



HKGSSU 20-020R/GI
13 AUG 2020

TO: All BSP Agents

SUBJ: Remind to input SSR CTCM/E/R data in PNR & SMS Notification Service
Introduction for Schedule Change/Flight Irregularity

Japan Airlines wishes to remind the IATA policy regarding SSR CTCM/E/R data input to PNR. As per the revised IATA RESO 830d with effective on 1st June 2019, input of CTC data will be tightened and institutionalized through acquisition and confirmation of customer contact information and mandatory input of SSR CTCM/E/R in issuing ticket. In addition, Japan Airlines would like to inform you the introduction of our Short Message Service (hereinafter SMS) notification function of schedule change and flights irregularity information. Please kindly full disseminate again the following handling to all whom concerned.

■The effective date

Immediately

■Target PNR

All PNRs which include JAL and the other airlines. (※)

※As for Inclusive tour PNR, please input tour conductor or representative's contact.

※The detail of the SMS notification please refer to below "SMS Notification Service Function"

■Input content

Input one of the following to 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 the case customer refused to be provide their contact information)

※Those handling are left to the each airline.

(Attention)

The SSR CTCE/CTCM that is inputted by other GDS except 1A will be stored as other element in the PNR at JAL side. Moreover, only one contact information can be stored under each SSR code (CTCM/CTCE/CTCR) at JAL side. If 1 passenger has multiple SSR CTCE/CTCM, JAL will send email and SMS to each **first** mail address and telephone number.



(Input example)

Passenger name : OZORA/WATARUMR

Phone number : 090-1234-5678

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

(Input Method When using Amadeus)

CTCM

SR CTCM - 819012345678 (/JA) /P1

① ② ③ ④ ⑤

①SR (fixed) ②CTCM (fixed) ③Phone number including country code

④Preferred language code (Japanese/English) *Not compulsory

⑤The number of the passenger

PNR display SSR CTCM JL HK1 819012345678/JA

CTCE

SR CTCE - O..Z.WATARU//FREEWEB.COM (/JA) /P1

① ② ③ ④ ⑤

①SR (fixed) ②CTCE (fixed) ③Email address*

④Preferred language code (only when wish)

⑤The number of the passenger

*Please change the following symbols in email address.

@ ⇒ "//"

- ⇒ "./"

_ ⇒ ".."

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

CTCR

SR CTCR - NO CONTACT INFORMATION /P1

① ② ③ ④

①SR (fixed) ②CTCR (fixed) ③Free format ④The number of the passenger

PNR display SSR CTCR JL HK1 NO CTNTACT INFORMATION

*Regarding entry how to enter SSR code, please contact corresponding GDS help desk.



■SMS Notification Service Function

1. Effective date

Immediately

2. Eligible flight

- JL Group Flights

- JL marketed codeshare flights operated by other carriers

(Excluding flight irregularity information)

※Other carrier marketed codeshare flights operated by JL are not eligible.

3. Eligible PNRs for notification

PNRs which have entered “SSR CTCM” for SMS notifications

* If an email address is also registered in the PNR, both email and SMS will be sent at the same time.

4. Notification content

Schedule change SMS will be sent when PNR status changed of International flights.

When flight irregularity information issued, will be informed by SMS to the contact information entered. Please refer to the table below.

【Notification content】

	Event	Timing of SMS sent and eligible status
Schedule change (*1)	Cancellation /with alternative flight	When the PNR status change occurs within 72 hours before flight departure time(UN/TK reflected)
Flight irregularity (*2)	Cancellation	After the flight irregularity disclosure on the day before or on the same day of the flight
	Delay	

*1 : For JL marketed codeshare flights operated by other carriers, SMS will not be sent within 24 hours of STD.

*2 : JL marketed codeshare flights operated by other carriers are not eligible for SMS transmission.

5. Language

Japanese and English are available when specified in the registration of “SSR CTCM” for SMS notification. If language other than JA or EN is registered, message will be sent in English.

Thank you for your support of Japan Airlines.

Please feel free to contact our sales representative if any further queries or clarifications.

Thank you for your kind attention.

Passenger Sales & Marketing

Japan Airlines Co., Ltd.

Hong Kong, Macau & Southern China

Incorporated in Japan.