

August 7, 2019

TEMPORARY STOPPAGE OF TIME LIMIT SETTINGS IN NEW RECORDS

Dear Travel Partners,

Thank you for your continued support to Japan Airlines.

This is to advise you that we experienced errors in our reservation system during the time period below. Reservations made during this period may not properly show an auto-cancel ticketing time limit.

Details

1. Affected period
August 2, (Friday) 1:00 am Pacific Time to August 4, (Sunday) 9:00 am Pacific Time
2. Error details
SSR ADTK was not properly set in PNRs created during this period.

Please issue tickets in affected PNRs within the time limit in accordance with the fare rules.

If you experience trouble with the automatic fare calculation in an affected PNR, please contact Japan Airlines for assistance.

Thank you for your kind attention to this matter. We are sorry for any inconvenience caused to you.

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