



Handling of Flight Schedule Changes for Boston / San Francisco / Ho Chi Minh City

MAJOR FLIGHT SCHEDULE CHANGE

FLT NO.	ROUTES	DEP TIME	ARR TIME	EFF. DATE
		OLD / NEW	OLD / NEW	
JL008	NRT/BOS	11:30 to 18:20	10:15 to 16:50	From OCT.26 2014
JL750	SGN/NRT	23:55 to 08:10	07:20+1 to 15:35	From OCT.26 2014
JL001	SFO/HND	18:00 to 00:35	22:25+1 to 05:00+1	From DEC.01 2014
JL079	HND/SGN	01:25 to 01:30	05:15 to 05:50	From OCT.26 2014
JL070	SGN/HND	13:55 to 23:45	22:00 to 06:55+1	From OCT.26 2014

JAL FLEET PLAN CHANGE

FLT NO	ROUTE	DEP TIME	ARR TIME	AIRCRAFT	EFF. DATE
JL002	HND/SFO	00:05	16:25 - 1	FRM 787-8 to 777-300ER	From DEC.01 2014
JL001	SFO/HND	00:35	05:00+ 1	FRM 787-8 to 777-300ER	From DEC.01 2014

BASIC RESERVATION & TICKETING HANDLING

- PNR will already reflect re-accommodated flight.
- The flight will be automatically revalidated for flight number or departure/arrival time changes. The revalidation will be performed at the time of the schedule change and a SSR message will be generated to the PNR. For these cases, no action is necessary other than to notify the passenger of the change.
- For other changes such as date, sector and/or class changes, auto-revalidation is not available. If the passenger accepts the revised schedule, please reissue ticket as an “even exchange” and place the following information in endorsement box:
Example: **“INVL REISSUE DUE JL001/01DEC SFOHND SKDL CHNG**

Example: The following itinerary requires ticket reissuance since there is a date change (SFO-HND) and auto-revalidation is not possible even if the record reflect an auto revalidated segment as well.

1. JL 001 S 18DEC4 SFOHNDX1800 OK SHXOV4B1
2. JL 079 S 20DEC4 XHNDSGN 0130 OK SHXOV4B1
3. JL 070 N 14JAN5 SGNHNDX2345 OK NHXOV4B1
4. JL 002 N 15JAN5 XHND SFO 0005 OK NHXOV4B1

Date change
Will be auto revalidated
Will be auto revalidated



Transportation Expense

When there is an involuntary change to/from NRT/HND APO, transportation fee (JPY3100) will be reimbursed back to passenger from the departure APO. Passenger must retain the receipt for reimbursement. Please contact Japan Airlines for handling.

When passenger does not accept re-accommodated flight schedule

- Rebook /re-route as necessary using JL flights
Example: SGN/HND/NRT/BOS to SGN/NRT/BOS
- Rebook/re-route as necessary using JL transpac + JL* flights
Example: SGN/NRT/CHI to SGN/NRT/LAX/CHI (JL* between LAX-CHI)
- Rebook/re-route as necessary using JL transpac + oneworld flights
Example: NRT/BOS/YTO to NRT/CHI/YTO (AA between CHI-YTO)
- Rebook /re-route as necessary using JL transpac + OA flights (last priority)
Example: SGN/NRT/BOS to SGN/NRT/CHI/BOS (B6 between CHI-BOS)

Ticket Handling

- Reissue ticket as involuntary by carrying over the original fare.
- RBD is per rule of the ticketed fare.
- Taxes & Fuel Surcharge do not need to be adjusted. (When there is a tax that is no longer applicable to the new itinerary, refund adjustment can be done after travel is completed.)
- Insert “**INVL RRT DUE JL750/26DEC SGNNRT SKDL CHNG**” in the endorsement box.

Involuntary Refund Handling

- Total refund without penalty is possible. Please contact Japan Airlines for instructions.

Other

- If transiting between Narita Airport and Haneda Airport, the passenger must hold proper documentation in order to enter Japan, or they will not be issued a shore pass.
- Contact Japan Airlines for any further assistance.