



AGENCY BULLETIN

[Handling Change / Prohibited Matters in Preparation for System Migration]

Dear Valued Business Partners,
Japan Airlines is in the process of preparing to migrate all of our PNR data to a new reservation system. In order to achieve a smooth transfer, effective from May 8, 2017, we would like to request that all new PNRs follow the two elements below. Thank you for your understanding and cooperation.

1) Passenger name

After migration, there is limitation in the number of letters that may be entered in PNR for passenger name. As PNR may not be transferred if multiple names are entered together, passengers with the same family name must be entered individually.

[Correct Example]

1OZORA/TABITMR
1OZORA/HARUKAMS
1OZORA/KAKERUMSTR

[Wrong Example]

3OZORA/TABITOMR/HARUKAMS/KAKERUMSTR

2) Restricted letters and symbols

For each PNR element, there are different letters, symbols and entry formats that cannot be migrated.

Please do not use these symbols, as they cannot be migrated.

[SSR] () * + ? # & : ; = ¥

[OSI] () * + ? # @ . :

Thank you very much for supporting Japan Airlines.

For latest information, please visit our agency website: www.jalagency.com