



JAPAN AIRLINES

JAPAN AIRLINES | PASSENGER CONTACT DETAILS AND JAL SMS NOTIFICATION SERVICE

Dear Agent,

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

We wish to remind all agents of the IATA Resolution 830d regarding the input of a passenger's mobile phone number and / or email address in the related PNR. Please be thorough when collecting and inputting the passenger contact details in SSR CTCM / CTCE / CTCR.

In addition, please note that Japan Airlines has launched an SMS notification service as a new communication tool for updating customers about important information.

NEW Please note the SSR CTCE / CTCM that is input by a GDS other than Amadeus will be stored in the PNR by JAL. Only the first mail address and telephone number can be held by JAL, so even if a passenger has multiple SSR CTCE / CTCM, then JAL will only send one email and one SMS to the first mail address and telephone number.

Please kindly share the correct handling process below to all concerned in your Agency.

1. Effective Date

Immediately

2. Target PNRs

All PNRs which include JAL and other airlines (for Inclusive Tour PNRs, please input contact details for the tour conductor or agency representative).

3. Message Reason

When the following events occur, we will communicate by email or SMS according to the contact information entered on the PNR:

- Flight Cancellation (major schedule changes) / Alternative Flight (departure within 72hours).
- Schedule changes (the day before or on the same day of the flight).

4. Input Content

Input one of the following to SSR code "CTCM / CTCE / CTCR":

- CTCM = Mobile phone (a number which can be accessed during travel).
- CTCE = E-mail address (an e-mail address which can be accessed during travel).
- CTCR = Refused (please only input if the customer refused to provide contact details).

Input Example

Passenger name: OZORA/WATARUMR

Phone number: 090-1234-5678

E-mail address: o_z.wataru@freeweb.com

a. CTCM Input Method When Using Amadeus

①SR ②CTCM - ③819012345678 (/④JA) /⑤P1

① SR (fixed)

② CTCM (fixed)

③ Phone number including country code

④ Preferred language code (not obligatory)

⑤ The number of the passenger

PNR display = [SSR CTCM JL HK1 819012345678/JA]

b. CTCE Input Method When Using Amadeus

①SR ②CTCE - ③O..Z.WATARU//FREEWEB.COM (/④JA) /⑤P1

① SR (fixed)

② CTCE (fixed)

③ Email address *

④ Preferred language code (not obligatory)

⑤ The number of the passenger

* Please change the following symbols in email addresses:

"@" ⇒ "//"

"-" ⇒ "./"

"_" ⇒ ".."

PNR display = [SSR CTCE JL HK1 O..Z.WATARU//FREEWEB.COM/JA]

c. CTCR Input Method When Using Amadeus

①SR ②CTCR - ③NO CONTACT INFORMATION /④P1

① SR (fixed)

② CTCR (fixed)

③ Free format

④ The number of the passenger

PNR display [SSR CTCR JL HK1 NO CONTACT INFORMATION]

Confirmation of Notification Status

Notification status is reflected in the PNR HISTORY as follows:

- If the transmission was successful:

007 AR/RMN A SC JL668 OK/OZORA WATARUMR 002 SMS PNE/JL/C50D220A2A33/0
007 RF-NOTIF CR-MUC1A0701 00000000 16MAR0222Z

- If the notification was not delivered:

027 AR/RMN A MN(MN) JL372 NOK/OZORA WATARUMR 009 SMS PNE/JL/C50D3326485D/0
027 RF-NOTIF CR-MUC1A0701 00000000 16MAR0222Z

For queries about how to enter SSR code, please contact to each GDS help desk.

We appreciate your understanding and cooperation.

Best regards,
Japan Airlines