ADM warning

Dear Japan Airlines' Partner Agency,

Thank you for your continued support. Please be assured that JAL continues to fully support our business partners and customers around the world.

ADMs will be issued **without further notice** for actions including, but not limited to, the following cases:
- Not removing unnecessary segments such as UN, TK.
- No-show cases.
- Refund beyond the valid period.
- Misuse of waiver code.
- Missing waiver code.
- Incorrect waiver code input.

We are seeing many agents who make mistakes when processing INVOL RFND with a waiver code (eg RTC1660, RTC1678, RTC1696, RTC1720).
Therefore this bulletin gives important information not only about the reasons for which we issue ADMs, but also the ways in which you can avoid ADMs.

WAIVER INPUT FIELD FOR EACH GDS

The following information applies only to refund applications **before** the commencement of travel:

GDS	Input Field	Input Format & Remarks
Amadeus (1A)	WA	TRFU/WA(waiver code) *Example* : TRFU/WA ***RTC1234***

Sabre (1S, 1B)	WAIVER	WFRR(ticket number)‡A(validating carrier)‡RC/(waiver code) *Example* : WFRR **1310123456789** ‡A **JL** ‡RC/ **RTC1234** [Note] Waiver code can also be added into " WAIVER " field on screen 32. [Note] WFRR = Full Refund
Galileo (1G)	A/L AUTHORITY (this field is displayed on the second screen of refund mask)	TRNE(ticket number)/D(issue date)/RF/AA(waiver code) *Example* : TRNE **1310123456789** /D **24MAY21** /RF/AA **RTC1234** [Note] RF = Refund Full, AA = Airline Authority modifier [Note] If waiver code is to be entered in the refund table, please use the "A/L AUTHORITY" field on *TRN2 (second screen).
Worldspan (1P)	A/L AUTHORITY	On "ELECTRONIC REFUND AMOUNT VERIFICATION" screen, type X in "ADDL DATA" box in order to display "ADDITIONAL DATA" screen which contains "A/L AUTHORITY" field.
Apollo (1V)	-	Enter the refund format including waiver code modifier "/WC-". HBRF(ticket number)/RF/WC-(waiver code) *Example* : HBRF **1310123456789** /RF/WC- **RTC1234**
Travelsky (1E)	Remark	In "Remark" field, input "WV/(waiver code) " *Example* : Remark WV/ **RTC1234**