



HKGSSU 20-018/GI

24 JUN 2020

TO: All BSP Agents

SUBJ: Expand notification service to passenger (SMS/LINE)

In accordance of IATA RESO 830d policy, SSR CTCM/CTCE/CTCR data input to PNR and require agent to actively ask the customer to provide their contact details for the purposes of contacts in an operational disruption. Please disseminate the handling regarding mandatory input of SSR CTCM/CTCE/CTCR on issuing ticket to all whom concerned.

Japan Airlines pleased to introduce SMS/LINE notification which provides four notification services including current service of Email/JAL app.

### ■Applicable PNR

PNRs contains JL flights operates by JL (except Group PNR)

### ■Input SSR code "CTCM/CTCE/CTCR"

CTCM...Mobile phone (phone number available during travel)

CTCE...E-mail address (E-mail address available during travel)

CTCR...Refused (Please input only when customer refused to provide their contact information)

### ■Service Content

Notification Content	Email	SMS	LINE	JAL app
(1) Schedule change	•	•	• (*1)	• (*2)
(2) Seat number change	•	•		
(3) Flight information	•	•		•
(4) Notification on day of departure	•	•		•

(\*1) Available only for International flight PNR created in Japan region.

(\*2) Available only for flight close to departure

### ■Important Note

When only SSR/CTCM registered, SMS will send to SSR/CTCM. (except APN/M registered)

When multiple SSR/CTCM registered, only first SSR/CTCM to be sent.



■For details, please refers JL web site below

① Notifications regarding to the customer reservations

<https://www.jal.co.jp/jp/en/inter/notification-service/index.html>

② Notification to Mobile Phone Number (Flight Information Service)

<https://www.jal.co.jp/jp/en/inter/flight-information-service/>

Regarding entry method of enter SSR code, please contact corresponding GDS help desk.  
Please feel free to contact our sales representative if any further queries or clarifications.

Thank you for your kind attention.

Passenger Sales & Marketing

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