter will arrange such service upon PAX check-in.)

SSR WCHC MU NN1/P1 (PAX number in the name field) /**S1** (corresponding segment which needs the service and 1 SSR to each segment which needs the service)

(Note: The **【C】** in such SSR-WCHC means **【Cabin】** by the IATA service code/definition. It means such service is provided all the way into the Cabin in front of PAX's assigned seat regardless if an Air Bridge facilitated or not. Such SSR must be inserted at least 2 working day prior to flight departure and contacting MU Sales Office or the Main Call Center in China (011-86-21-206-95530) with a corresponding Medical Certificate must be provided to MU for our further evaluation. Meantime the request status will update to **【HK】** once such request is approved. Corresponding MU airport counter will arrange such service upon PAX check-in.)

Any agency who needs to help the PAX for certain SSR item(s), please ensure MU SSR regulations, to a same SSR in a PNR just insert the most accurate one would be enough. Never insert a SSR either with same of different levels multiple insertions in the same PNR.

.Should you have any question to the above SSR insertion reminder, please contact your local MU Sales Office. Thank you. **China Eastern Airlines, North America**



提示、重申：东航航班申请特殊服务【SSR】项目、层级规定的通告

2025-11-5

尊敬的旅行同业 大家好：

近期，本公司时有发生因部分理人违规操作、输入不正确的航班服务申请【SSR】信息，导致引发的旅客投诉与纠纷事件，并引起并本公司公司的高度重视。

事例：某 ARC 代理人在为旅客订座出票后，反复多次申请包括多种轮椅、担架、盲人旅客在内的各种特殊旅客服务，且未于第一时间与营业部沟通确认。

代理人于同一个东航 PNR 订位记录中同时重复输入了 3 个不同层级的轮椅服务需求，如下：

SSR WCHR MU NN1/P1 (旅客在姓名栏位中的位置号码)/**S1** (相关航班订位位置号码，1 个 SSR 需求仅对应 1 个航班订位)

(注:此 SSR 特殊服务申请-WCHR 中的【R】在 IATA 服务代码中定义为 Ramp, 即此项轮椅服务层级于有空桥连接航班时，提供此轮椅服务至抵达航班机门入口前，或无空桥连接时，提供至抵达停机坪航班登机楼梯前。此项服务无需提供任何医疗证明，必须航班始发 1 个工作日之前提出申请，且申请状态维持于【NN】或【HN】不变。机场值机柜台会于旅客值机时，安排此项轮椅服务。)

SSR WCHS MU NN1/P1 (旅客在姓名栏位中的位置号码)/**S1** (相关航班订位位置号码，1 个 SSR 需求仅对应 1 个航班订位)

(注:此 SSR 特殊服务申请-WCHS 中的【S】在 IATA 服务代码中定义为 Stair, 即此项轮椅服务层级无论有无空桥连接航班，均提供至抵达航班机门入口前。此项服务必须提供医疗证明，必须于航班始发 1 个工作日之前提出申请，且申请状态维持于【NN】或【HN】不变。机场值机柜台会于旅客值机时，安排此项轮椅服务。)

SSR WCHC MU NN1/P1 (旅客在姓名栏位中的位置号码)/**S1** (相关航班订位位置号码，1 个 SSR 需求仅对应 1 个航班订位)

(注:此 SSR 特殊服务申请-WCHC 中的【C】在 IATA 服务代码中定义为 Cabin, 即此项轮椅服务不论有无空桥连接航班，均需将此轮椅服务提供至抵达航班舱内旅客座位前。此项服务必须提供医疗证明，且必须航班始发 2 个工作日之前提出申请，并需进一步联络本公司相关营业部或总部呼叫中心 (011-86-21-206-95530)，确认此需求的相关文件，由本公司核准，调整申请状态至【HK】后。机场值机柜台会于旅客值机时，安排此项轮椅服务。)

此类重复申请的状况，会导致本公相关司特殊服务的申请、审批、确认流程 造成困扰及人力、时间、资源的浪费，及与旅客之间产生误会、投诉。

请各代理不论是人工输入，或由贵代理提供订位系统后台 SSR 指令输入设定，请务必遵循本公司特殊服务【SSR】项目申请规定，对于同一个 SSR 申请项目，于 PNR 中仅输入一个最正确的特殊服务、层级的申请即可，切勿重复输入相同或不同层级的特殊服务申请。

如有对上述特殊服务申请有任何疑问，请与您所辖的北美地区东航营业部联络。谢谢

中国东方航空 北美营销中心