



HKGSSU 20-023/GI
22 September 2020

To: All BSP Agents
Subject: Reminder of Coronavirus (COVID-19) special handling for international tickets

Since found that there is some cases wrongly input waiver code into incorrect section and ADM charged. Please be reminded that the following COVID-19 special handling of Japan Airlines' international ticket.

For full version of special handling, please refer to JL Sales Notice **HKGSSU 20-022/GI** dated 08 September 20.

Involuntary Handling

Enter "WI2001" in the "ENDORSEMENT" when reissue.

Enter "WI2001" in the "WAIVER CODE" section when auto refund.

Procedure

If ticket meets the criteria of involuntary rebooking and refund, please ensure the correspondence authorization code input as "endorsement" or enter in "waiver code" respectively 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) and NOT required to submit agency coupon or refund notice after involuntary change.

Note of incorrect handling

For those special handling of involuntary reissue/refund ticket without authorize number input in correct section. ADM will be raised without prior notice.

For Query

If you are ticketing agent, please email to 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
Japan Airlines Co., Ltd
Incorporated in Japan