

** Update ** JAL's System Trouble with Apollo

JAL's system problem with Apollo was resolved this morning and we are able to receive and reply to your fare inquiries as normal.

Thank you very much for your patience and understanding while we rectified this matter.

May 16, 2016
Japan Airlines

Dear JAL Valued Travel Partners:

JAL is currently unable to access Apollo GDS due to system problems. As such, we are unable to respond to any fare inquiries requested through Apollo at this time.

For Apollo users, please call JAL at 1-800-JAL-FONE (1-800-525-3663) for any urgent fare requests. Please provide the passenger's complete itinerary and your agency's name and phone number for us to reply to your inquiry.

We will update you as soon as the system is back to normal.

All other GDS users, please continue to queue through your system as usual.

We apologize for the inconvenience and appreciate your patience and understanding.

May 2, 2016
Japan Airlines