



HKGSSU 20-003/GI  
07 April 2020

To: BSP Agents  
Subject: Special handling of international tickets following the situation of the Coronavirus (COVID-19)

Please be informed that with immediate effect, special handling for international tickets (changes/refunds) of Japan Airlines international flights is as follows.

This Sales notice is the replacement of JL Sales Notice HKGSSU **19-036/GI** dated 19MAR20,

Eligible Flights	All JAL Flights to/from Japan (all Destinations)	JAL Flight reduction (all Destinations)
Eligible Ticket	Ticket issued by Japan Airlines starting with "131"	
	① Issued on/before 28FEB2020 ② Issued between 29FEB20 to 06MAR20 ③ Applicable if requested on/after 18MAR20 ④ Applicable if requested on/after 07APR20	Confirmed reservation become UN status for reduced flights
Eligible Departure date	① Between 28FEB20 to 30APR20 ② Between 20MAR20 to 30APR20 ③ Between 06APR20 to 30APR20 ④ Between 01MAY20 to 31MAY20	From 04FEB20 to 30JUN20
	*Including International tickets with Japan Domestic sectors only	
Involuntary rebook date	on/before 30JUN20	
Remarks	There is no limitation of ticket issue date if the passenger is subject to immigration restriction or is forced to isolate him/herself due to quarantine reasons.	NIL
	*HKG sales office only handle ticket issued in HKG, SZX & XMN.	
AUTH code	<b>WI9047</b>	<b>WI9039</b>

### Involuntary Rebooking

Passenger with eligible tickets can change the departure day ONCE and whole itinerary has to be completed by 30JUN20.

No-show passenger is not eligible for the waiver.

**Enter "AUTH WI9039" or "AUTH WI9047" in the "ENDORSEMENT" when reissue.**

**Involuntary Refund**

Regardless of tickets rules and conditions, we accept refunds without any fees.

No-show passenger is not eligible for the waiver.

Enter "AUTH WI9039" or "AUTH WI9047" in the "WAIVER CODE" section when auto refund.

**Procedure**

If ticket meets the criteria of involuntary rebooking and refund as above table listed, please ensure the correspondence authorization code input as "waiver code" or enter in "endorsement" when process ticket reissue or refund by agent end.

It is NOT necessary to obtain waiver code each time from JL Agency desk ([aor.agencydesk@jal.com](mailto:aor.agencydesk@jal.com)) and NOT require to submit agency coupon or refund notice after involuntary change.

**Applicable Flight and Classification of AUTH code**

① **AUTH WI9039** stand for Flight reduction related

Original flight to/from Japan (all destinations) was flight cancelled between 04FEB20 – 30JUN20.

Please take note to UN/TK status in the PNR. For details, please refer JL website for latest information.

\*HKG sales office only handle ticket issued in HKG, SZX and XMN.

② **AUTH WI9047** stand for all flight to/from Japan affected by Coronavirus

Original flight to/from Japan (all destinations) between 28FEB20 – 31MAY20 and eligible ticket refer to this Sales Notice HKGSSU 20-003/GI dated 07APR20.

**Note of incorrect handling**

For those special handling of involuntary reissue/refund ticket without authorize number input in "waiver code" section or "endorsement" section or incorrect handling which is out of the criteria mentioned. ADM will be raised.

**For Query**

If you are ticketing agent, please email to [aor.agencydesk@jal.com](mailto:aor.agencydesk@jal.com) for query.

If you are booking agent, please contact your ticketing agent for handling.

We appreciate your understanding and cooperation.

Thank you for your kind attention.

Passenger Sales & Marketing  
Hong Kong Macau & Southern China  
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Incorporated in Japan