

November 08, 2017

Re: The Change Of International Sales Procedures Due to Passenger Service System Migration

Dear Travel Partners,

Thank you for your support of Japan Airlines.

As previously informed, Japan Airlines will migrate its Passenger Service System to the new Amadeus "Altea" system on November 15th. With this migration, there are some changes regarding reservation / ticketing handling of as outlined below.

Thank you for your understanding and continued support.

Details

1. PNR Auto-cancellation function(TLC)
 - 1) TLC setting
 - 2) Applicable TLC rules
 - 3) Downline Segment after No Show

2. Irregularities
 - 1) Notification method for overnight delay
 - 2) Seat transfer due to configuration change

3. SHOW-UP time of First/Business class check-in counter

4. Ticketing
 - 1) Change in Application Criteria of Fare
 - 2) Change in Application Criteria of YQ and Tax/Fee/Charge (TFC)
 - 3) Change of refund validity of international tickets
 - 4) Cancel Refund
 - 5) VOID Exchange

5. Removal of Married Segment

6. Upgraded PNR
 - 1) Upgrade mileage deduction
 - 2) Change to itinerary not including the Upgraded segment

1 . PNR Auto-cancellation function (hereinafter, referred as TLC)

TLC setting and applicable TLC rules PNR will be changed.

1) Applicable TLC

	After migration
Applicable TLC	1 TLC for 1 PNR (TLC will be calculated for each segment, but most restrictive TLC will be applied to all segments in one PNR) ※

- Applicable TLC for PNR created before the migration will change after migration process and the most restrictive TLC will be applied.

2) TLC calculation rules

The logic for counting the number of days until the departure date will change to **per 24 hours** based on the time of departure. Thus, different TLC may be applied to PNRs created at different times on the same day.

Please confirm the TLC in the PNR before informing to customers.

3) Downline Segments after No-show

Downline Segments will be auto-cancelled in case of a passenger's No-show.

	After migration
Subject to cancel	Regardless of whether the ticket is issued or not, all segments in the PNR including the No-show segment will be canceled.
NOT subject to cancellation	<ul style="list-style-type: none"> • Group PNR • When PNR is updated with new booking after No-show • At least one passenger in the same PNR was onboard • Reservation statuses of No-show segment are one of the following: KK, KL, TK or HL. • JL marketed flights on OAL operated codeshare flights
Timing of cancellation	About 2 hours after detection of No-show

The following SSR messages will be sent to booking office for notification of No-show

- Detect+ Cancel
SSR OTHS ZZ NOSHOW ON JL001/01JAN18 – DOWNLINE ITIN CANCELED
- Detect+Q-ING (Other PSGR in the PNR has been ticketed or GRP PNR case)
SSR OTHS ZZ NOSHOW ON JL001/01JAN18

2. In case of irregularities

1) Notification of overnight delay

In cases where overnight delay has been decided within 72 hours prior to departure, it will not be notified through the Queue system since the reservation status of the affected segment will not be changed to “TK” status.

In order for proper notification of such irregularities, please register the e-mail address through SSR CTCE so that any information regarding irregularities will be automatically sent out.

- ※ The e-mail address registered by passengers on the JAL website will supersede the address in CTCE. Even if the same e-mail address has been registered on both the web and CTCE, only one e-mail will be sent out.

2) Seat reassignment due to fleet change

When seat numbers need to be reassigned due to fleet changes, adjacent seats will be assigned to travelers in separate PNR if TCP information is registered in the OSI(*) field.

(*) Please kindly input as below.

	example
]	<u>OSI</u> △ <u>JL</u> △ <u>TCP3</u> △ <u>1OZORA/HANAKOMS</u> △ <u>XYZXYZ</u> (1) (2) (3)

Input in order of (1) ⇒ (2) ⇒ (3).

- (1) = Number passengers in the party (including PSGR itself but excluding INF)
- (2) = Name of TCP (only 1 name needed even if multiple PAX in other PNR)
- (3) = TCP’s JAL PNR reference number

3. Check-in time for First/Business class passengers

All passengers, including First and Business class passengers, are requested to check-in at least 60 minutes prior to departure time after the migration.

Cabin Class	Minimum SHOW-UP time at check-in counter	
	current	After migration
First Business	45 minutes prior (except some airports)	60 minutes prior
Economy	60 minutes prior	60 minutes prior

4. Ticketing

1) Change in Application Criteria of Fare

The application criteria when changing a reservation before the commencement of travel will be as below:

	Current			After migration		
	Sector Changed	Fare	ROE·BSR	Sector Changed	Fare	ROE·BSR
Before commencement of travel	First international sector 【Exchange】	effective on the date of change	effective on the date of change	First sector 【Exchange】	effective on the date of change	effective on the date of change
	Other than the first international sector 【Reissue】	effective on the date of original issue *1	effective on the date of original issue *1	Other than first sector 【Reissue】	effective on the date of original issue *1	effective on the date of original issue *1
After commencement of travel	【Reissue】	effective on the date of original issue *1	effective on the date of original issue *1	【Reissue】	effective on the date of original issue *1	effective on the date of original issue *1

*1: Refers to the first issue date. However, if the ticket has been exchanged in the past, the latest exchange date would apply.

2) Change in Application Criteria of YQ and Tax/Fee/Charge (TFC)
 Handling of YQ and TFC will be changed as below after migration.

Although currently the application criteria of YQ are the same as fare, with the new handling, it will become the same as TFC.

	Current		After migration	
	Sector Changed	YQ	Sector Changed	YQ
Before commencement of travel	First international sector 【Exchange】	effective on the date of change	First sector 【Exchange】	effective on the date of change
	Other than the first international sector 【Reissue】	effective on the date of original issue *1	Other than first Sector 【Reissue】	effective on the date of change
After commencement of travel	【Reissue】	effective on the date of original issue *1	【Reissue】	effective on the date of original issue *2

*1: Refers to the first issue date. However, if the ticket has been exchanged in the past, the latest exchange date would apply.

*2: Refers to the first issue date. However, if the ticket has been exchanged/reissued in the past, the latest exchange/reissue before commencement of travel would apply.

3) Change of refund validity of international tickets

Regardless of ticket validity, the refund validity below categorized by before/after commencement of travel will be applied.

Current	Within 30days from the expiration date of the ticket For tickets with period of validity less than one year, one year and 30 days from the date of original issue.	
After migration	Before commencement of travel	Within one year and 30 days from the date of issue(*) of the ticket. (*)When reissued, one year and 30 days from the date of original issue and when exchanged, one year and 30 days from the date of exchange.

	After commencement of travel	Within one year and 30 days from the date of commencement of travel.
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The following functionalities will be available to travel agencies after the migration.

4) Cancel Refund

“Cancel refund” functionality will be available only on the same day that refunding process have been conducted. When refund cancel, The e-ticket status will automatically be back to the original once the refund is cancelled.

[Notes]

Although the ticketing status will be back to the original, the itinerary may be cancelled since there is no linkage with PNR. Therefore, it is necessary to reissue the ticket with same itinerary (*) with original ticket. In addition, the transaction must be done on the same day.

(*) Flight number, date, booking class and segment need to be the same.

5) VOID Exchange

After the migration, VOID will be possible for all exchanged/reissued tickets including ET and EMD that have been issued at the same time in case of reissuing the ticket with amount reduction.

[Notes]

In the case of “VOID Exchange”, it is necessary to reissue the ticket based on the fare rules. Otherwise, the itinerary may be cancelled since the transaction has no linkage with the PNR. In addition, such a transaction must be done on the same day.

※ Please contact each GDS/CRS regarding the handling and operation.

5. Removal of Married Segments

In conjunction with the new PSS release and implementation of O&D control, married segment control rules will be introduced. Furthermore, the following scenario will be added to rules eligible for removal of married segment.

(When Married Segment Removal is Allowed)

Within the same PNR if a segment is unable to be canceled and no longer necessary due to a waitlisted segment becoming confirmed, please contact the JAL

Customer Service and Support Center or your sales representative.

6. Upgraded PNR

1) Upgrade mileage deduction.

When JAL has processed Mileage Upgrade for a Travel Agency Issued Ticket, JAL issues EMD-A (ASSOCIATED) for the required mileage deduction. For this case, GDS will display E-ticket with the associated EMD-A.

2) Change to itinerary not including the Upgraded Segment

How to change itinerary except the Upgraded Segments before commencement of travel.

#	Handling for Travel Agency	Handling at JAL
1	Book New segment (*1)	N/A
2	Exchange ticket with New itinerary	N/A
3	Cancel original segment which is DUPE with Upgraded segment (*2)	N/A
4	Report new ticket number to JAL Reservation (*3)	EMD re-associate to new ticket

(*1) When booking new itinerary, Upgraded segment for original class needs to be re-booked for reissue purpose. However, if the original class is not available, please consult with the Sales Support Desk or Reservation Center.

(*2) For cases where unnecessary HK segment is not cancelled, DUPE check function will apply. Please ensure to cancel unnecessary HK segments.

(*3) JAL Reservation Center: 1-800-525-3663