

September 4, 2020

**REMINDER**  
**Inserting Passenger Contact Information in PNRs**

Dear Valued Business Partners,

Thank you for your continued support of Japan Airlines.

We request for your assistance to include the following contact information when creating a new PNR so that Japan Airlines may contact our mutual customers in the event of a flight irregularity:

1. Passenger mobile phone (available during travel) in SSR
2. Passenger e-mail address in SSR
3. Travel agency phone number and IATA number in OSI

It is even more important now for this contact information because Japan Airlines has started a Short Message Service (SMS) notification system to notify customers of schedule changes and flight irregularities (see below). Please follow our Governing Travel Agency Agreement (GTAA), which supports IATA RESO 830d, and input one of the following into the SSR field: "CTCM/CTCE/CTCR".

CTCM . . . Mobile phone

CTCE . . . e-mail address available during travel

CTCR . . . Refused (Please input only in case the customer refused to provide their contact information)

**[NOTE]** If a customer has multiple SSR CTCM/CTCE, we will send an e-mail or SMS to the first registered e-mail address or telephone number.

- [GTAA - ARC Accredited Agents and their Affiliates](#)
- [GTAA - IATA Accredited Agents and their Affiliates](#)

[Schedule changes of International flights and flight irregularity information are being sent to customers by SMS]

	Event	Timing of e-mail dispatch
Schedule change (*1)	Flight cancellation and alternate flight booked	When the flight segment status changes, from 72 hours to 3 hours before flight departure (UN/TK)
Flight irregularity (*2)	Cancellation of flight	Immediately when the flight irregularity information is declared, on the day before and on the day of departure
	Delay of flight	

\*1: For JL marketed codeshare flights operated by other carriers, the SMS will not be sent if within 24 hours of departure

\*2: JL marketed codeshare flights operated by other carriers are not eligible for this SMS transmission.