



JAPAN AIRLINES



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New system for alternative flight arrangements in the event of irregularities

Dear Trade Partner,

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

This is to inform you of the installment of automated and self-service system for alternative flight arrangements in the event of irregularities in order to improve customer convenience and to reduce the workload of travel agencies.

1. Effective Date

31st October 2023

2. Applicable Flights

JL Marketing flights (PURE JL flight, JL*/OW flight, JL*/OA flight) cancel / earlier departure / delay.
Non-JL market flights are not eligible for the automated and self-service system, so no automatic transfers will be made.

3. Overview of automated and self-service system

The system automatically searches for alternative flights to avoid MCT shorts on connecting itineraries.

4. Assumed results of automatic transfers after introduction ~ PNR examples ~

① Cases of automatic transfer flights to alternate flights considering MCT due to flight cancellations

Example) Cases of automatic transfer flights to the same flight on the next day due to UN of JL047/20AUG

JL047/20AUG HND HEL UN

JL9335/20AUG HEL PRG UN → Although the operation itself is in place, UN stands in the way of system processing. (※)

JL047/21AUG HND HEL TK

JL9335/21AUG HEL PRG TK

② Cases of automatic transfer flights to alternate flights considering MCT due to flight time change

Example) Cases where TK of JL006/15NOV caused a misconnection with JL7452/15NOV and an automatic transfer to JL7454/15NOV.

JL006/15NOV HND JFK TK

JL7452/15NOV JFK BOS UN → Although the operation itself is in place, UN stands in the way of system processing. (✕)

JL7454/15NOV JFK BOS TK → Subsequent flights reflected on TK as alternate flights

③ Cases of MCT short due to time change but connecting sector is another airline

Example) Cases where JL407/21AUG became TK and misconnected with a connecting flight, but the transfer flight was not automatically made because the connecting flight was another airline.

JL407/21AUG NRT FRA TK

LH198/21AUG FRA BER HK → No automatic transfers are made for other airline's flights.

✕ Since it is not possible to determine from the PNR history whether UN occurs because of cancellation of the flight or the result of an automatic transfer due to a time change, it is necessary to check the schedule using Flight Search.

Please note that if there are no available seats or candidates for alternate flights to be transferred on the flight for which the itinerary is approved, the flight may be terminated at TK or UN, and an alternate flight may not be arranged, or the flight may be transferred to another flight with the MCT short remaining. In such cases, travel agencies will need to arrange alternate flights as is currently the case.

We appreciate your kind support.
Japan Airlines