



JAPAN AIRLINES



Re: Report of Irregularities caused by migration of Passenger Service System

(Report No. 8, Updated on 28NOV 06:00 AM PST)

Dear Travel Partners,

Thank you for your support of Japan Airlines.

As previously informed, Japan Airlines has migrated its Passenger Service System to the new Amadeus "Altea" system on November 15th 18:00 (Eastern Standard) / 15:00(Pacific Standard Time). Japan Airlines, however, regrets to inform you that some irregularities have been detected after the migration and its trouble shooting is now under process. Japan Airlines sincerely apologizes for any inconvenience this may cause to our travel partners as well as to our customers.

Although there is no impact to the flight operation, we ask for your cooperation in advising your customers to arrive at the airport well in advance on the day of departure.

The detail of irregularities and its status are listed on the following page.

(List of Irregularities) (Report No. 8, Updated on 28NOV 06:00 AM PST)

	Outline of Irregularity	Detail	Affected Area	Status
1	Unable to book JL Codeshare flights operated by IB.(Incl waitlist)	Booking and waitlist for JL codeshare flights operated by IB have been suspended, due to system adjustment. Book IB-prime flight, until JL codeshare flight becomes available. ⇒ The error has been solved.	Reservation	Solved
2	Unable to book JL Codeshare flights operated by S7. (Incl waitlist)	Booking and waitlist for JL codeshare flights operated by S7 have been suspended, due to system adjustment. Book S7-prime flight, until JL codeshare flight becomes available. (21NOV Updated) For changes in tickets with JL codeshare flights, please contact JAL Sales Office for assistance. ⇒ The error has been solved.	Reservation	Solved
3	Unable to assign the seat for JL Codeshare flights operated by AA	It is unable to assign the seat for JL*/AA C/S flight. Please wait until the issue has been solved. ⇒ The error has been solved.	Reservation	Solved
4	Unable to book JL Codeshare flights operated by KE.(Incl waitlist)	Booking and waitlist for JL codeshare flights operated by KE have been suspended, due to system adjustment. Book KE-prime flight, until JL codeshare flight becomes available. ⇒ The error has been solved.	Reservation	Solved
5	Canceled flights before PNR migration returned to HK status.	For unticketed PNR, such flights need to be cancelled otherwise the ticketing will fail. For ticketed PNR, its cancellation is preferable but not necessary since	Reservation	Ongoing

		there is no impact to inventory and/or airport handling.		
6	JL Codeshare flights operated by BA and BA prime flights are canceled.	As for migrated PNRs, JL Codeshare flights operated by BA and BA prime flights have been cancelled. (28NOV Updated) ⇒ Recovery of flights has been completed. Should you still have any issues, please contact JAL Sales Office for assistance.	Reservation	Solved
7	Unable to book JL Codeshare flights operated by QR.(Incl'd waitlist)	Booking and waitlist for JL codeshare flights operated by QR have been suspended, due to system adjustment. Book QR-prime flight, until JL codeshare flight becomes available. (21NOV Updated) For changes in tickets with JL codeshare flights, please contact JAL Sales Office for assistance. ⇒ The error has been solved	Reservation	Solved
8	Duplicate PNR for MH operated JL code share flight.	Detected duplicate reservation records on JL code-share flights operated by MH. If you find duplicate records, please contact JAL Sales Office for assistance.	Reservation	New

If any other irregularities than listed above have been detected, please contact your account representative.

Information regarding irregularities that may affect our customers is also posted on the airline website:

http://www.jal.co.jp/en/info/pss_world/maintenance/