



HKGSSU 20-023R/GI

02 NOV 2020

To: All BSP Agents

Subject: Reminder of Coronavirus (COVID-19) special handling for international tickets

Since some cases are found that waiver code has been input 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 20-024/GI** dated 05October20. This Sales notice is the replacement of JL Sales Notice HKGSSU 20-023/GI dated 22September20.

Involuntary Handling

(i) For reissue: Enter "WI2001" in the "ENDORSEMENT" box.

(ii) For auto refund: Enter "WI2001" waiver code corresponding to Agent's GDS. (refer below table)

GDS	Input column of waiver code	Remarks
Amadeus (1A)	"WA"	1A Entry: TRFU/WA <u>WI2001</u> ← underline is waiver code
Sabre (1B)	"WAIVER"	waiver column cannot add with a space
Galileo (1G)	"A/L Authority"	1G entry: *TRN 2 & input waiver code
Worldspan (1P)	"A/L Authority"	-
Travelsky (1E)	"Remark"	-

For further entry query of each GDS, please contact your GDS helpdesk for details.

Procedure

If ticket meets the criteria of involuntary rebooking and refund, please ensure the correspondence authorization code input in endorsement box (for rebooking) or enter in correct waive/authorize column of each GDS (for 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.

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