



HKGSSU 20-016/GI

19 June 2020

To: All BSP Agents

Subject: ADM Policy reminder – un-ticketed segment of GDS PNR handling

Recently, an increase in unnecessary un-ticketed segments in GDS PNRs was found and we would like to request agents to remove the following JL and NU* segments from GDS PNRs.

*NU: Japan TransOcean Air (a JAL group airline)

**-Segments with status codes HK/KK/TK which are not going to be ticketed.
Inactive segments with status codes of HX, UN, UC, NO, YK, DS etc.**

Please note that even UN segments that are removed, PNRs will not be purged before the original flight departure date. All group bookings shall also be handled in line with the above policy.

*For Sabre users, please note that inactive segments YK, DS are not permitted for JL/NU segments. Should you please keep notes on this and we recommend you to use the OSI function.

For your reference, please refer to the **JAL Booking Policy** and **ADM Policy** shown below:

JAL Booking Policy**Article16. Inactive GDS segments**

Unnecessary segments must be cancelled including inactive segments with status codes of HX, NO, UC, UN etc. at least 24 hours prior to flight departure.

JAL ADM policy**4. Violation for booking**

When the corresponding action is detected, ADM will be issued according to the amount specified for each item.

Inactive GDS Segment	Article16	For failure to remove the un-ticketed/unwanted active/passive segments at least 24 hours before departure	USD50 Per segment /per passenger
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We appreciate your understanding and cooperation.

Thank you for your kind attention.

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