

Frequently Asked Questions (for Travel Partners)

1. Why is the PSS migration required?
 - Our current system (JALCOM) has been in operation for more than 40 years. The migration will enable JAL to meet the changing needs of our customers as well as to adjust to the various industry standards and rules.
2. Why is the migration date set during the weekday?
 - The current schedule has been set after taking into account various impact resulting from the system outage.
3. Is there any impact to flight operations?
 - The migration will not have any affect to our flight operations.
4. [RVS]Is it possible to make reservations / seat assignments etc during the system outage?
 - While it is still possible to make booking in your GDS, you will not receive a response/confirmation during the outage period.
 - Advanced seat assignment must be made at least 48hours before departure. After 48 hours, seat assignment will be done at airport on the day of departure. (Please note that seat assignment cannot be made over the phone) The above restriction will apply to flights departing on/after November 15th 02:00(PST) Please refer to JAL website for details.
5. If I have confirmed seats on JAL, can I ticket them during the outage period?
 - Issuing tickets with JL operated flights (including OAL marketing flights on JL operated codeshare flights), regardless of the ticket stock, will not be possible during the outage as you will not get a response from our system. Therefore, for departures on or near outage period, and for bookings with TLC/TKTL on or near outage period, we highly recommend issuing tickets well in advance of the outage period.
6. Will GDS be notified of the outage in advance? How do we know when the linkage with the GDS is completed?
 - JAL has already notified GDS of the planned system outage. The timing of re-opening of GDS varies depending on GDS, so please check with your GDS for details.
7. When will customers be notified of the system outage period? And how?
 - General information regarding the system outage has been posted on JAL's website.

8. How can we get the latest information?
- JAL will post the latest information on its website including the situation on the day of the migration.
9. Will JAL sales offices and JAL call centers operate as usual on November 15th?
- Call center and sales office will be open as normal on November 15th, however, reservation / ticketing cannot be processed during the system outage. Also, it is expected that call center lines will be congested, before and after the system outage period.
10. At the airport, will it take longer than usual to complete check-in and boarding?
- During the transition period, congestion is expected at the airport, so please notify customers to arrive at the airport well in advance on the day of departure.
 - To ensure a smooth migration, web check-in will be suspended from November 10th(07:00 PST) Please refer to JAL website for details.

11. [ADD]What are the restrictions at the airport?

The airport system migration will start from HND and gradually expand to other airports on/after November 15th (02:00 PST time). During the migration period, there are some restrictions as below:

#	restrictions	handling
1	Suspension of Web Check-in	<p>Please check in at the airport.</p> <p>【suspension period】</p> <ul style="list-style-type: none"> • <u>From November 11, 2017 to November 15, 2017:</u> Web check-in is not available for flights departing from all airports • <u>From November 16, 2017 to December 13, 2017:</u> Web check-in will be resumed for each airport sequentially <p>※Please refer to JAL website for details</p>
2	Suspension of SSFC before 48 hours from departure flight	For passengers eligible for seat pre-assignment, it is recommended to assign seats by 48 hours prior to departure, otherwise it is requested to ask for seat assignment at the airport upon departure.
3	Suspension of International-Domestic through check-in	<p>Please check in for Japan domestic sectors at the departure airport of the domestic flight.</p> <p>LHR-NRT-FUK (×) Passenger needs to check-in at NRT.</p>
4	Restriction of OAL(International)- JL(International)- JL(International) through check-in	<p>Please check in for Japan domestic sectors at the departure airport of the domestic flight.</p> <p>e.g)</p> <p>EDI-LHR-NRT-FUK (×) Passenger needs to check-in at NRT.</p> <p>EDI-LHR-TYO (○)</p>



		<p>※Baggage through tagging is available in both above cases, however, it is required to pick up baggage at the first port of entry in Japan for customs clearance.</p>
5	<p>Restriction of JL(Domestic) - (International)- (International) through check-in</p>	<p>e.g) SPK-NRT-LAX-LAS (×) Through check-in from SPK to LAS is not possible. Passengers need to check-in as below ① or ②. ①Check-in at SPK for SPK-NRT-LAX, and check-in at LAX for LAX-LAS ②Check-in at SPK for SPK-NRT, and check-in at NRT for NRT-LAX – LAS SPK-NRT-LAX (○) Through check-in is possible because of 2 sectors. NRT-LAX-LAS (○) Through check-in is possible because of 2 sectors. ※Baggage through tagging is possible in any case above.</p>