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1. Account and User Management

This chapter explains account-related operations, including logging in, new registrations, and adding users.

1.1. Login/Password Settings

1.1.1. How to Login/Logout

Login

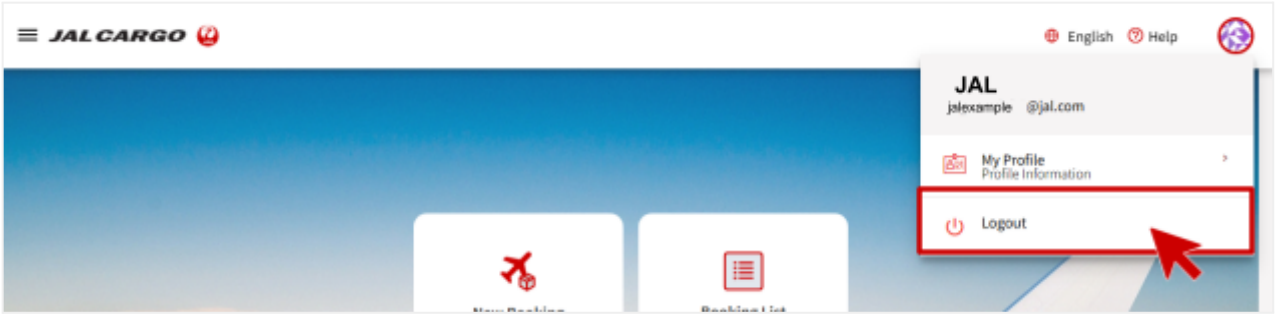
Open JAL e-Cargo (https://prd.jal-ocp.champ.aero/jal-intl-portal/#/pre-login/track-news/search) and log in using the Login button at the top right of the screen.

Accounts that have not been logged into for 90 days are automatically locked. If you wish to resume using the account, please request JAL staff to reactivate it.



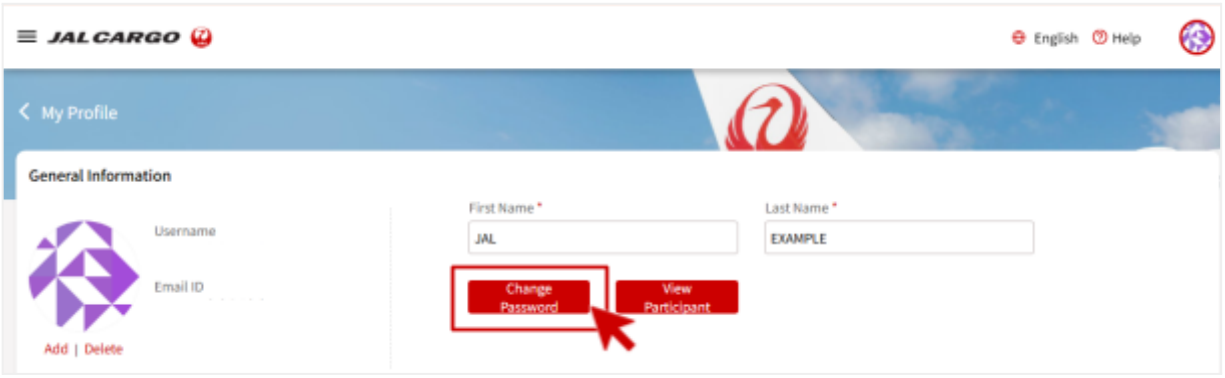
Logout

Click Logout from the menu under the icon at the top right of the screen.



1.1.2. Password Reset

You can set your password by going to My Profile from the menu under the icon at the top right of the screen, then clicking the Change Password button. Password settings rules are as follows:



1. Minimum of 9 characters.
2. Include at least one uppercase letter.
3. Include at least one lowercase letter.
4. Include at least one number.
5. Include at least one special character.
6. Must not be the same as the previous password.

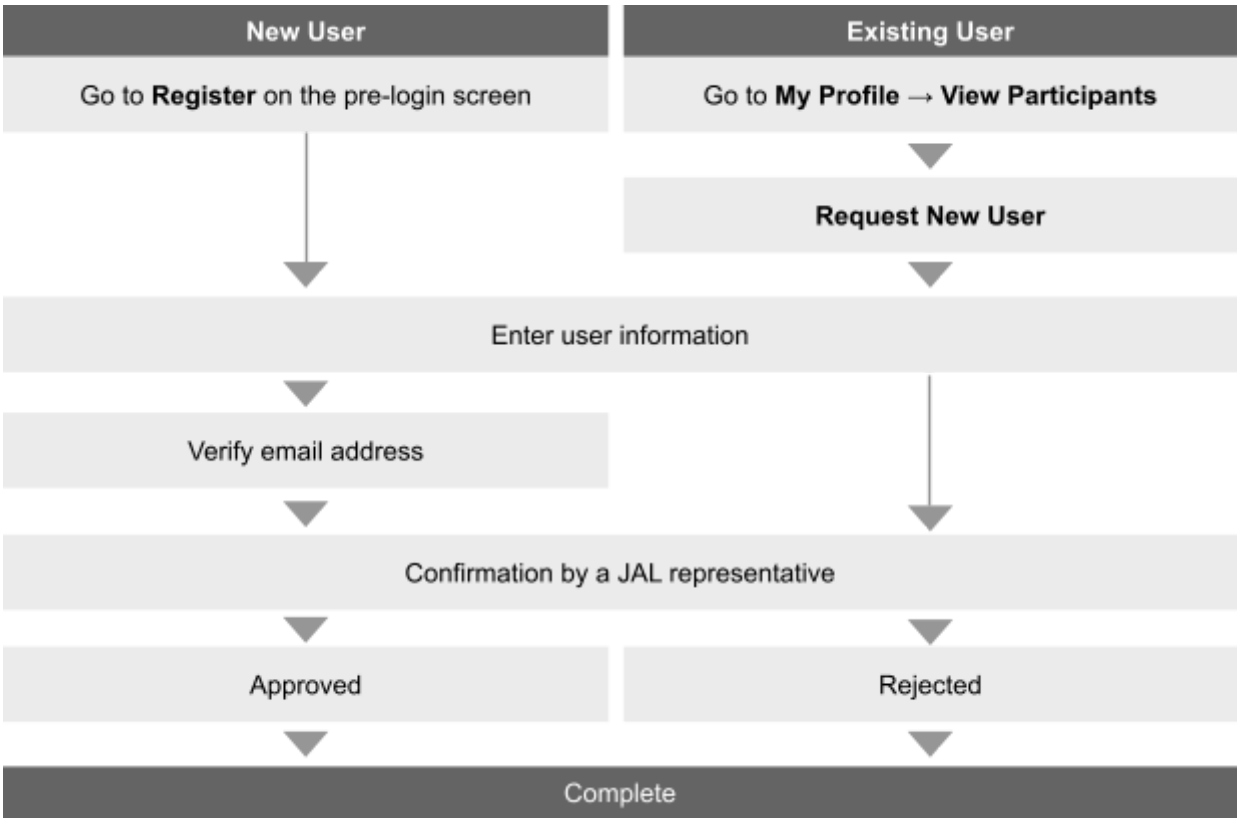
Example: "P@ssword123"

Passwords expire 90 days after creation and will automatically expire based on this period. The portal will send a password reminder email to each user three times before the password expires (14 days, 7 days, and 1 day before expiration).

1.2. New Account Registration

1.2.1. Flow for New Account Registration

There are two methods for new account registration: 1) Application by a new user and 2) Application by an existing user. Please note that account issuance takes time as it requires approval from a JAL representative after the application.



1.2.2. How to Apply as a New User

1) Proceed to the Register screen

Open JAL e-Cargo (https://prd.jal-ocp.champ.aero/jal-intl-portal/#/pre-login/track-news/search) and proceed to the Register button at the top right of the screen.



2) Input user information

Enter your user information on the Register screen and click the Submit button. You will receive an email to verify your email address (Subject: Registration for jal - Confirm your email address). Clicking the URL in the email will send your application information to a JAL representative.

3) Confirmation/Approval by JAL representative

A JAL representative will review the application details and you will receive an email notification once approved.

1.2.3. How to Add a User by an Existing User

1) Proceed to the View Participant screen with an existing user account

Log in with an existing user account and proceed to Icon > My Profile > View Participant at the top right of the home screen.

2) Input user information on the Request New User screen

From the View Participant screen, proceed to Request New User, enter the new user's information, and click the Submit button to send the application to a JAL representative.

3) Confirmation/Approval by JAL representative

A JAL representative will review the application details and you will receive an email notification once approved.

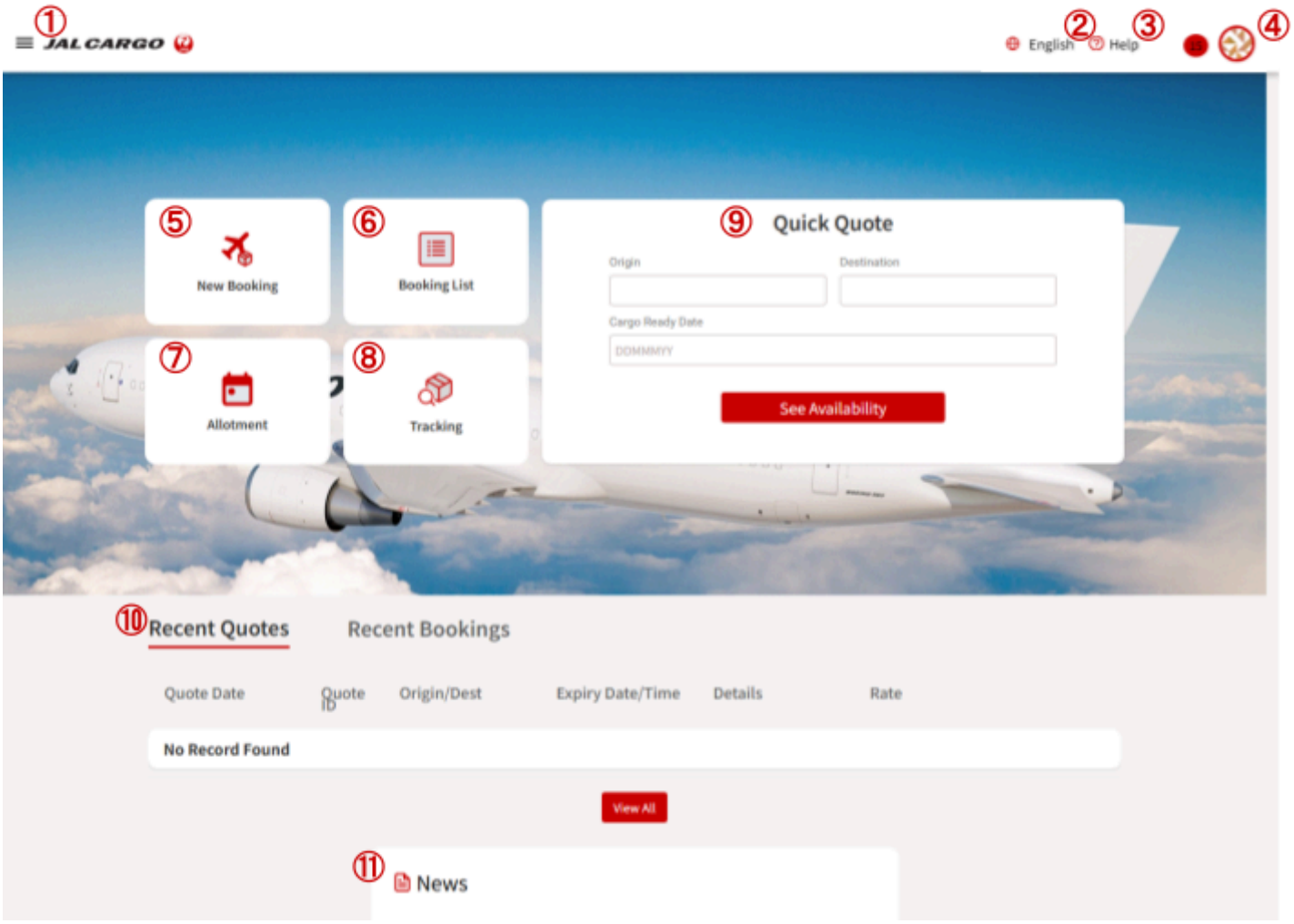
1.3. Changing My Profile

Click the icon at the top right of the home screen and go to My Profile to view your account information. Here you can change your password and view a list of users linked to the same Account Number. Please refer to How to Add a User by an Existing User for adding users.

2. Basic Portal Operations

This chapter explains how to operate the booking portal home screen and side menu.

2.1. Home Screen Layout



Item	Description
① Side Menu	
② Language Toggle	Allows switching between Japanese/English/Chinese
③ Help Button	Downloads the system operation manual
④ User Menu	Access My Profile settings and logout
⑤ New Booking	Proceed here for new quotation requests
⑥ Booking List	View your booking history
⑦ Allotment	Proceed here for allotment cargo bookings

⑧ Tracking	Navigate to the cargo tracking page
⑨ Quick Quote	Use the Quick Quote function by entering Origin/Dest/Expected Pickup Date. Please refer to Using Quick Quote for details.
⑩ Recent Quote / Bookings	View recent quotation and booking history
⑪ News	List of announcements from JAL

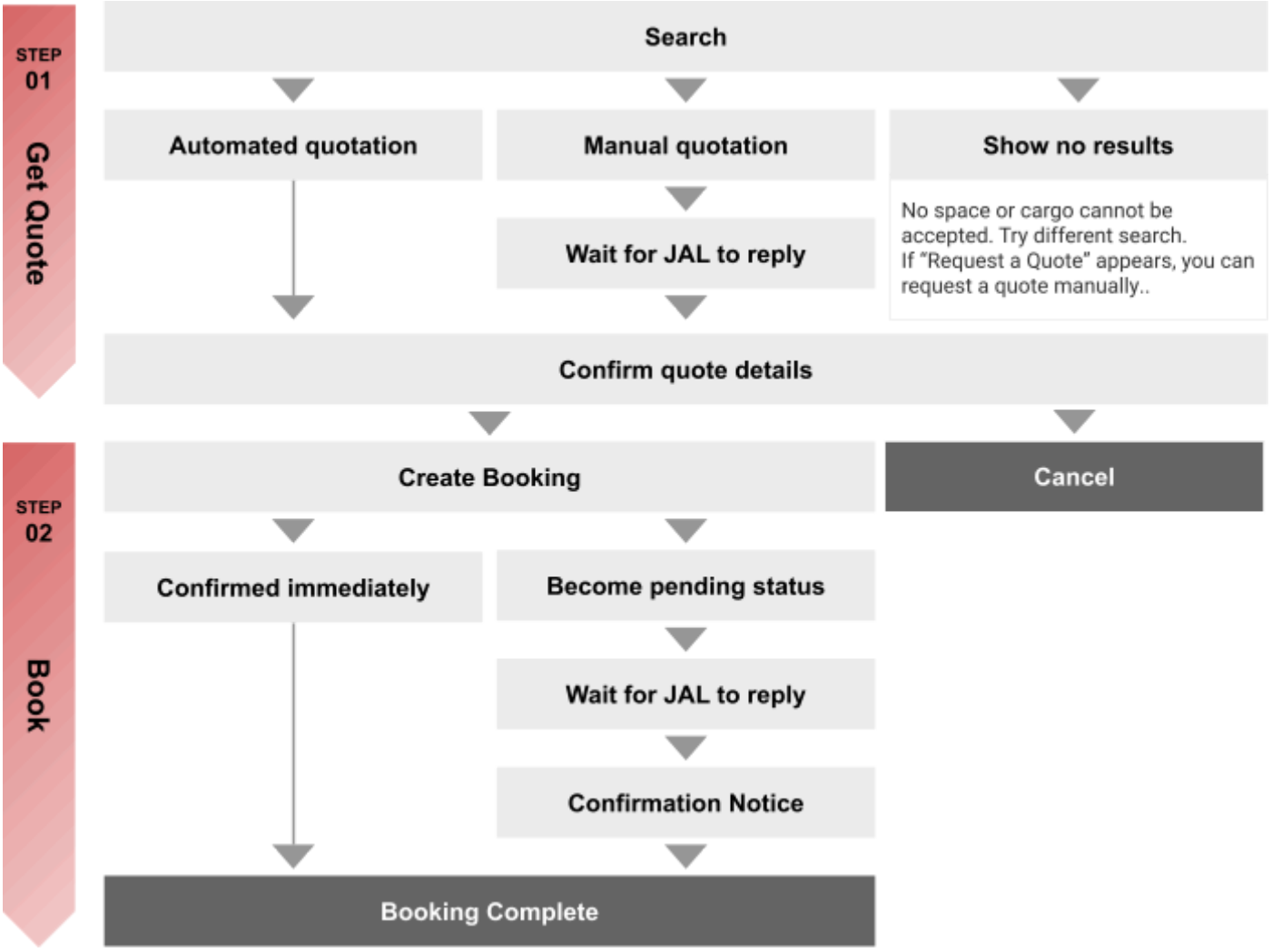
2.2. Side Menu Layout

Main Category	Sub Category	Description
① **Home page**		Return to home screen
② **Bookings**	**Spot Bookings**	Spot cargo booking
	- Quick Quote	Proceed to Quick Quote search screen
	- Create	New quotation request
	Allotment Bookings	Allotment cargo booking
	- Manual Booking	Individual registration of allotment MAWB
	- File Upload Booking	Register multiple MAWBs using a template
	- View List of File Uploads	View upload history and registration results
	- Manage Allotment Bookings	Register Forecast/Final volume for allotment cargo
	View Inquiry	List of quotations (cases before MAWB registration)
	View Bookings	List of booking history (cases with MAWB registered)
③ **Track Shipments**		Cargo tracking
④ **Upload Document**	**Search**	Document upload history list
	Upload	Document upload
⑤ **Proof List**		Check settlement list
⑥ **AWB Correction**	**Search**	CCA history list
	Create	Submit CCA request
⑦ **FAQs**		Frequently Asked Questions
⑧ **Contact Us**		Inquiry Form

3. Spot Cargo Quotations and Booking

Spot cargo booking is the process of inputting the origin, destination, date, weight, etc., and requesting a booking by selecting a flight from the search results. This chapter explains the flow from **New Quotation Request → Confirmation of Quote → Booking Request → Confirmation / Pending**.

3.1. Spot Cargo Booking Flow

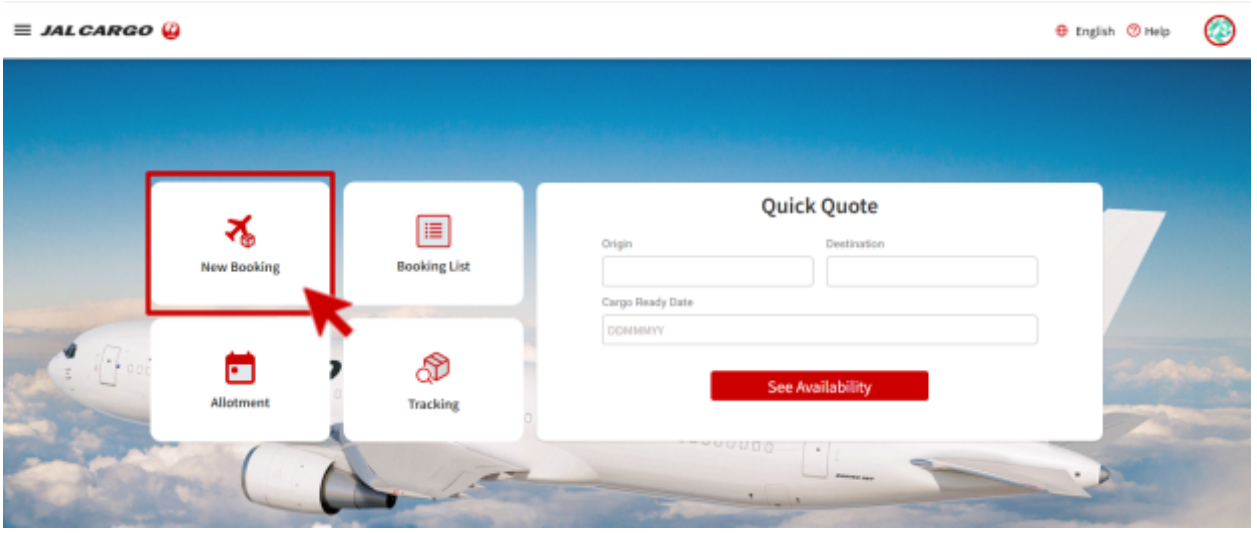


3.2. New Booking Procedures

3.2.1. Quotation

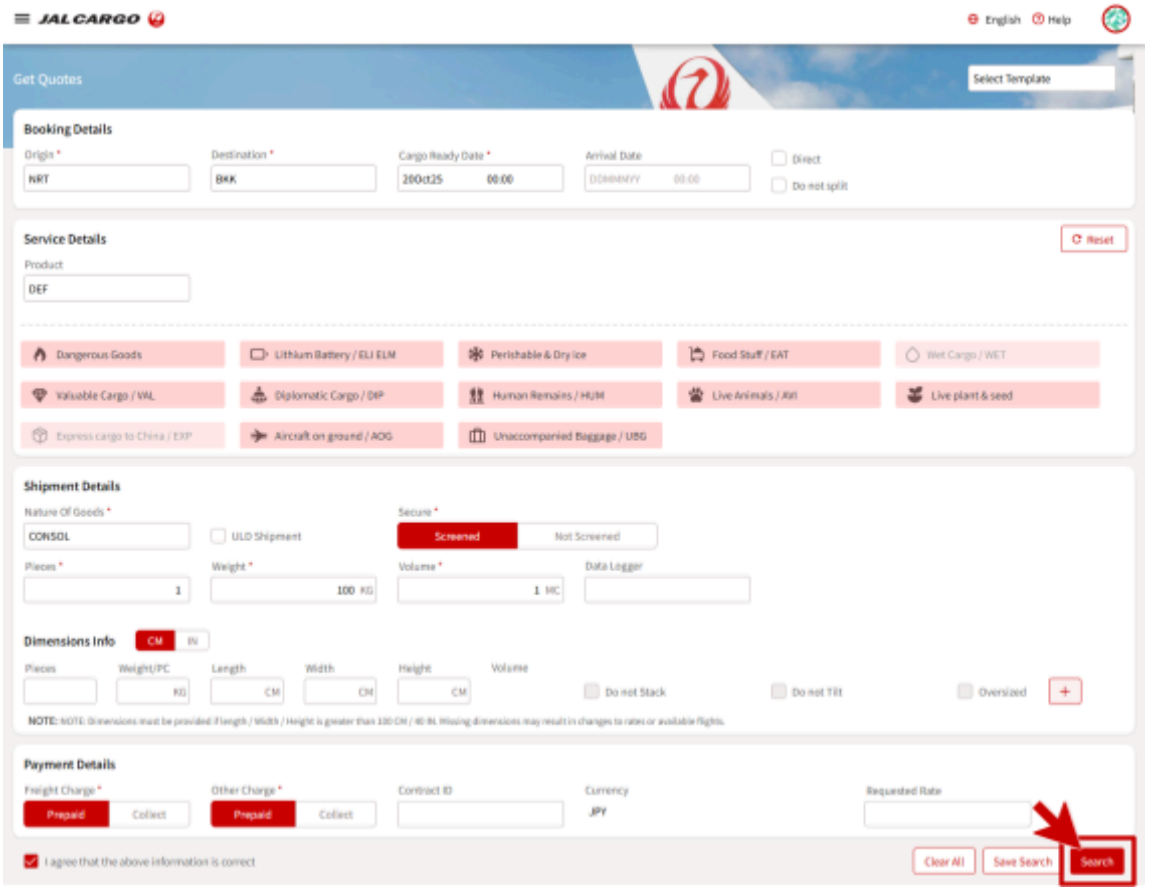
1) Proceed to New Quotation Request screen

Proceed to the New Quotation Request screen from New booking on the home screen or Booking > Create on the side menu.



2) Input information

Enter the required items such as origin, destination, piece count, weight, VOL, and commodity information, then press Submit. Please refer to Detailed Booking Methods by Commodity Type for input methods by commodity.

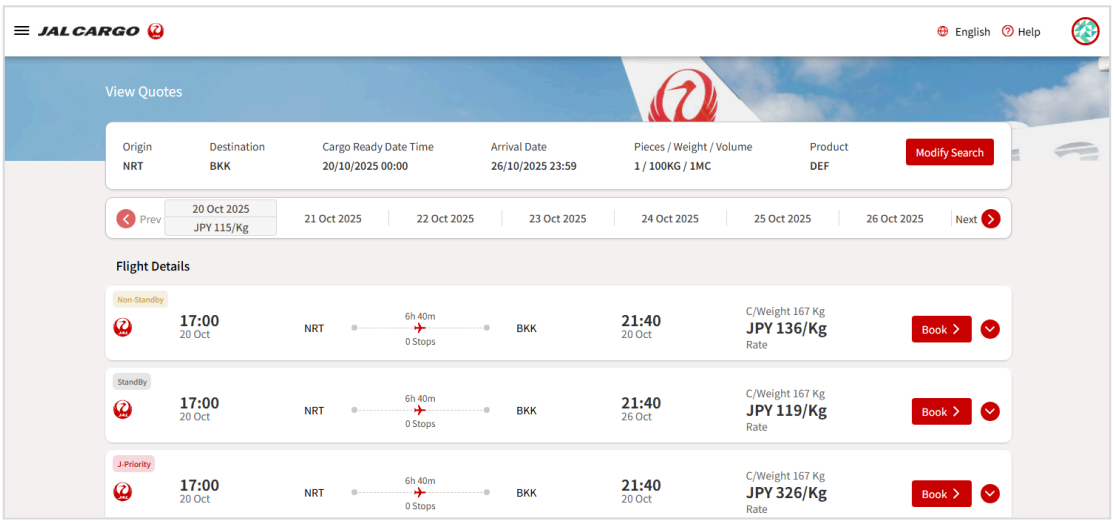


3) Check quotation results

When you press Submit, one of three screens will appear depending on the content and results of the quote: "Flight List", "Sales person is checking", or "No result". Please note that the subsequent quotation process will vary depending on the screen.

► Flight List screen

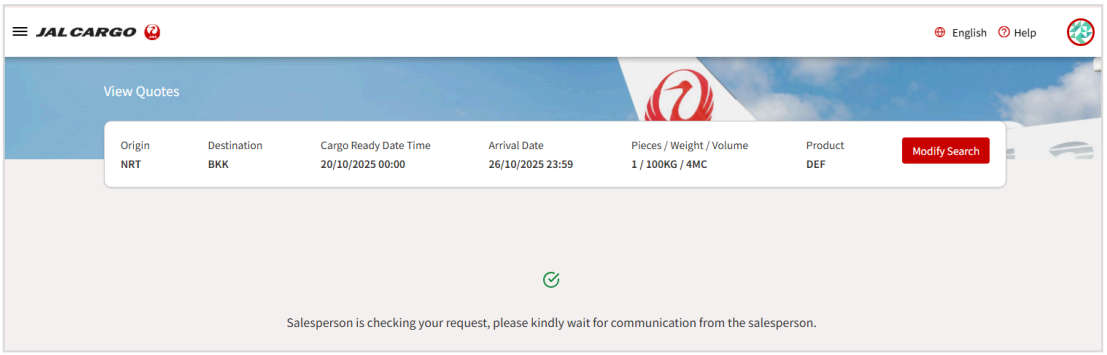
Available flights and rates will be presented. They are displayed by transport condition below; please proceed with your booking from "Book".



Transport Condition	Description
① Non-Standby	Loading will be carried out on the displayed flight
② Stand by	Loading will be carried out as standby within the displayed period
③ J-PRIORITY	J-PRIORITY (guaranteed loading) service
④ FPC	Service involving long-term standby (First Pick up Cargo) * Note: This is a standby period of about one week. Please be aware that only the first flight is displayed on the screen.

► **"Sales person is checking..." screen**

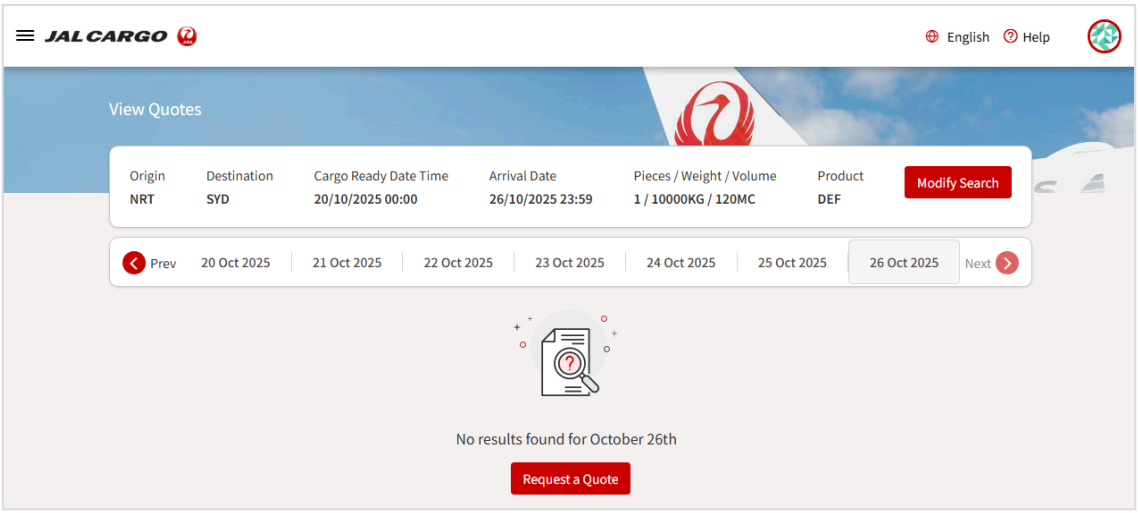
For cargo requiring special handling, a JAL representative will review the quotation details and provide a response regarding flights and rates. You will receive a notification email once the JAL representative has completed the quotation, after which you should check the results on the booking portal.



► **No result screen**

The "No result" screen appears when there is no available flight space or for cargo that cannot be loaded on our flights, such as items subject to an embargo. Please search again with different conditions.

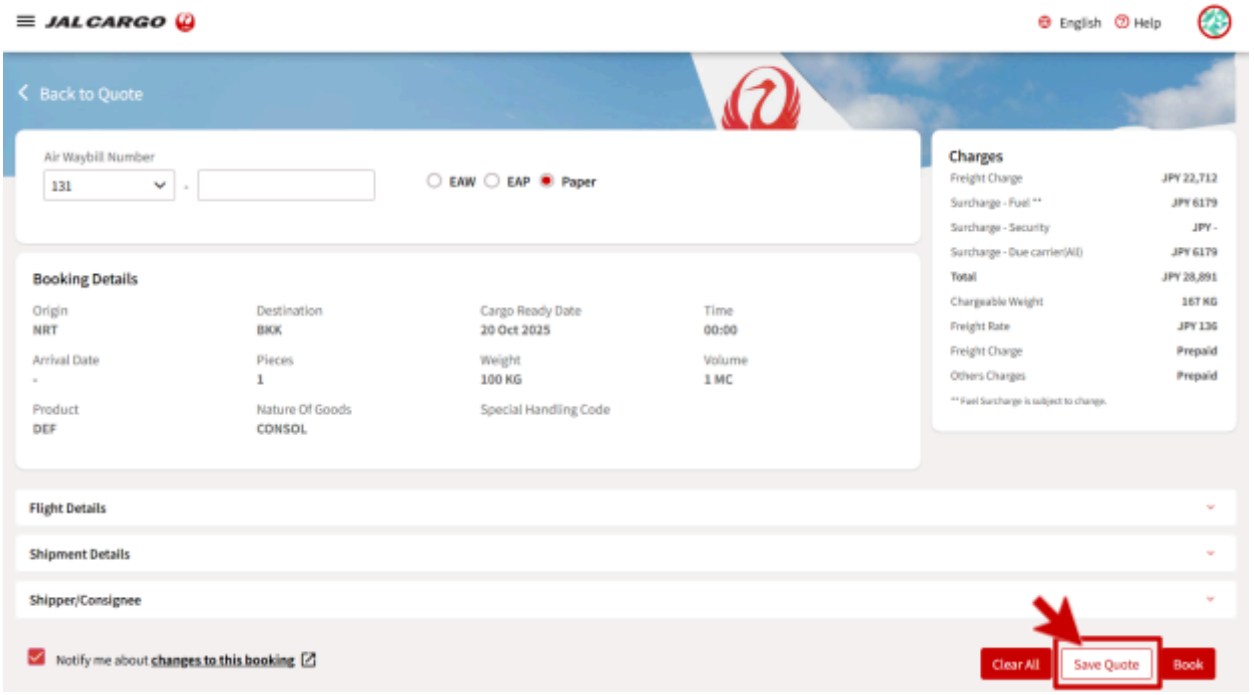
If a Request a Quote button appears at the bottom of the No result screen, you can also request a quotation response from a JAL representative.



4) Confirm quotation details

Select the transport condition from the Flight List screen and press "Book" to display the Booking Details screen.

Pressing the "Save Quote" button at the bottom of the screen allows you to save the quoted amount for 24 hours. Please note that after 24 hours, you will not be able to use that quote for a booking, so you will need to re-quote. Please be aware that only the amount is saved; space is not secured.



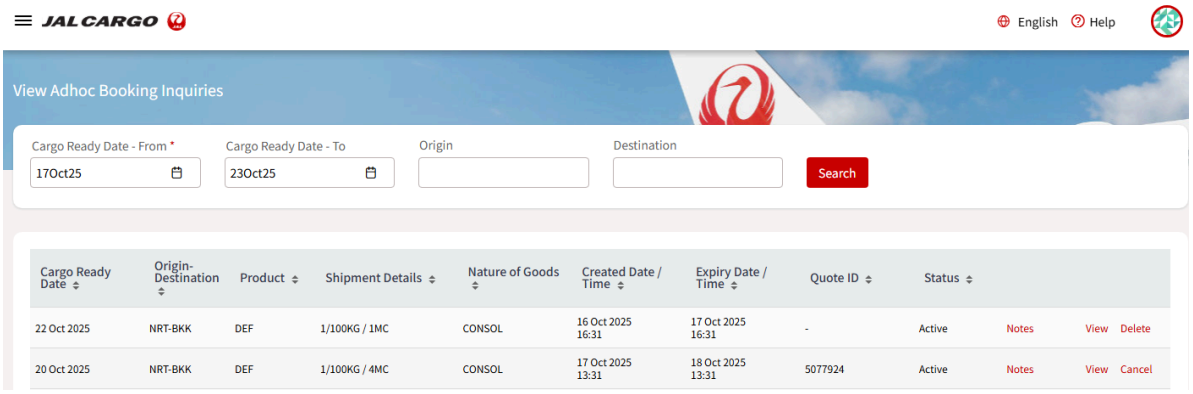
Quotation responses from JAL representatives and quotes saved via "Save Quote" can be viewed in detail from Booking > View inquiry in the side menu.

How to use the View inquiry screen

You can check the list of quotes by going to Bookings > View inquiry from the side menu.

You can check the quote details using the View button and cancel a quote request by clicking the Cancel button.

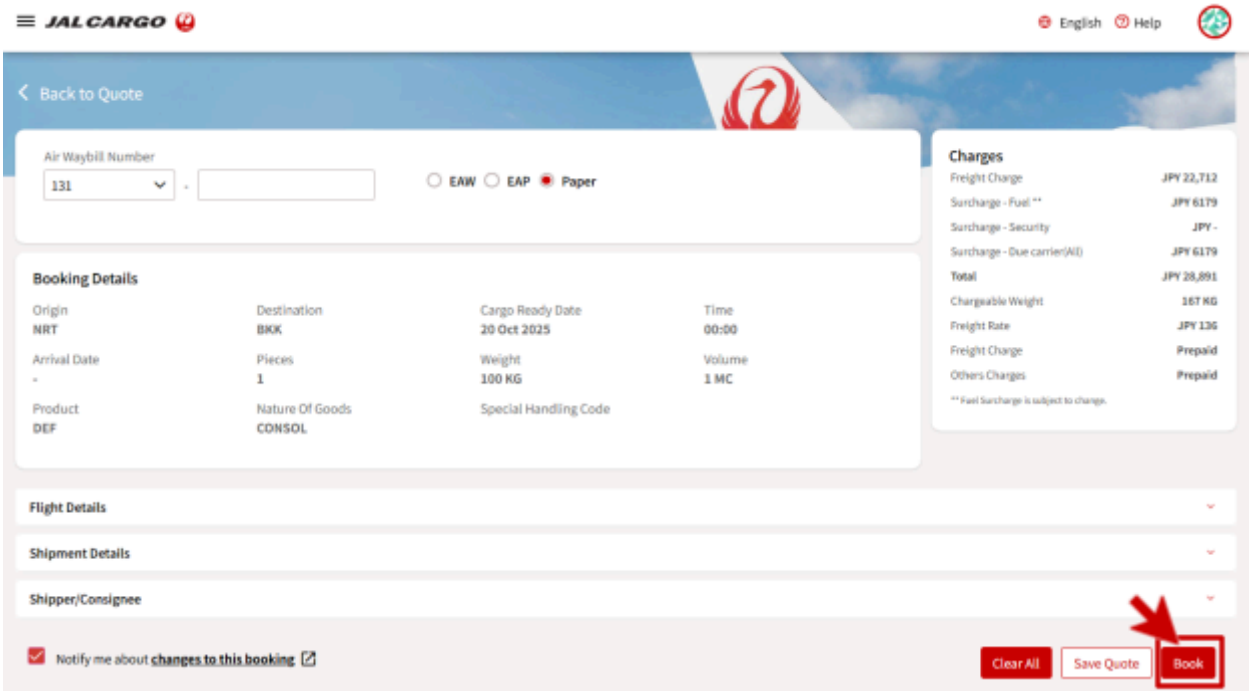
Additionally, you can enter any notes using the Notes function (content entered in Notes will not be notified to the JAL representative).



3.2.2. Booking Request

- **Master Registration**

Clicking Create at the bottom of the Quote Detail screen will navigate you to the MAWB registration screen. There are two ways to register a MAWB: (1) Direct entry or (2) Automatic numbering (press Book leaving it blank).



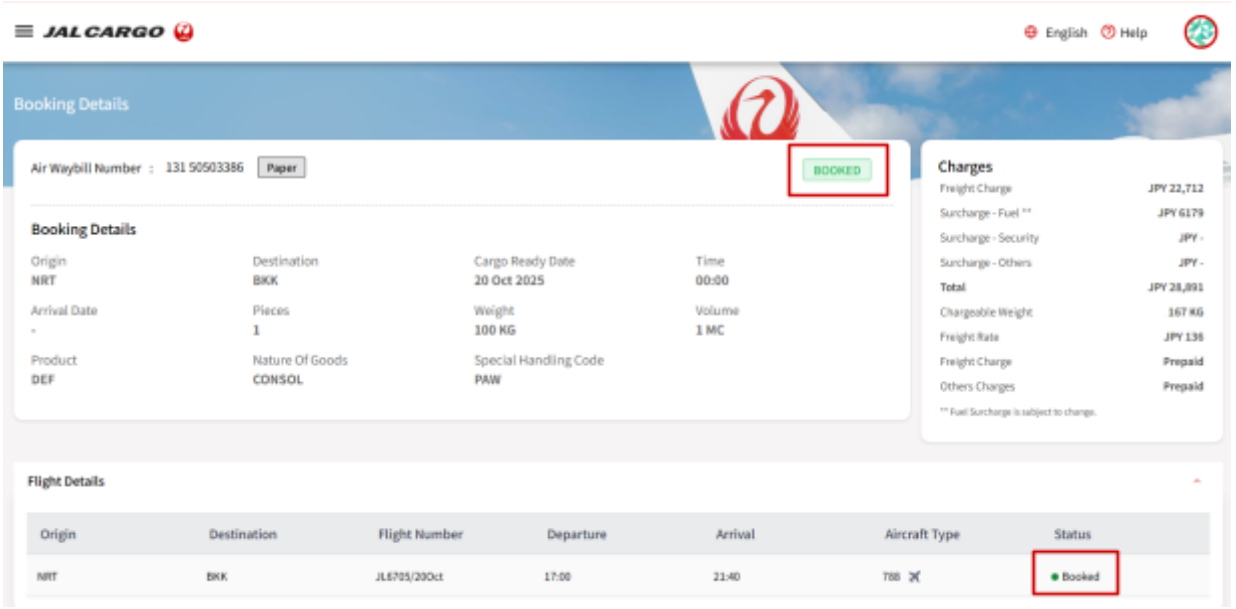
⚠ Notes regarding cargo bound for China ⚠

MAWBBefore registration, please check the MAWB usage history using the AWB number check service for China (URL:https://www.cargoweb.jal.co.jp/JalCargoWeb/chinaAwb.do) before making a booking.

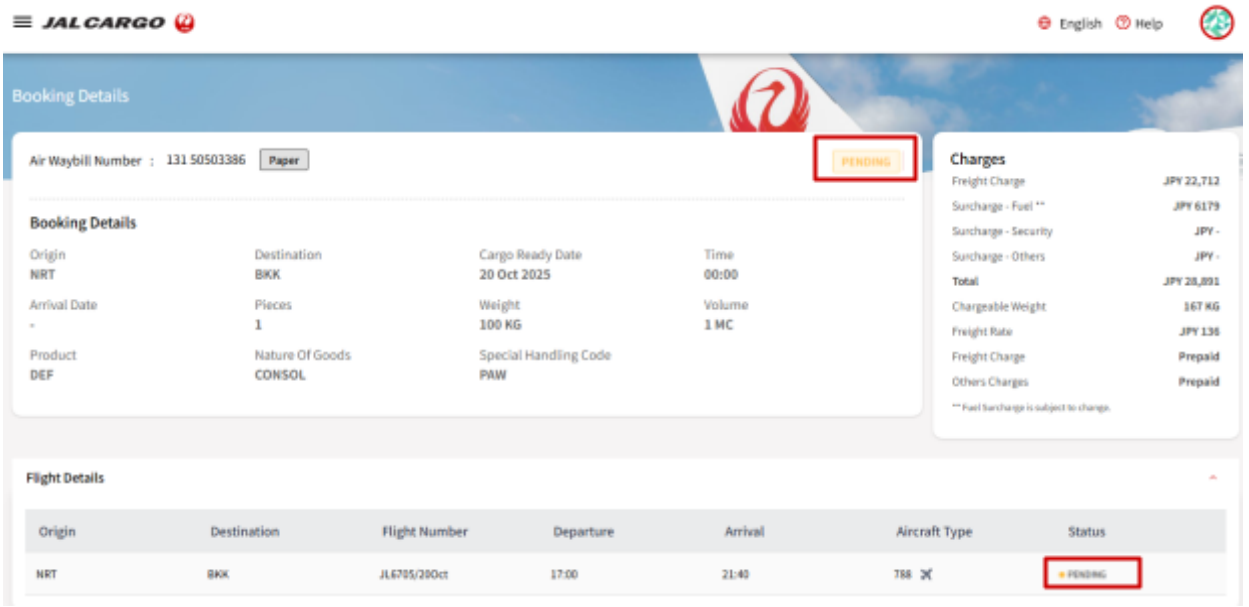
- **Booking Result Confirmation**

Bookings for which MAWB registration is completed will either be immediately confirmed (BOOKED) or temporarily held (PENDING). For bookings that are immediately BOOKED, please arrange for shipment with those details. For bookings with a status of PENDING, please wait for a response from your JAL representative.

【Display when confirmed】



【Display when pending】



3.2.3. Booking Method Details by Commodity

J PRODUCT

J-ART

Cargo Information Input Screen

Item Name	Type	Description
① Build up direction	List	① Vertical
② Do not build up with other shipments	Checkbox	Please check this if it cannot be loaded in the same ULD as other cargo

J-CARE

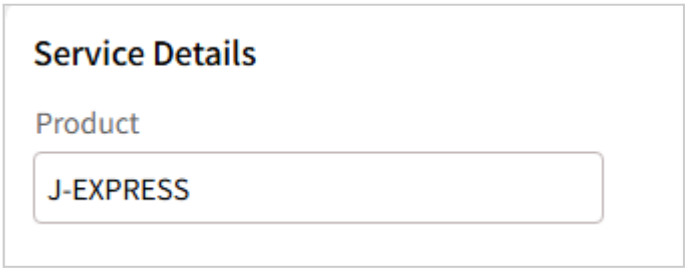
Cargo Information Input Screen



Item Name	Type	Description
① Shock watch attached	Checkbox	Please check if a Shockwatch is attached
② Tilt watch attached	Checkbox	Please check if a Tiltwatch is attached

J-EXPRESS

Cargo Information Input Screen



There are no special input items. Please select J-EXPRESS in the Product field and proceed to the quote.

After receiving the quote request, a JAL representative will contact you.

J-PHARMA/J-TEMP

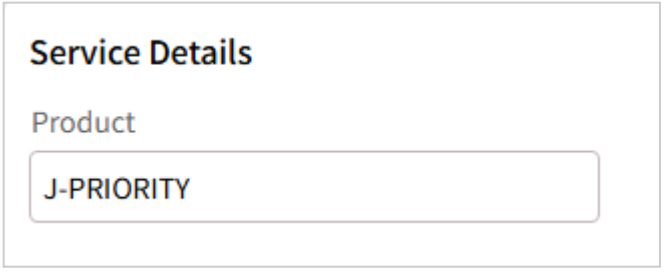
Cargo Information Input Screen

Item Name	Type	Description
① Transport method/ULD type	Radio button	Select one from: ① Active, ② Passive, ③ Loose
② Lease Type	List	Select the ULD lease method when using a temperature-controlled container from ① Forwarder Lease or ② Airline Lease
③ Build up By	Toggle button	Please select the party responsible for build-up into the temperature-controlled container
④ ULD Type	List	Please select the ULD type
⑤ Number of ULD	Textbox	Please enter the number of ULDs
⑥ Dry Ice Weight per ULD	Textbox	Please enter the amount of dry ice to be loaded per ULD
⑦ ULD Temperature [°C]	Textbox	Please enter the ULD set temperature
⑧ ULD Pick up	List	Please select the pick-up location for the ULD lease
⑨ Address	Textbox	If delivery is specified for ULD Pick up, please enter the delivery address
⑩ Dry Ice pieces	Textbox	Number of pieces containing dry ice
⑪ Dry Ice weight per piece	Textbox	Dry ice weight per package
⑫ Storage Temperature	List	Desired temperature for cold storage

Booking Request Screen

J-PRIORITY

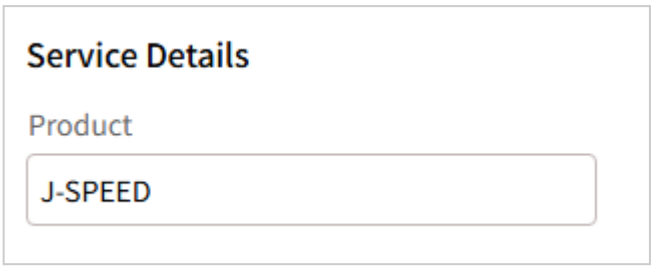
Cargo Information Input Screen



There are no special input items. Please select J-PRIORITY in the Product field and proceed to the quote.

J-SPEED

Cargo Information Input Screen



There are no special input items. Please select J-SPEED in the Product field and proceed to the quote.

J-WHEEL

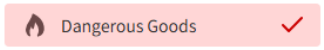
Cargo Information Input Screen



Item Name	Type	Description
① Maximum Vehicle Weight	Textbox	Maximum vehicle weight (kg)
② Maximum Vehicle Length	Textbox	Maximum total length (cm)
③ Maximum Vehicle overall width	Textbox	Maximum wheel outer width (cm)
④ Maximum Vehicle Inside Width	Textbox	Minimum wheel inner width (cm)
⑤ Maximum Vehicle Height	Textbox	Maximum total height (cm)
⑥ Minimum Ground Clearance	Textbox	Minimum ground clearance (cm)
⑦ Vehicle Model	Textbox	Vehicle model

Commodity

Dangerous Goods



Cargo Information Input Screen



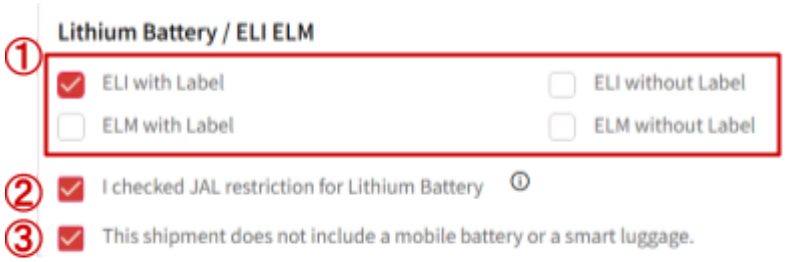
Item Name	Type	Description
① UN/ID	Textbox	After entering the UN/ID number, click the magnifying glass icon and select the applicable dangerous goods information
② Package Type	Textbox	Please enter the Package Type
③ Pieces	Textbox	Number of pieces of the selected dangerous goods
④ Quantity	Textbox	NET quantity of the selected dangerous goods
⑤ Add Button	Button	If there are multiple types of dangerous goods, add a row using the + button and enter the information
⑥ Dangerous Goods in Excepted Quantities [REQ]	Radio button	If REQ is included, select Yes and enter the UN/ID and other information
⑦ Remarks	Textbox	Please enter information regarding Overpack / All packed in one and EDG usage applications here.

⚠ Notes for booking Overpack / All packed in one ⚠

When booking Overpack / All packed in one, please enter the information according to the following procedure:
① Match the total number of MAWB pieces with the number of dangerous goods pieces.
② State that Overpack / All packed in one is being used in the Remarks field.
(Example: When overpacking 2 pieces of dangerous goods, please enter "2" as the total MAWB pieces and "Overpack x 1" in the Remarks field.)

Lithium Battery (ELI, ELM)

Cargo Information Input Screen

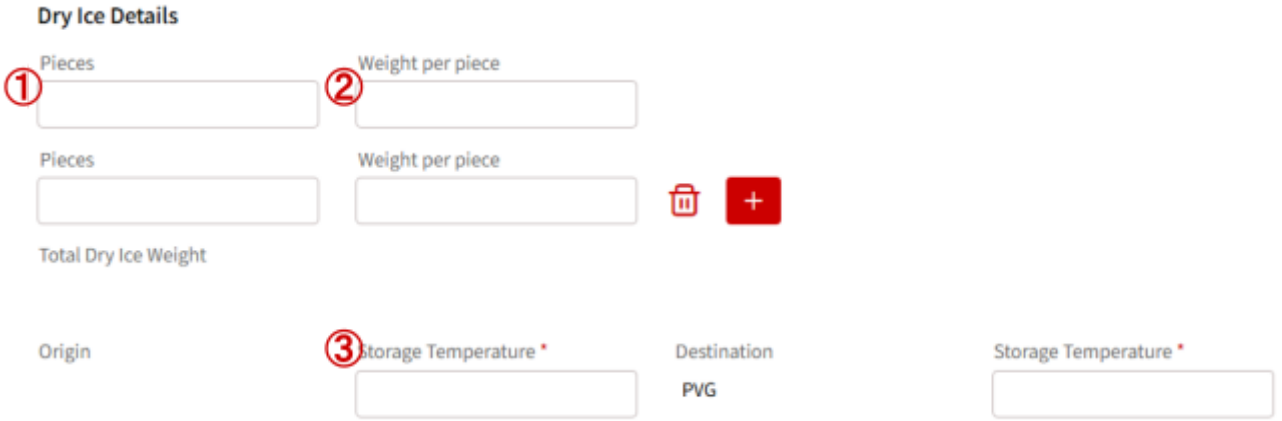


Item Name	Type	Description
① ELI/ELM Type	Checkbox	Please check the applicable ELI/ELM type
② I checked JAL restriction for Lithium Battery	Checkbox	Please check after confirming the JAL regulations regarding lithium transportation
③ This shipment does not include a mobile battery or a smart luggage.	Checkbox	Please check after confirming that the cargo does not include mobile batteries or smart luggage

Perishable & Dry ice



Cargo Information Input Screen



Item Name	Type	Description
① Dry Ice pieces	Textbox	Number of pieces containing dry ice
② Dry Ice weight per piece	Textbox	Dry ice weight per package
③ Storage Temperature	List	Desired temperature for cold storage

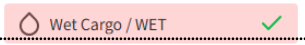
Food Stuff



Cargo Information Input Screen

There are no special input items.

Wet Cargo



Cargo Information Input Screen

There are no special input items.

Only accounts that have already been issued WET AUTH by JAL can request quotes for wet cargo. If WET AUTH has not been issued, the Wet Cargo button cannot be clicked, so please contact your JAL representative in advance.

Booking Request Screen



Item Name	Type	Description
① WET AUTH	List	Please select the WET AUTH number issued by JAL. If your WET AUTH number is not displayed or you wish to obtain a new one, please contact your JAL representative.

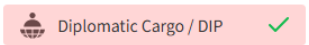
Valuable Cargo



Cargo Information Input Screen



Item Name	Type	Description
① NVD/DVC	Option	Please select whether NVD or DVC is applicable
② Declared value for carriage	Textbox	Please enter the declared value in case of DVC



Diplomatic Cargo

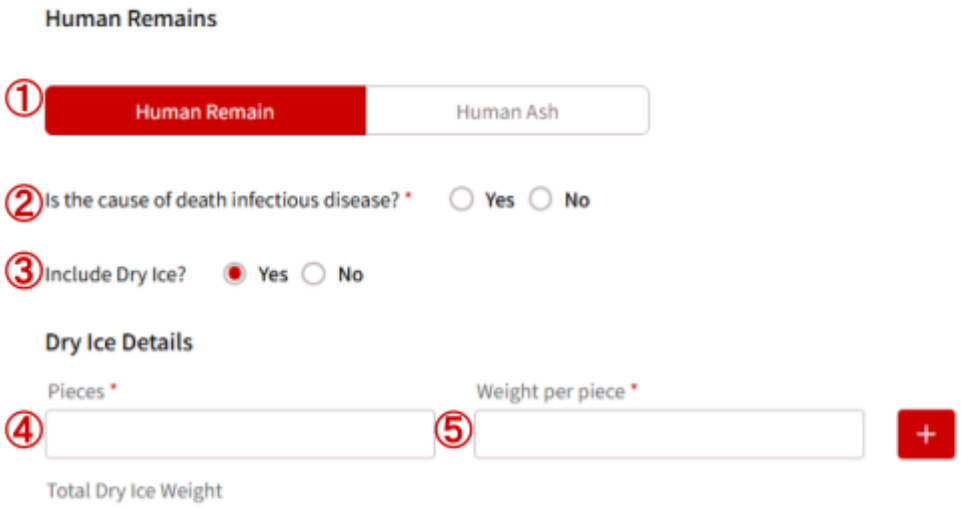
Cargo Information Input Screen

There are no special input items.

Human Remains

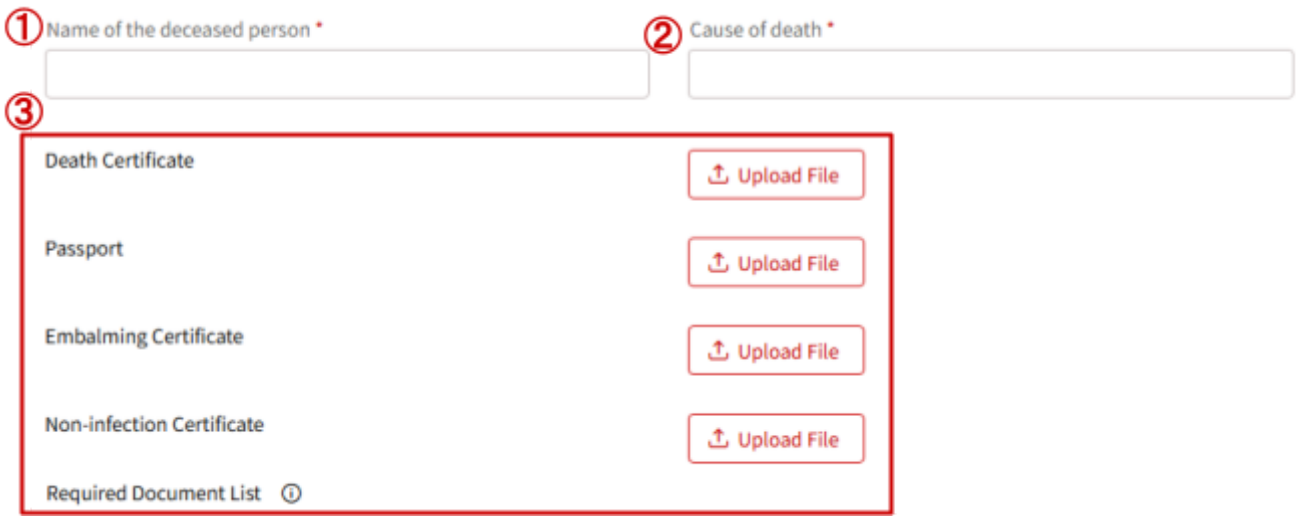
Human Remains / HUM

Cargo Information Input Screen



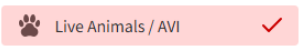
Item Name	Type	Description
① Remains / Ash	Option	Please select either Remains or Ash
② Is the cause of death infectious disease?	Radio button	Please confirm whether the cause of death is an infectious disease * For Human Ash, please select No regardless of whether an infectious disease is involved.
③ Include Dry Ice?	Radio button	Please select YES if dry ice is included
④ Dry Ice pieces	Textbox	Number of pieces containing dry ice
⑤ Dry Ice weight per piece	Textbox	Dry ice weight per package
⑥ Required Document List	Info button	You can check the list of documents required for submission at the time of booking

Booking Request Screen

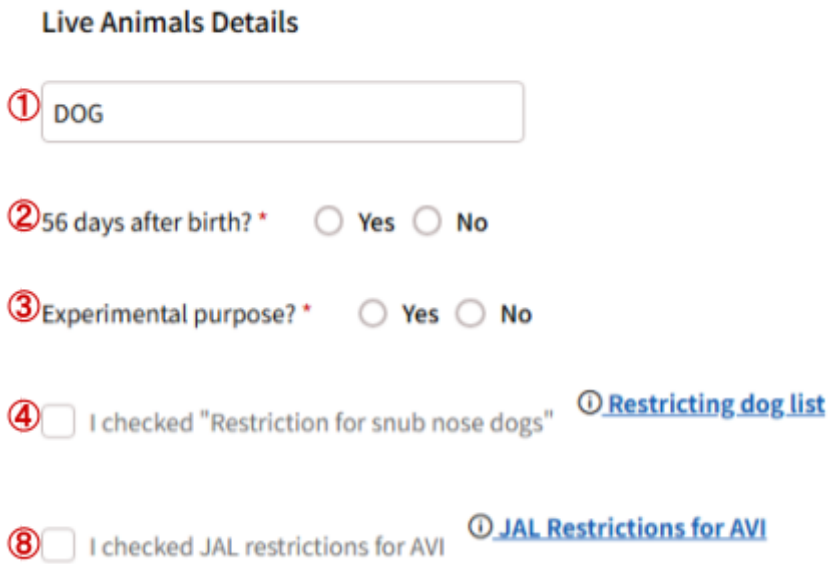


Item Name	Type	Description
① Name of Deceased Person	Textbox	Please enter the name of the deceased
② Cause of Death	Textbox	Please enter the cause of death
③ Document upload		Please upload the necessary documents for the booking

Live Animals



Cargo Information Input Screen



Item Name	Description
① Animal Type	Please select the animal type from the list
②(DOG/CAT only) 56 days after birth?	Please confirm that 56 days or more have passed since birth.
③(DOG/CAT/MONKEY only) Experimental purpose?	Please confirm if the transport is for experimental purposes.

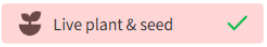
④(DOG only) I checked "Restriction for snub nose dogs"	Please check this after confirming the restrictions regarding snub-nosed dogs.
⑤(LIVE CARP only) Build up direction	If there are build-up direction instructions, select "Yes" and enter the details in the text box.
⑥(LIVE CARP only) Maximum stock instruction	If there are stacking instructions, select "Yes" and enter the details in the text box.
⑦(OTHERS only) Animal Name	Please enter the type of animal.
⑧ I checked JAL restrictions for AVI	Please check this after confirming the JAL restrictions regarding AVI.

Booking Request Screen



Item Name	Description
① Special instruction	Please enter if there are any special instructions.

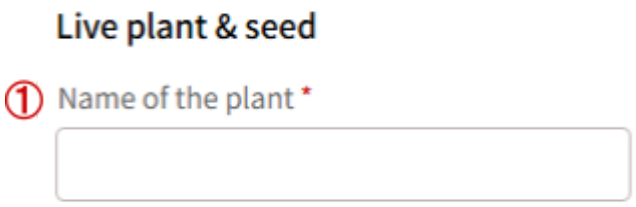
Live Plant & Seed



Cargo Information Input Screen

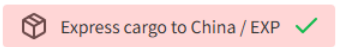
There are no special input items.

Booking Request Screen



Item Name	Type	Description
① Name of Plant	Text Box	Please enter the plant name.

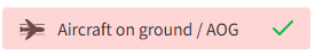
Express Cargo to China



Cargo Information Input Screen

There are no special input items.

The button can only be clicked if a Chinese airport is selected as the destination.



AOG / Aircraft on ground

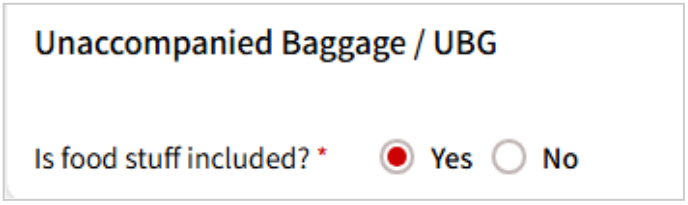
Cargo Information Input Screen

There are no special input items.

Unaccompanied Baggage / UBG

Unaccompanied Baggage

Cargo Information Input Screen



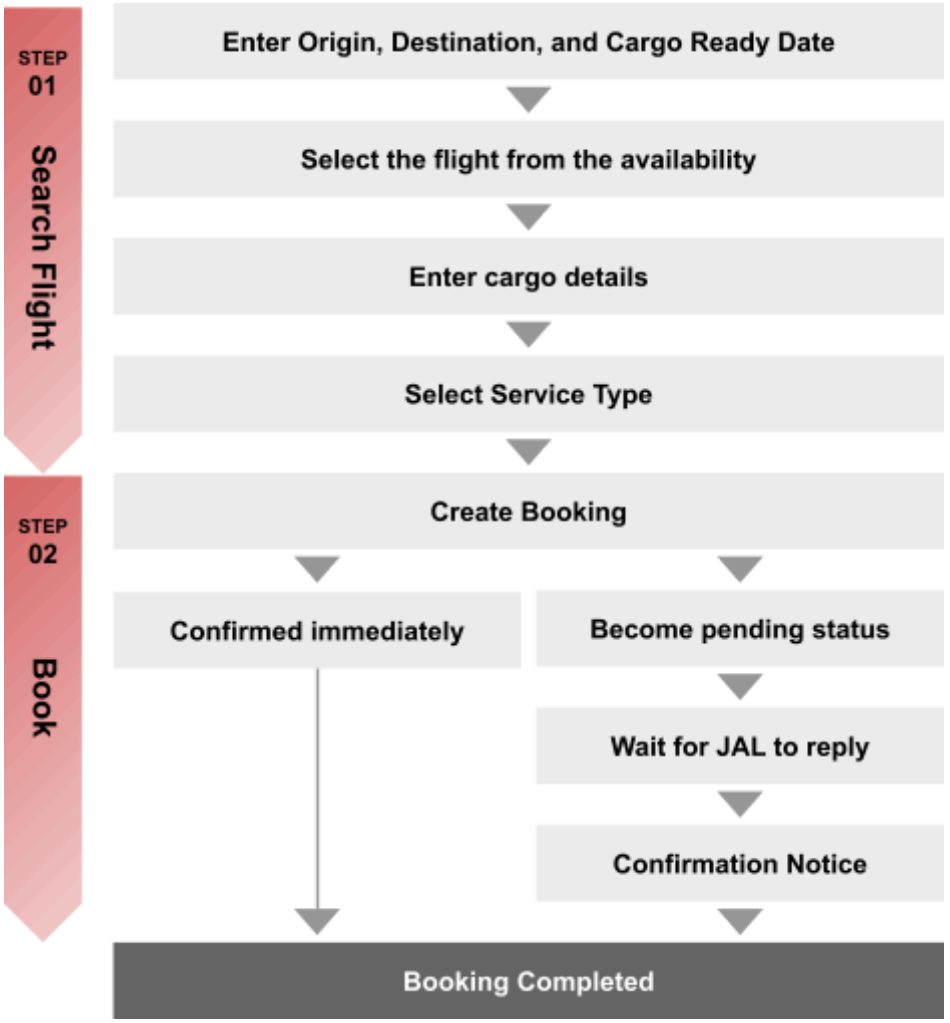
Item Name	Description
① Is food stuff included?	Please select Yes or No after confirming if food items are included in the UBG.

3.3. Using Quick Quote

Quick Quote is a service that allows you to book after checking available space on flights. Eligible cargo is limited to general cargo excluding ELI/ELM.

* For special cargo, please use the standard booking method described in the previous chapter.

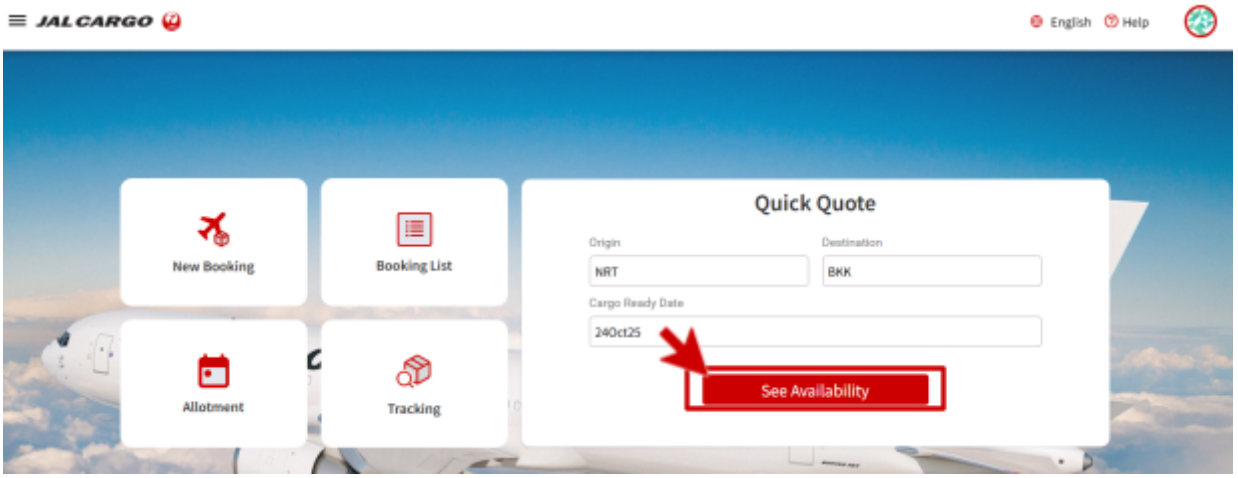
3.3.1. Flow of Use



3.3.2. Operation Procedures

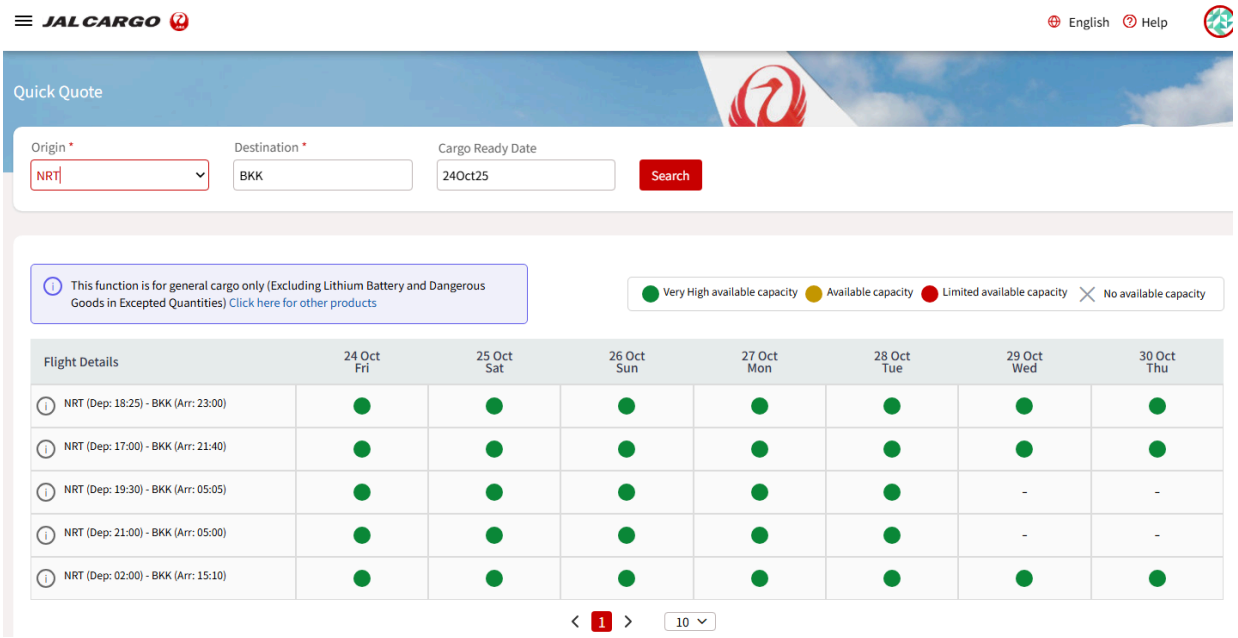
1) Proceed to Quick Quote screen

Search for flight availability by entering AWB Origin, Destination, and loading date via the Quick Quote function on the home screen or the Booking > Quick Quote screen in the side menu.



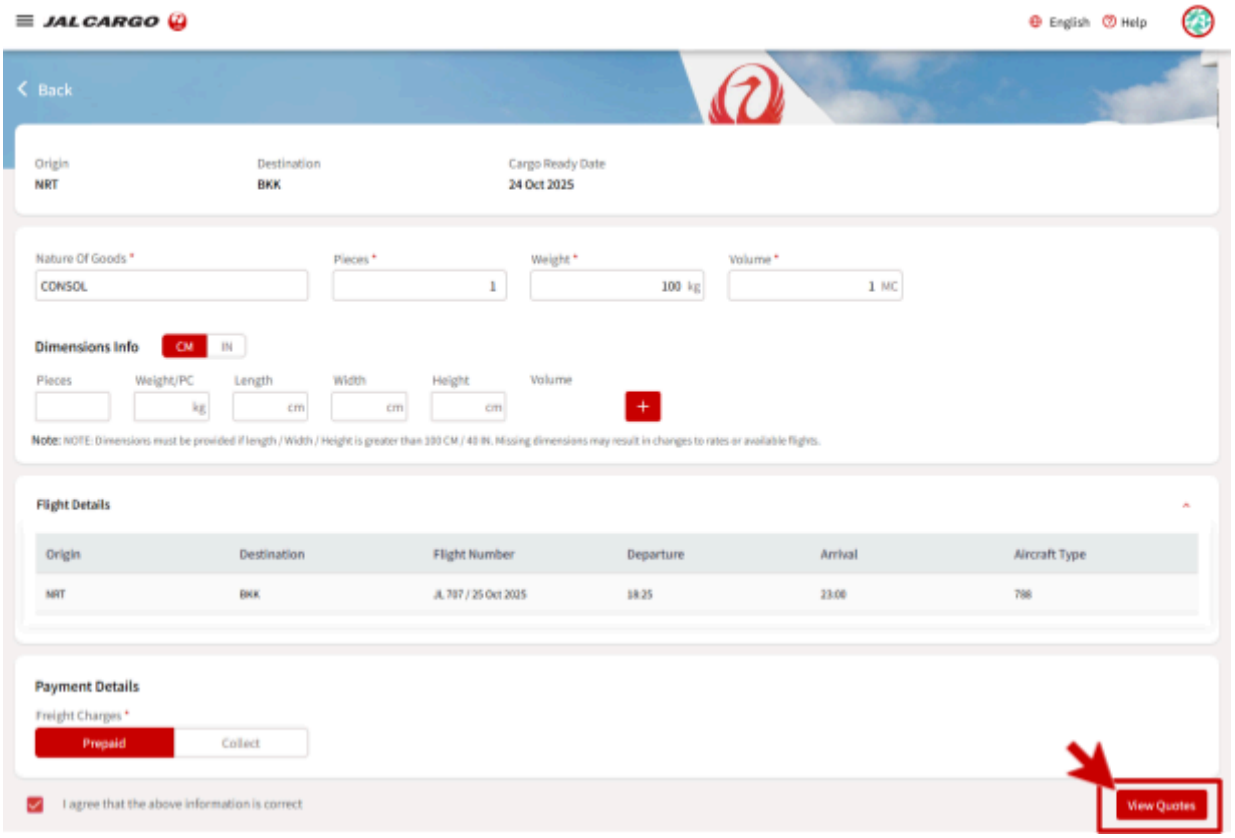
2) Flight selection

Check the flight availability displayed in blue, yellow, or red and select the flight you wish to load on.



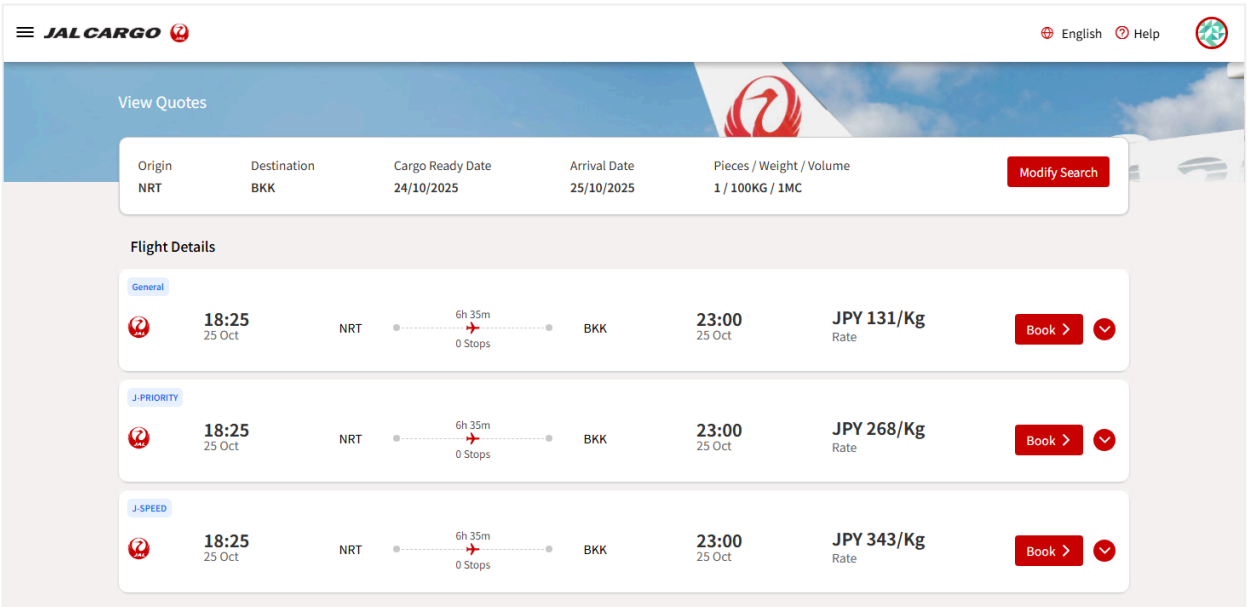
3) Cargo information input

Enter the content information, volume, and cargo dimensions, then click View Quotes.



4) Service selection

Three transport conditions and rates ("General", "J-SPEED", "J-PRIORITY") will be displayed in Flight Details; please select your preferred one.

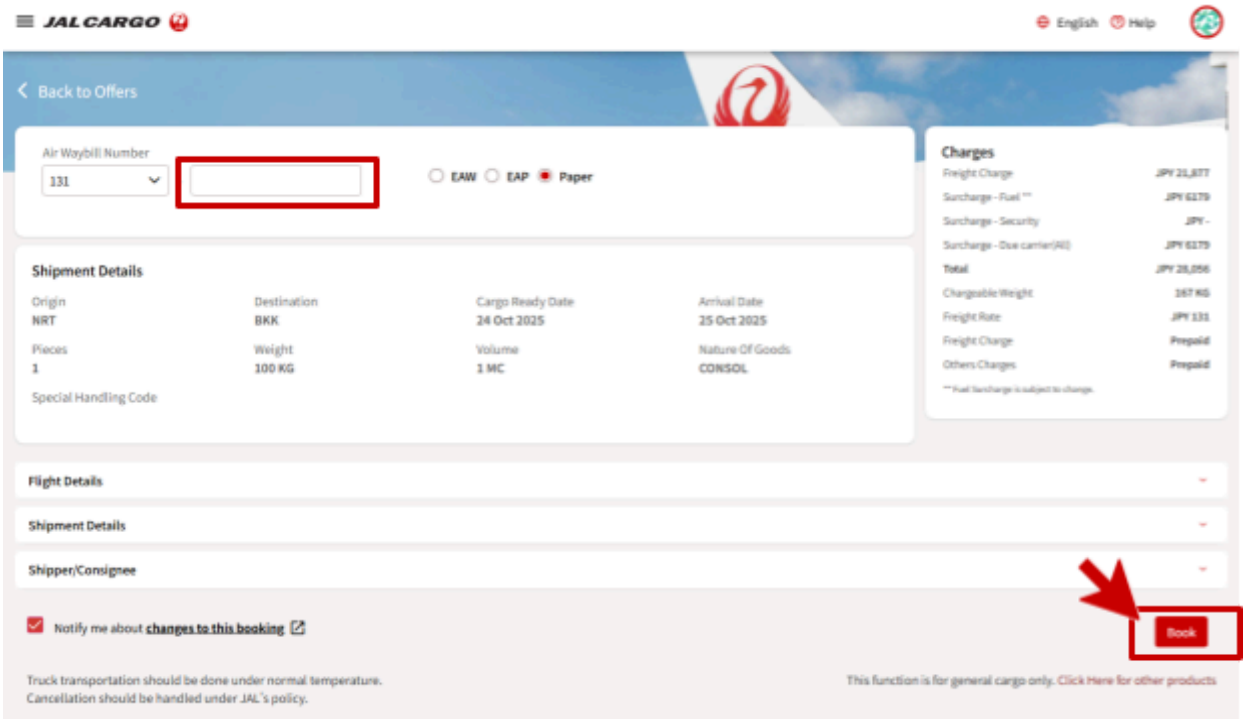


Transport Conditions Description

① General	Loads onto the displayed flight.
② J-SPEED	J-SPEED (Urgent transport) service *Limited to cargo under 300KG.
③ J-PRIORITY	J-PRIORITY (Capacity guarantee) service.

5) Booking Request

Please enter the MAWB from the quote details screen. There are two ways to enter the MAWB: ① Direct entry or ② Auto-numbering (leave blank and press Book).



Bookings with a registered MAWB will either be confirmed immediately (BOOKED) or temporarily held (PENDING). For bookings that are immediately BOOKED , please proceed with shipping arrangements according to those details. For bookings in PENDING status, please wait for a response from a JAL representative.

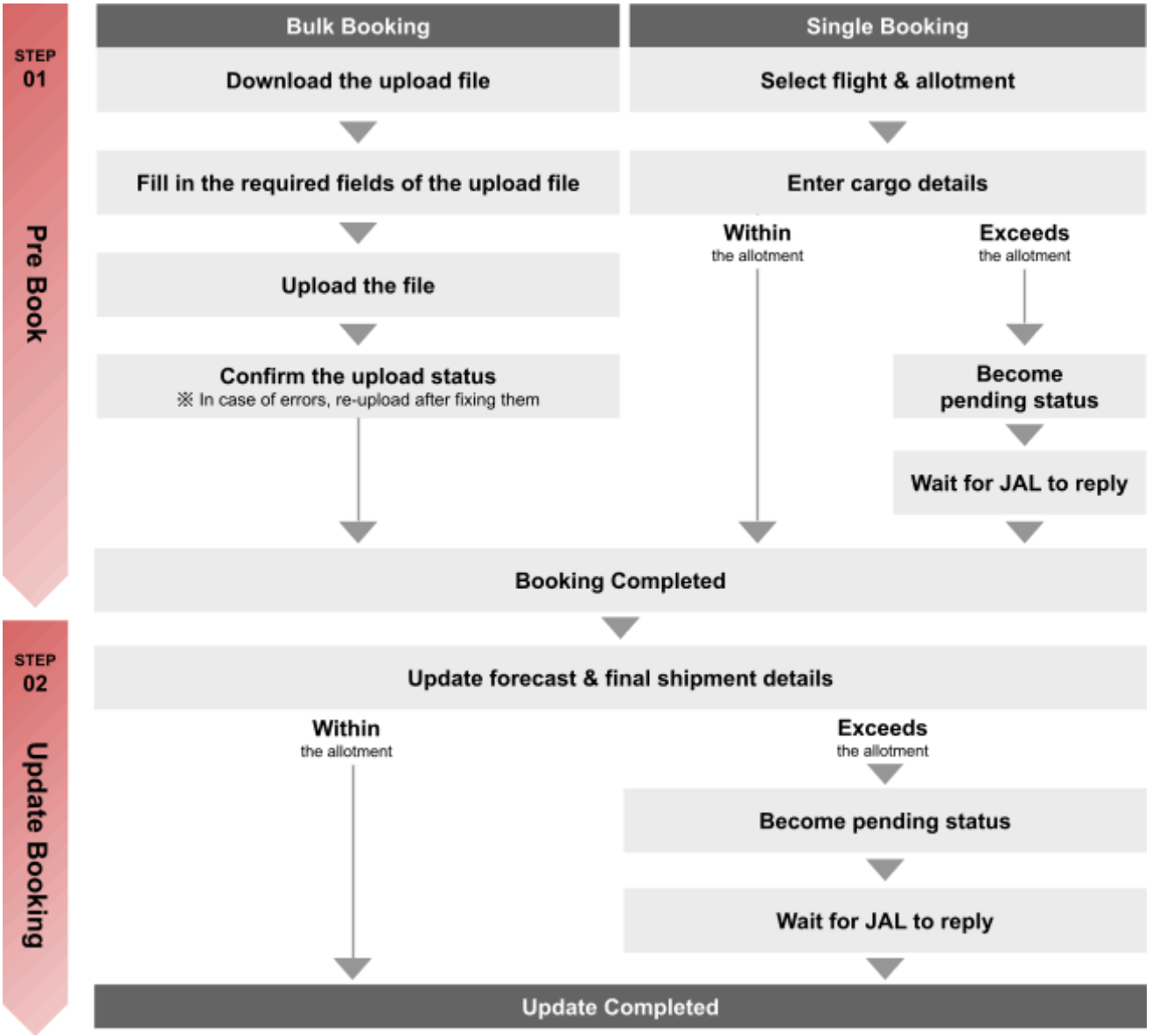
3.4. Change/Cancel Booking

For information on how to change or cancel spot cargo bookings, please refer to Booking Management.

4. Allotment Booking

This chapter explains the process for booking allotment cargo, from MAWB registration to updating Forecast/Final volumes.

4.1. Flow of Use



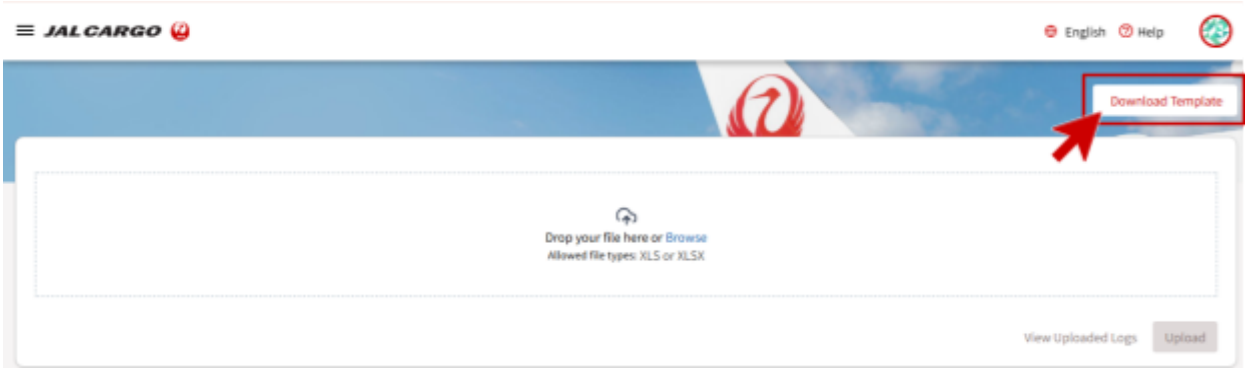
4.2. MAWB Registration Method

There are two ways to register an MAWB for allotment cargo: ① Batch registration using an Excel template, or ② Individual MAWB registration.

4.2.1. Batch registration using an Excel template

1) Excel template download

Go to Bookings > Allotment Bookings > File Upload Booking from the side menu and download the bulk upload template using the Download Template button at the top right of the screen.

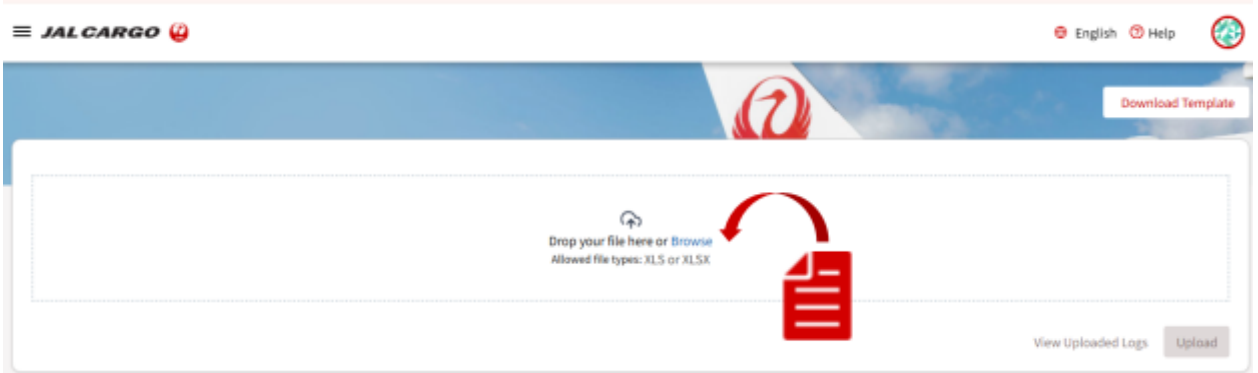


2) Entering Allotment Cargo Information

Please enter the necessary information into the downloaded template. For details on how to enter data, please refer to the appendix How to enter Allotment Cargo upload files.

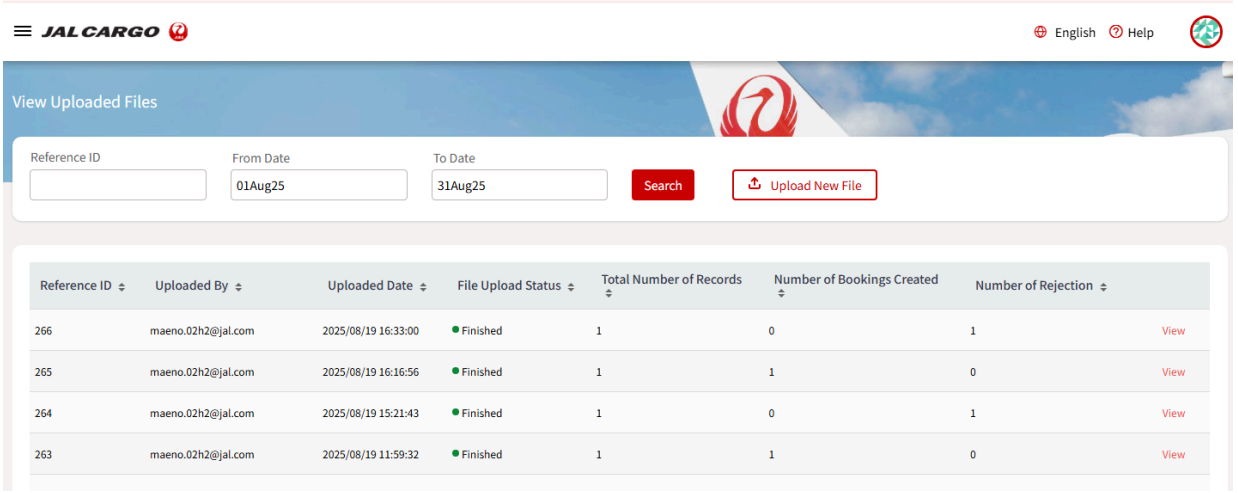
3) Upload

Upload the Excel file you filled out via Bookings > Allotment Bookings > File Upload Booking in the side menu.



4) Checking Registration Results

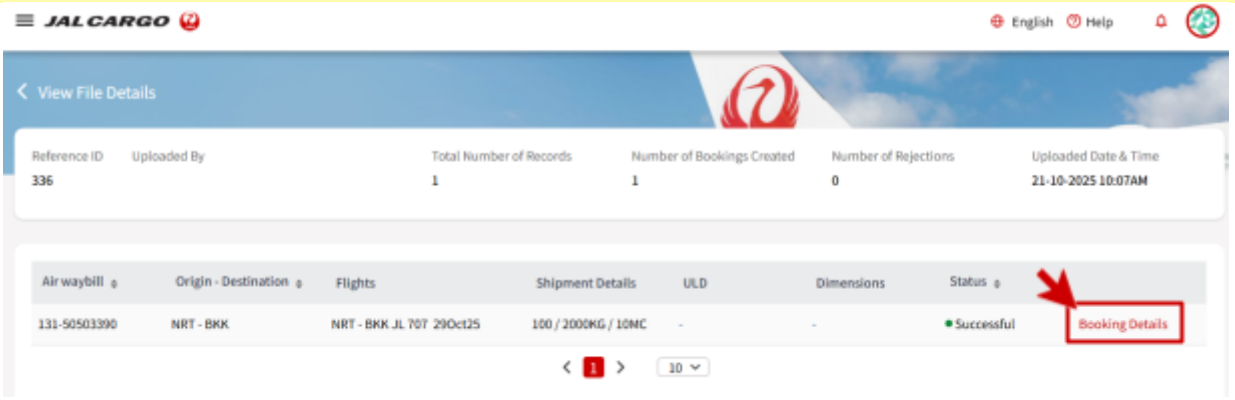
Check the registration status of the MAWBs in your uploaded file by going to View Upload Logs at the bottom right of the File Upload Booking screen or by navigating to Bookings > Allotment Bookings > View List Of File Uploads from the side menu.



If any MAWBs were rejected, please go to Failure Details via the View button, check the error details, correct the Excel file, and re-upload it.

⚠ Notes on using upload files ⚠

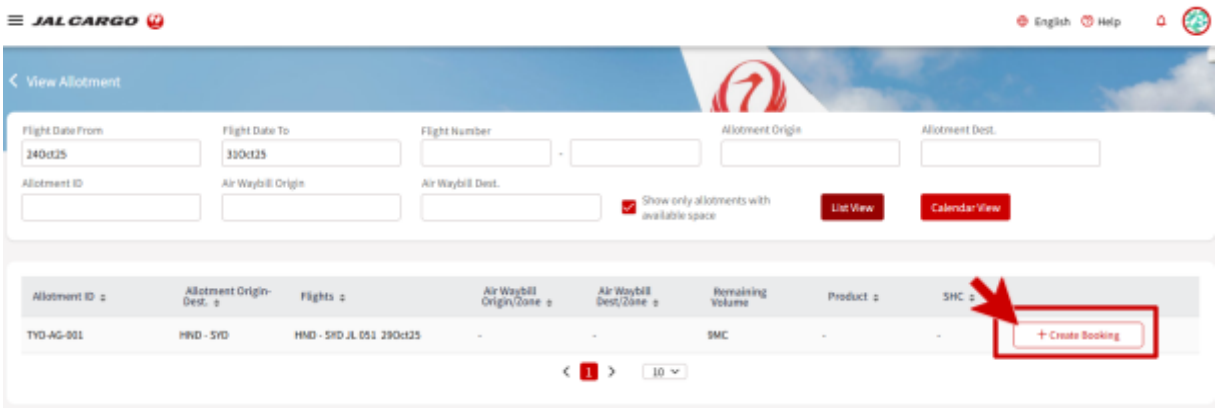
If you register a volume exceeding the set allocation, or if the cargo requires confirmation items, the status may become PENDING.\rPlease be sure to check the booking status on the Booking Details screen for your uploaded reservation.
If there are many cases, status can also be checked from the Booking list.



4.2.2. Individual MAWB registration

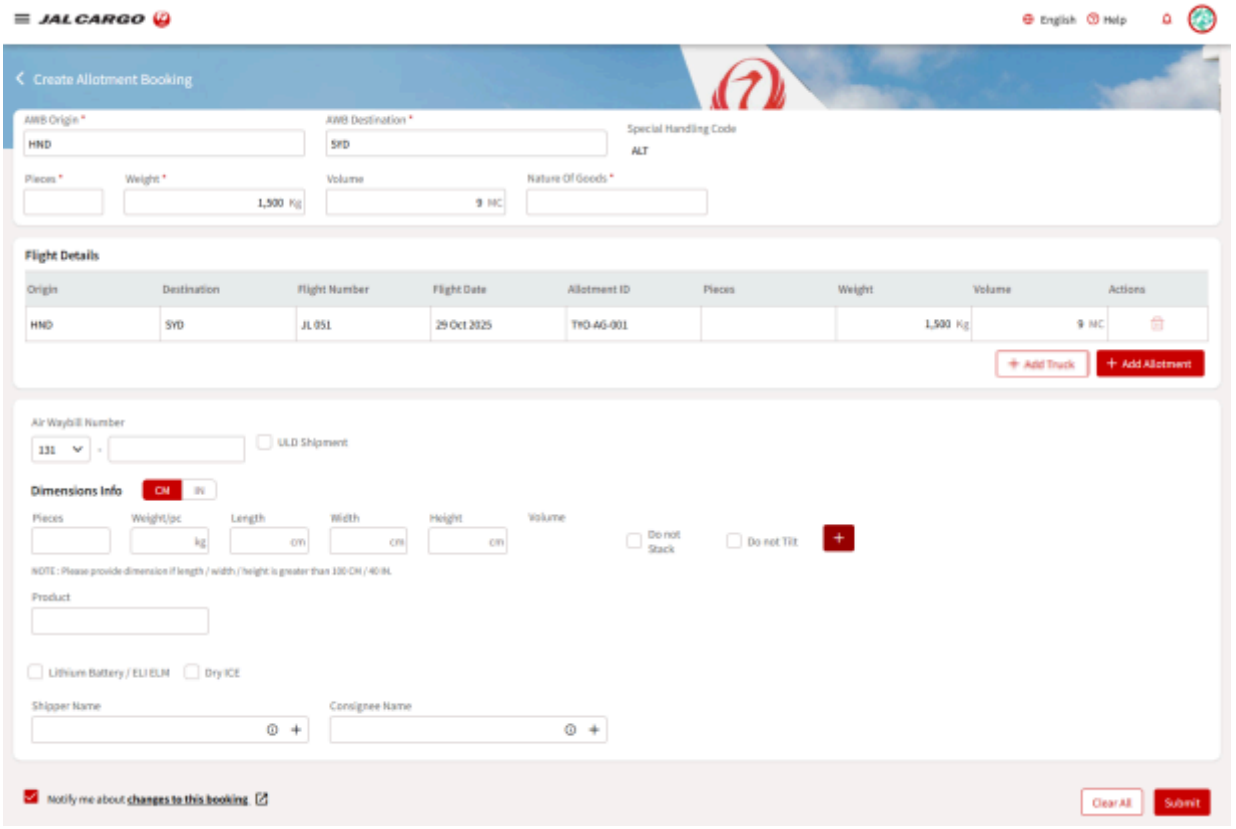
1) Allotment Search

Click the Allotment button on the home screen or go to Bookings > Allotment Bookings > Manual Booking from the side menu, search for the allotment you wish to register, and click the "+ Create Booking" button.



2) Cargo Information Registration

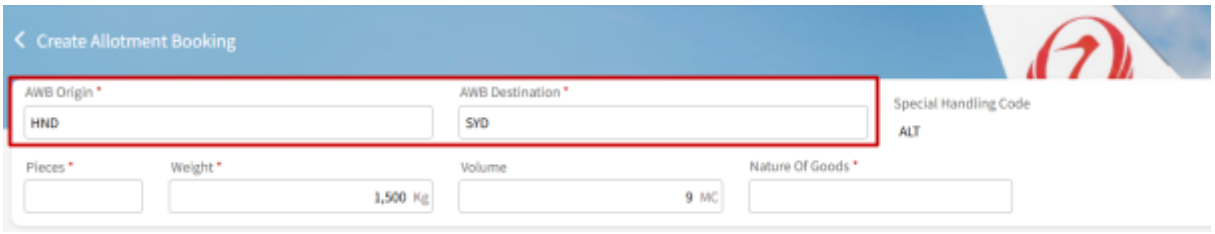
The cargo information registration screen will open; please enter the required information such as MAWB, volume, and content information.



3) Add flights/trucks as needed

If you need to connect to other flights before or after the displayed allotment flight, follow the steps below to add flights.

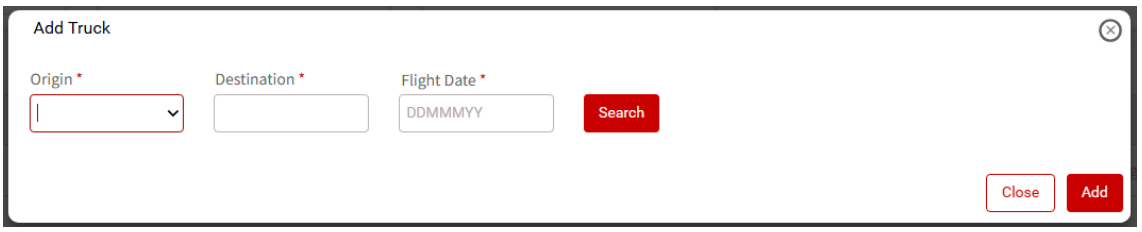
① First, enter AWB Origin and AWB Destination according to the route you wish to book.



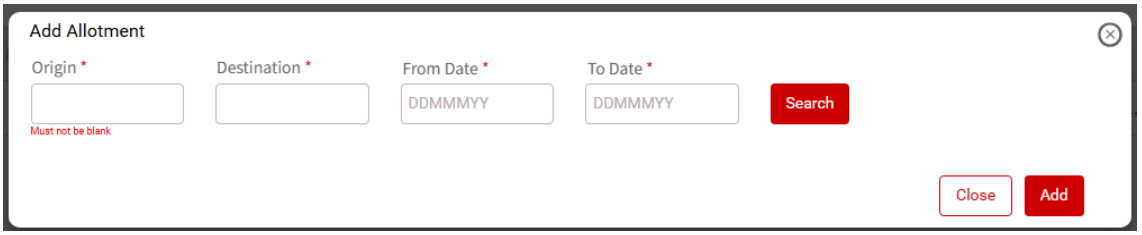
② Click Add Truck or Add Allotment.



Add Truck: Search for truck flight numbers by entering Origin/Dest and clicking Search.

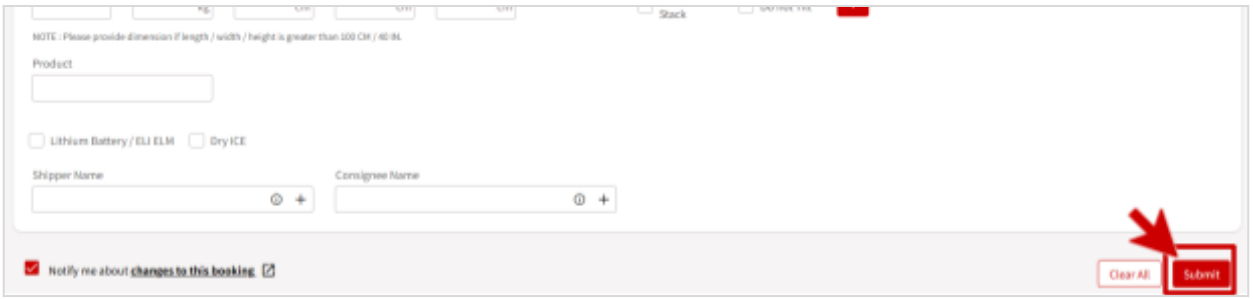


Add Allotment: Enter information such as Origin/Destination and click Search to find and select an allotment.



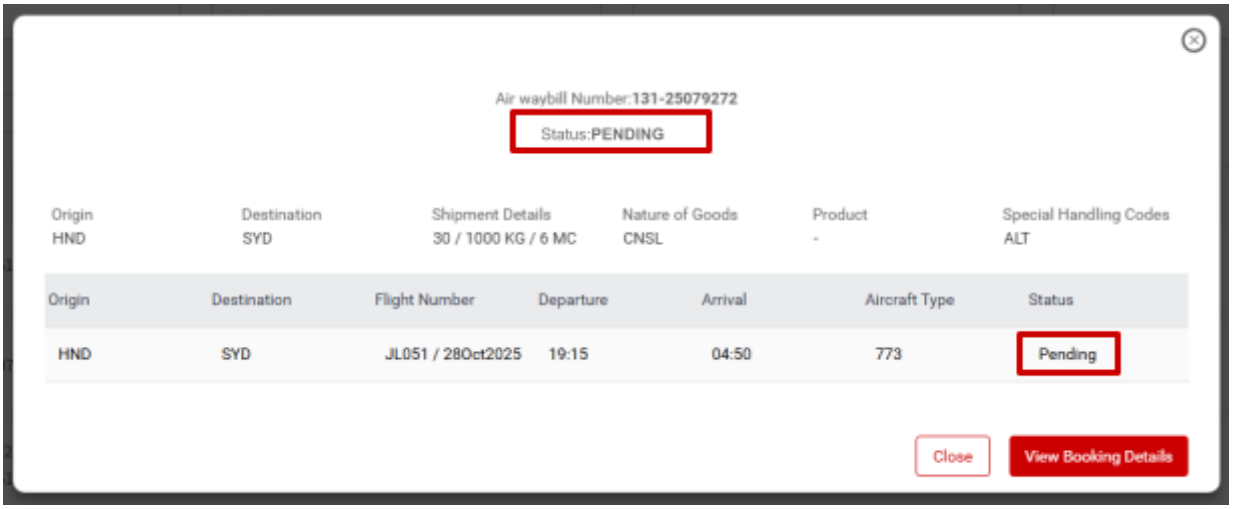
4) Booking Registration

Click the Submit button at the bottom right of the screen to send the booking information.



5) Checking Registration Results

If the volume fits within the allotment, the booking will be confirmed immediately and show BOOKED status. If you registered a volume exceeding the allotment, it will be in PENDING status, and a JAL representative will check and respond regarding the possibility of increasing the volume.



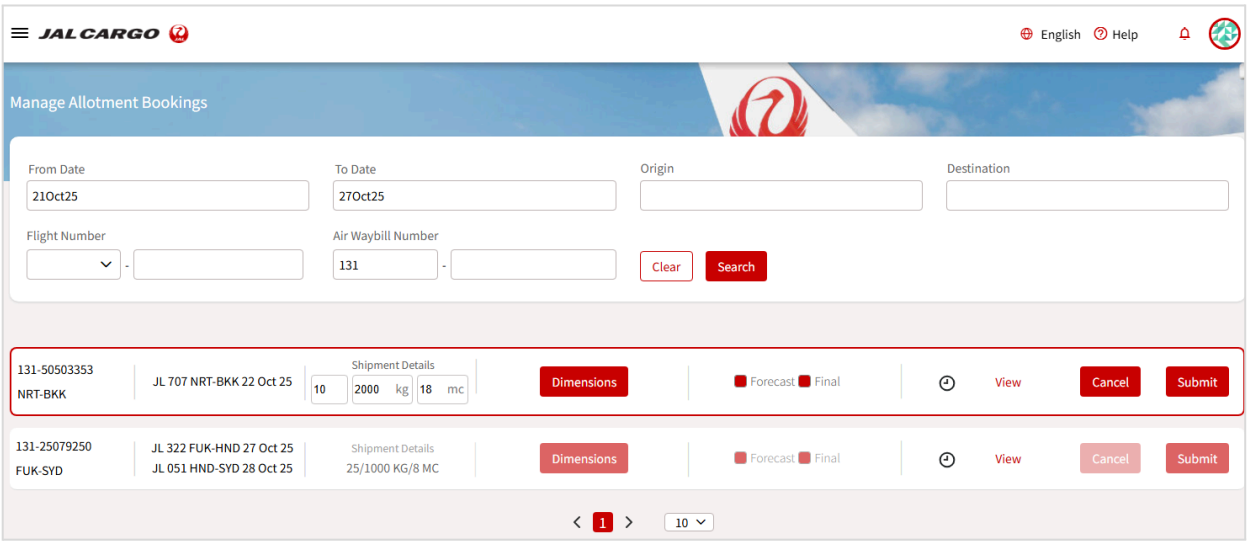
4.3. Forecast/Final Registration

Forecast/Final volumes for allotment cargo can be registered via ① the Manage Allotment bookings screen or ② the Edit screen of the booking details. Please use this feature for volume increase requests or reduction notices.

4.3.1. From the Manage Allotment bookings screen

1) Search for the target allotment

Navigate to Bookings > Allotment Bookings > Manage Allotment Bookings from the side menu and select the target MAWB for volume registration.



2) Volume/Cargo Dimension Registration

Please register the volume by following the steps below.

① Enter the number of pieces, weight, and VOL in the Shipment Details section.

② Register cargo dimensions exceeding 100cm on any side using the Dimension button.

③ Check the box for either Forecast/Final and press the Submit button.



⚠ Notes on Forecast/Final registration ⚠

Please note that the volume cannot be corrected after Final registration.

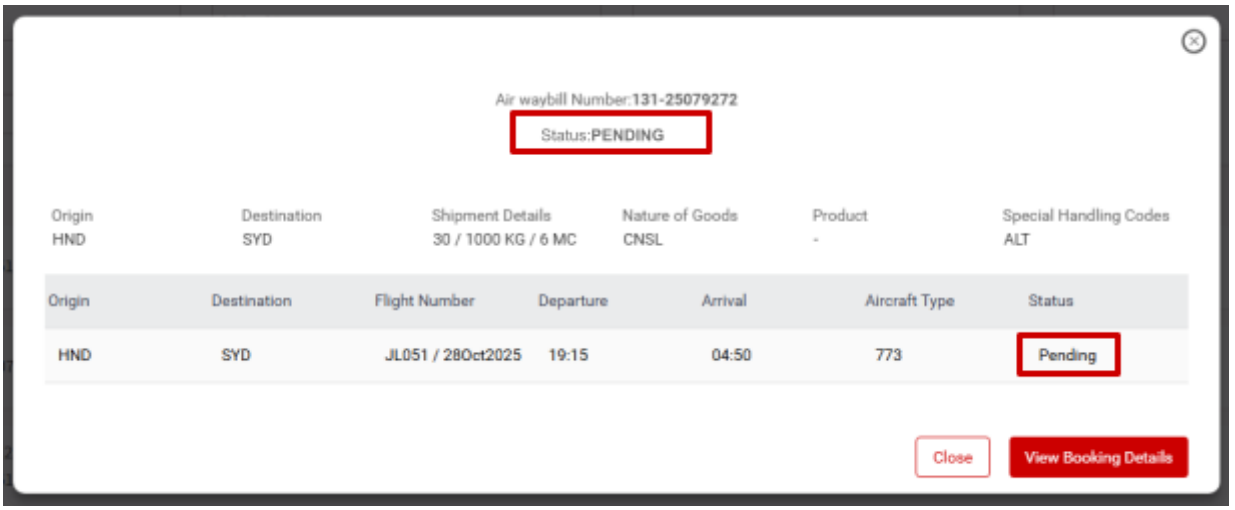
Also, if you register without checking Forecast, you may receive a request for Forecast entry via email.

3) Checking Registration Results

After pressing the Submit button, a pop-up will appear; please check the booking status.

BOOKED : Registration is complete with the registered volume.

PENDING : If the volume exceeds the allotment or if the cargo requires confirmation, it will be pending. A JAL representative will check and respond regarding whether changes are possible.



4.3.2. From the Edit screen of View Bookings

1) Search for the target allotment MAWB

Navigate to Bookings > View Bookings from the Booking List button on the home page or the side menu, search for the target MAWB, and proceed to the booking details screen via View.

2) Register volume/dimensions on the Edit screen

Click the Edit button at the bottom of the screen and register the volume on the Edit screen.

① Enter the number of pieces, weight, and VOL, and

② Register cargo dimensions exceeding 100cm on any side in the Dimension section.

③ Check the box for either Forecast/Final and press the Submit button.

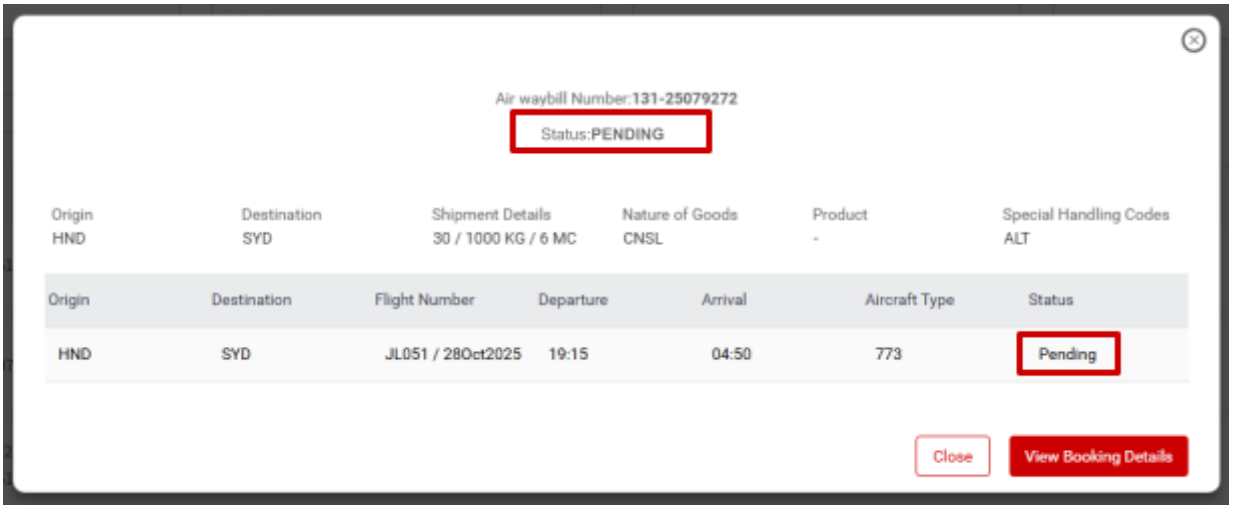
> **⚠ Notes on Forecast/Final registration ⚠**
>
> **Please note that the volume cannot be corrected after Final registration.**
> Also, if you register without checking Forecast, you may receive a notification to enter Forecast as it is currently unregistered.

3) Checking Registration Results

After pressing the Submit button, a pop-up will appear; please check the booking status.

BOOKED : Registration is complete with the registered volume.

PENDING : If the volume exceeds the allotment or if the cargo requires confirmation, it will be pending. A JAL representative will check and respond regarding whether changes are possible.

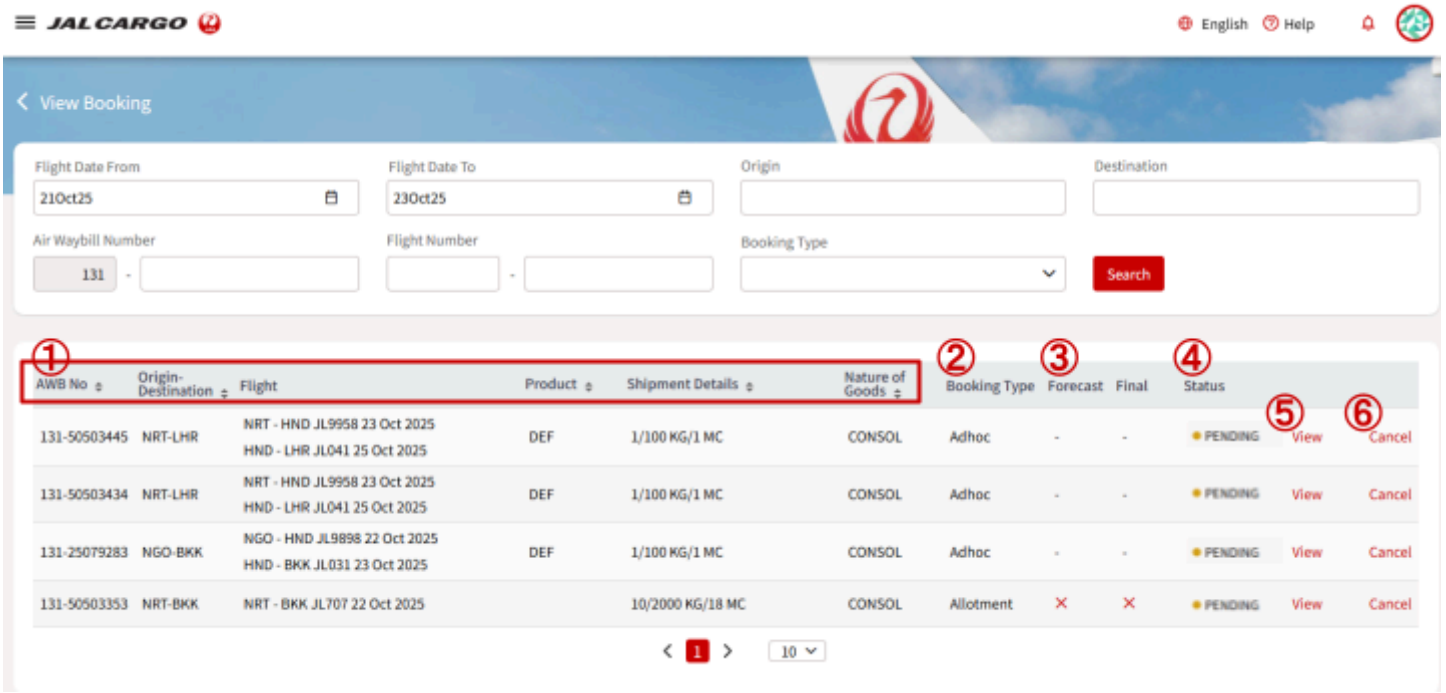


5. Booking Management

This chapter explains the process from searching booking history to checking details, changing, and canceling.

5.1. Screen Operation Method

When you go to Bookings > View Bookings from the Booking List on the homepage or the side menu, a list of MAWBs departing from today to 2 days later will be displayed. You can also search by specifying criteria at the top of the screen. Please specify the Flight Date within a 7-day range.



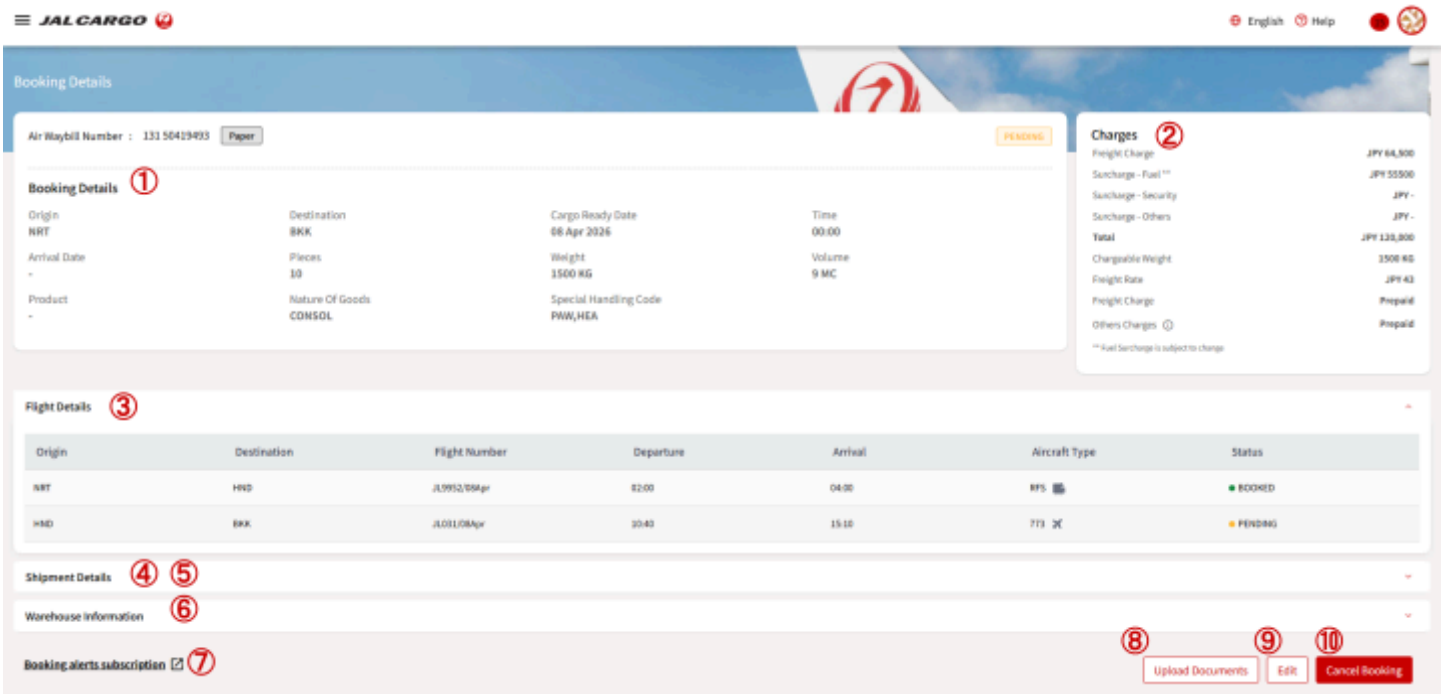
Description of Displayed Items

Item Name	Description
① Cargo Information	Information regarding the MAWB, volume, and loading flight is displayed.
② Booking Type	The type, either Adhoc or Allotment, is displayed.
③ Forecast/Final Registration Status	For Allotment bookings, the Forecast/Final registration status is displayed (✓ = Registered, × = Not registered).
④ Status	Displays either BOOKED, PENDING, or Cancelled.

⑤ View button	Navigates to the booking details screen.
⑥ Cancel button	Cancels your booking.

5.2. Booking Details Screen

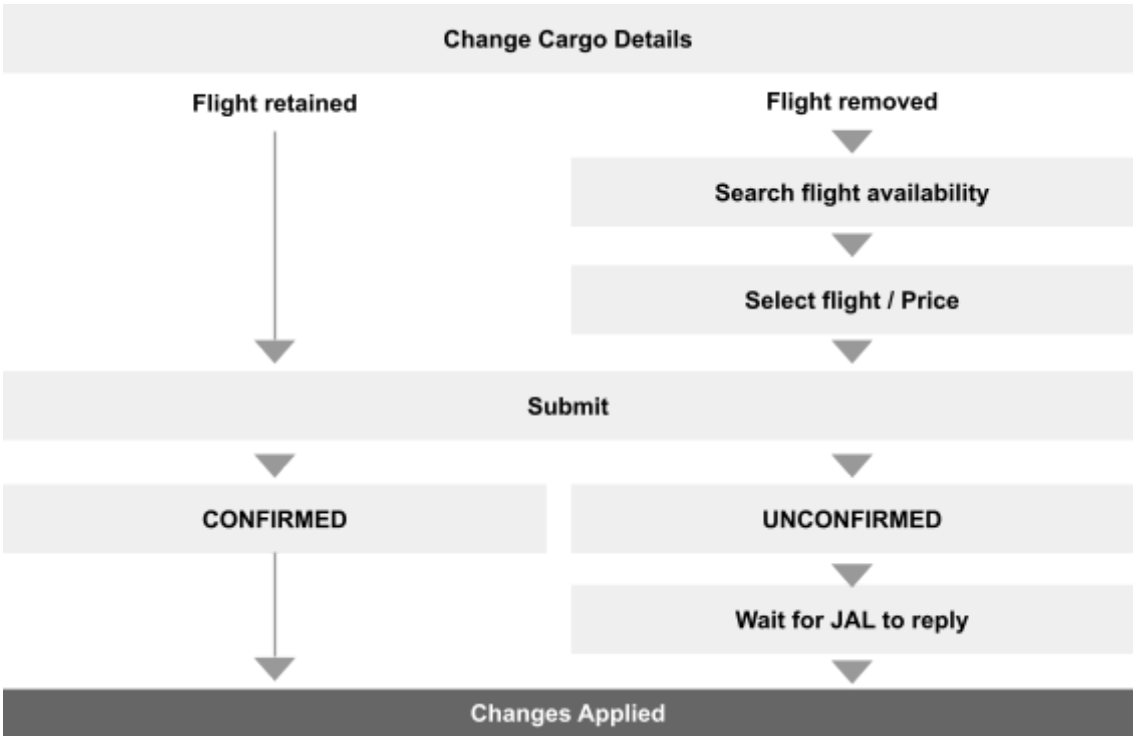
Clicking the view button for the relevant MAWB in View Bookings takes you to the booking details screen.



Item Name	Description
① Booking Details	Displays basic shipment information
② Charges	Displays information regarding charges
③ Flight Details	You can check the scheduled flights
④ Shipment Details	Displays information on cargo size and screening status
⑤ Service Details	Displays information on the transport service selected at the time of booking
⑥ Warehouse information	Displays warehouse information for the AWB Origin/Destination
⑦ Booking alert subscription	You can check the booking alert information registered at the time of booking
⑧ Upload Documents	Navigates to the Upload Documents screen For how to use Upload Document, please refer to Upload Document
⑨ Edit	Navigates to the booking modification screen
⑩ Cancel Booking	Your booking will be canceled

5.3. Booking Modification and Cancellation

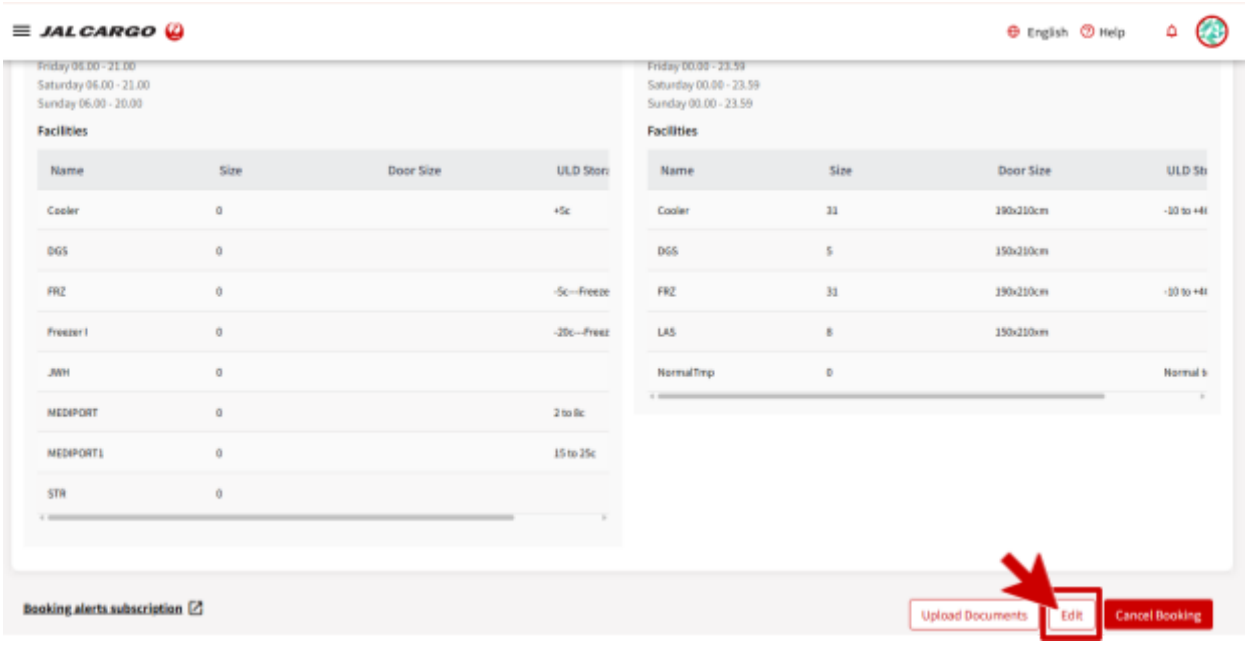
5.3.1. Booking Modification Flow



5.3.2. Booking Modification

1) Proceed to the Edit screen

Navigate to the booking details screen from View on the booking list screen in View Bookings, and click the Edit button at the bottom right of the screen.

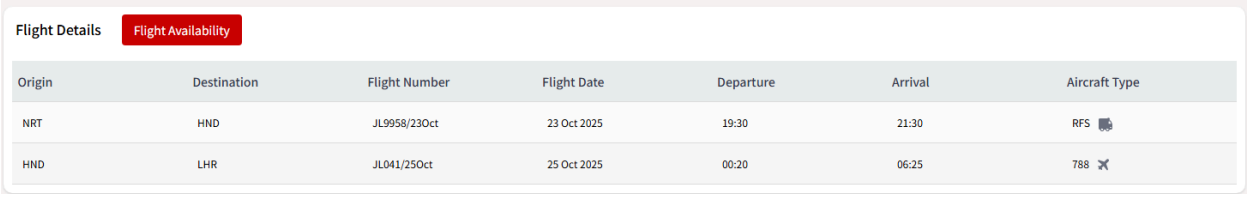


2) Enter modification details

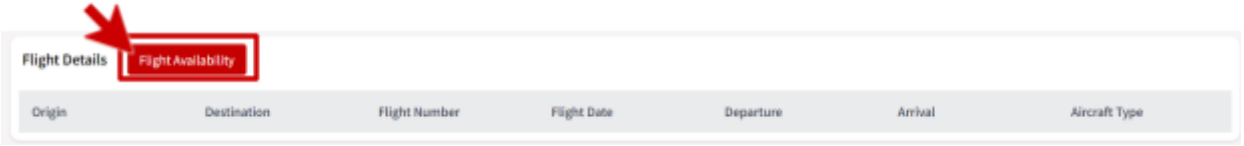
Please enter the details you wish to change.

3) Flight Availability Search

If the modification involves changes to volume or flights, the flight information in Flight Details will disappear, so please check the flights and charges again using the Flight Availability button.



↓



⚠ Notes on Booking Modifications ⚠

・When changing booking details, the flights and charges may differ from the initial booking.

・If you cannot find your desired flight in Flight Availability, you can retain the original booking by clicking Cancel Edit (the original booking will not be changed until the Submit button is pressed).

4) Check modification results

When you press Submit, the changes will be sent, and the status will be displayed on the screen.

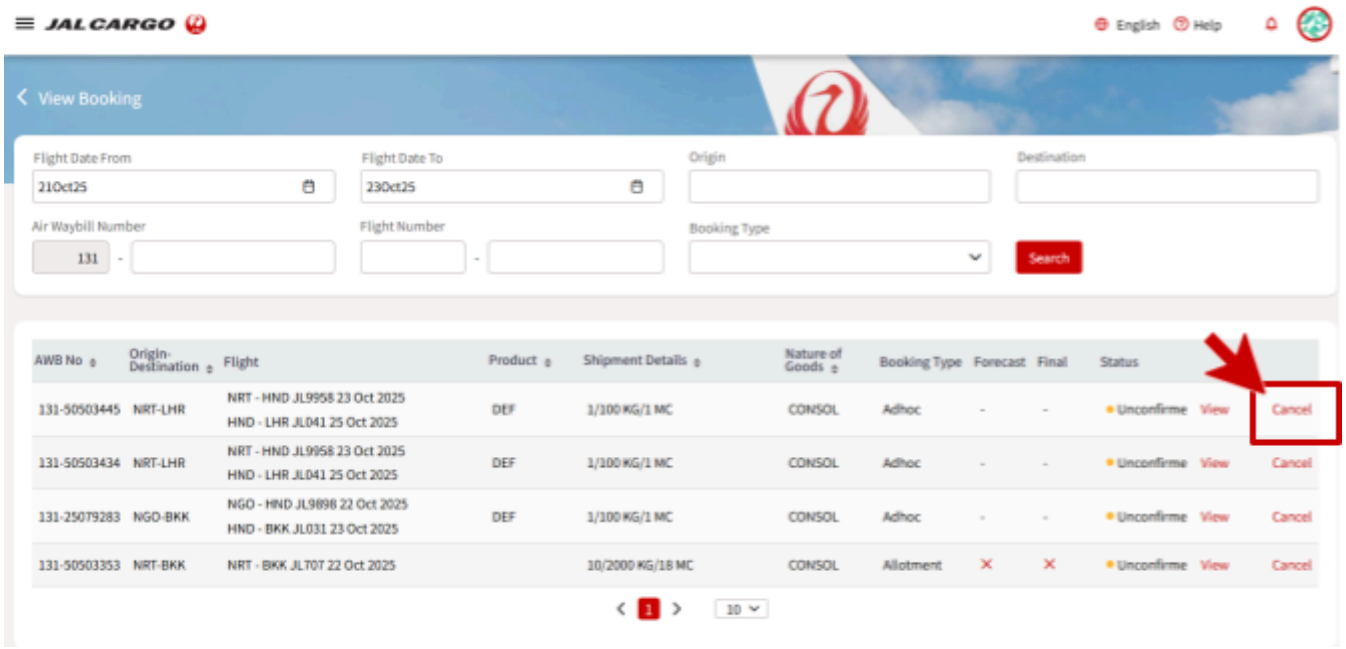
BOOKED : Your change has been accepted. Please arrange based on the flight displayed on the screen.

PENDING : For shipments requiring confirmation by JAL staff, the status will temporarily be PENDING. After confirmation by JAL staff, we will inform you whether the change is possible.

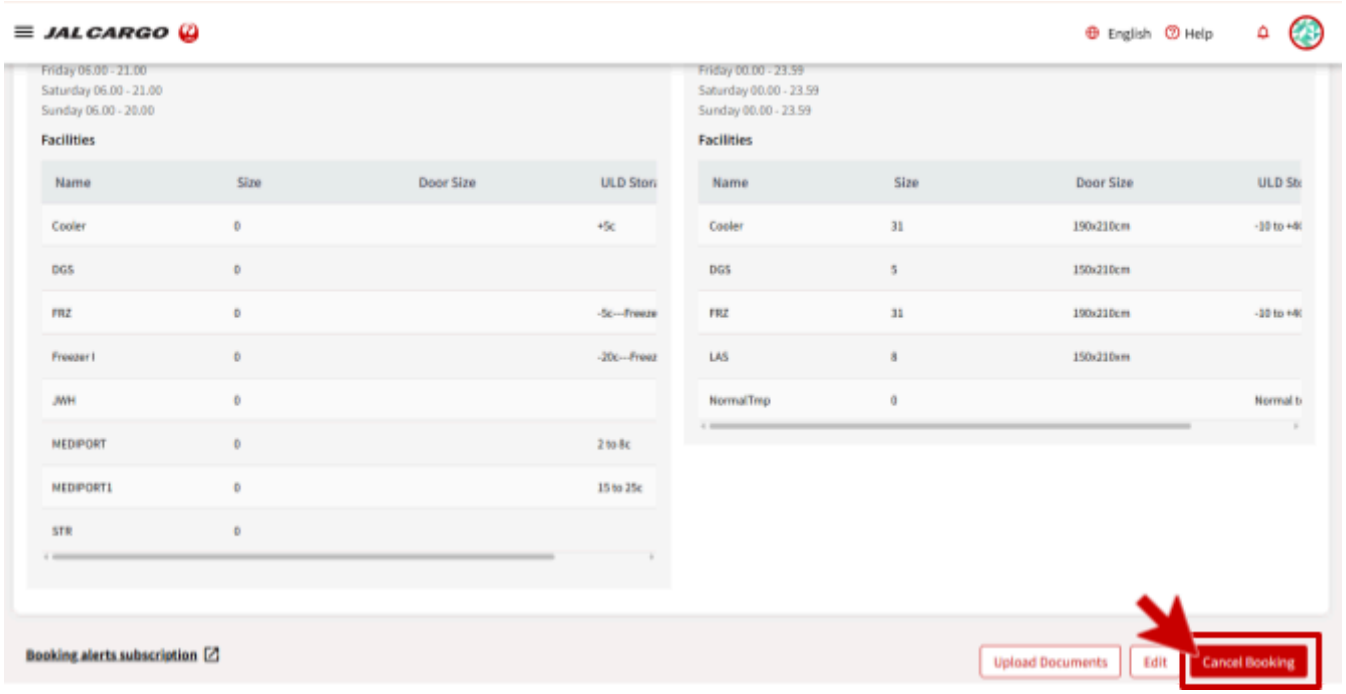
5.3.3. Booking Cancellation

You can cancel from Cancel Booking on the View Bookings list screen or the booking details screen.

【Booking List Screen】



【Booking Details Screen】

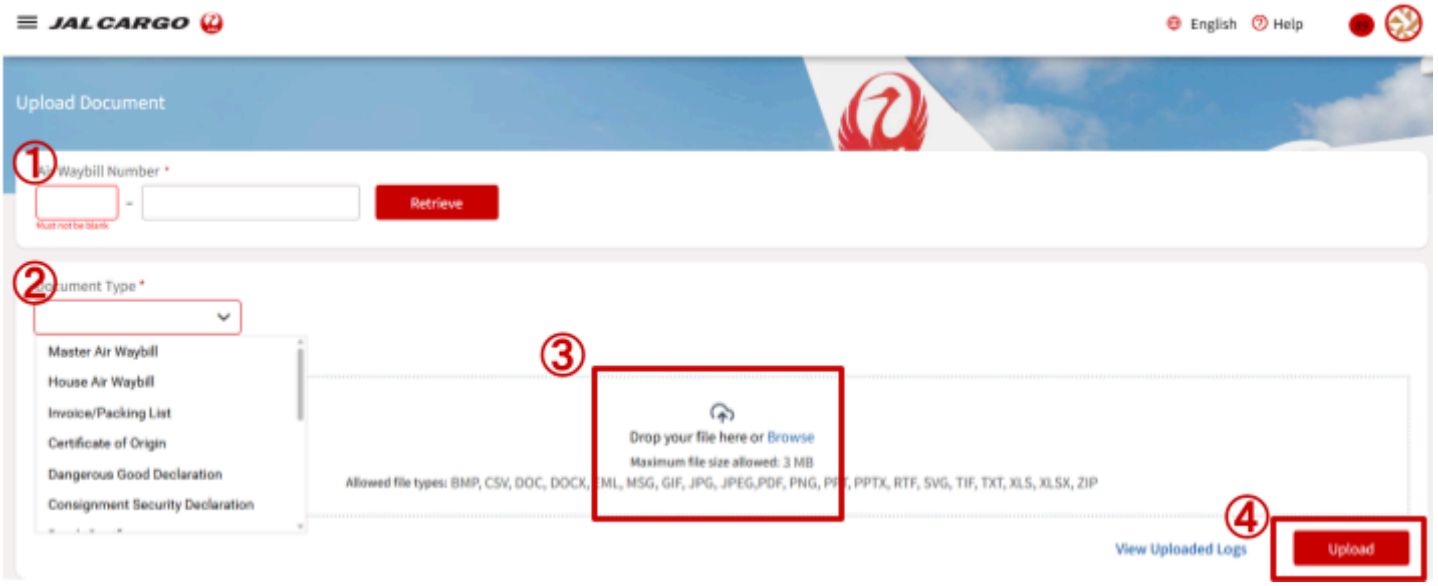


6. Upload Document

This chapter explains the document upload function available from the booking details screen.

6.1. How to operate the screen

Proceed to the document upload screen via the side menu Upload Documents > Upload or the Upload document button at the bottom of the booking details screen, and follow the steps below to upload documents.



① Enter the target MAWB and press Retrieve
② Select Document type
③ Drag and drop on the screen or specify the file using the "Browse" button
④ Click the Upload button

⚠ Notes on this function ⚠

・This function is for managing documents on the booking portal, and uploaded documents are not automatically sent to the airport.
・Please note that uploading MAWB or cargo-related documents does not mean the handling procedure is complete.
・Please submit documents separately to the airport as necessary.

Documents that can be uploaded
① Master Air Waybill
② House Air Waybill
③ Invoice/Packing List
④ Certificate of Origin
⑤ Dangerous Goods Declaration
⑥ Specific Cargo Confirmation Form (A-2)
⑦ Consignment Security Declaration
⑧ Death Certificate
⑨ Passport Copy
⑩ Fumigation Certificate
⑪ Non-infection Certificate
⑫ Cremation Certificate
⑬ Others

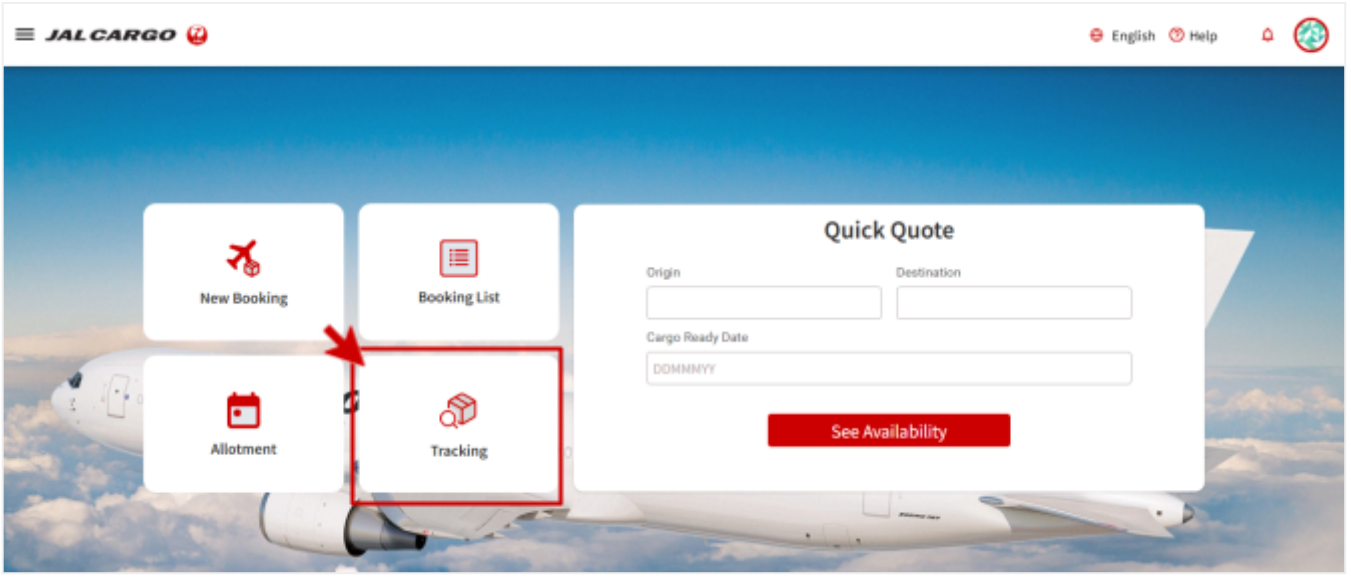
7. Tracking

Shipment status can be tracked by MAWB and HAWB units. This chapter explains how to check tracking status.

7.1. Search Method

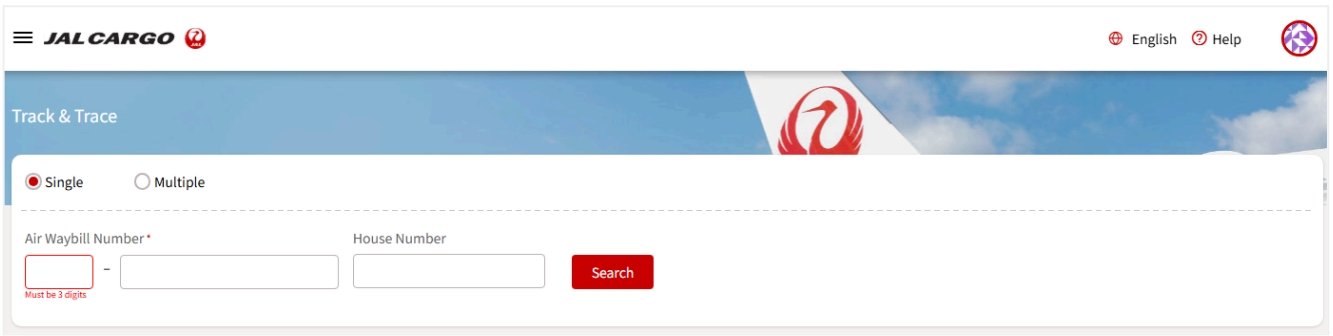
1) Proceed to the Tracking screen

Proceed to Track Shipments from the Tracking button on the home screen or the side menu.



2) Enter MAWB/HAWB number to search

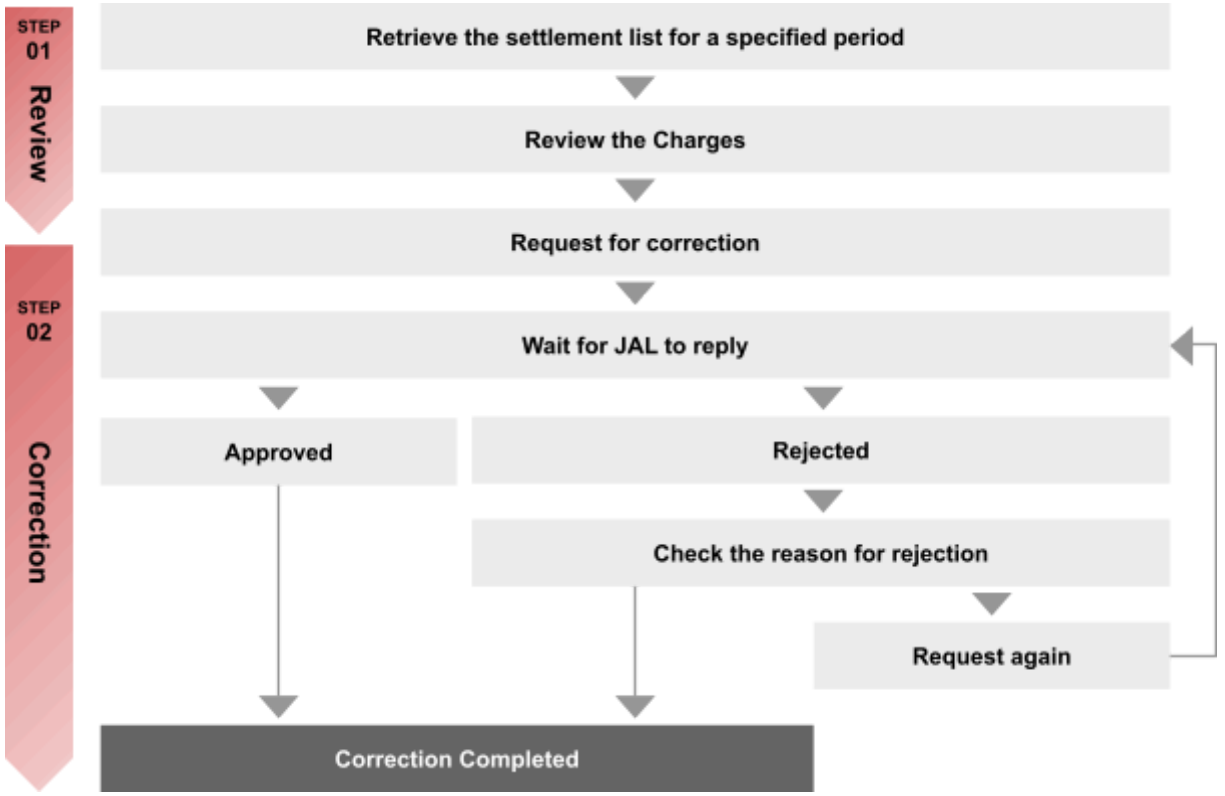
Enter MAWB or HAWB to perform a search. By clicking Multiple, you can search up to 5 MAWBs simultaneously by separating them with commas ",", spaces " ", semicolons ";", or newlines. (Example: 131-12345678,131-23456789,131-34567890,131-45678901,131-56789012)



8. Proof List

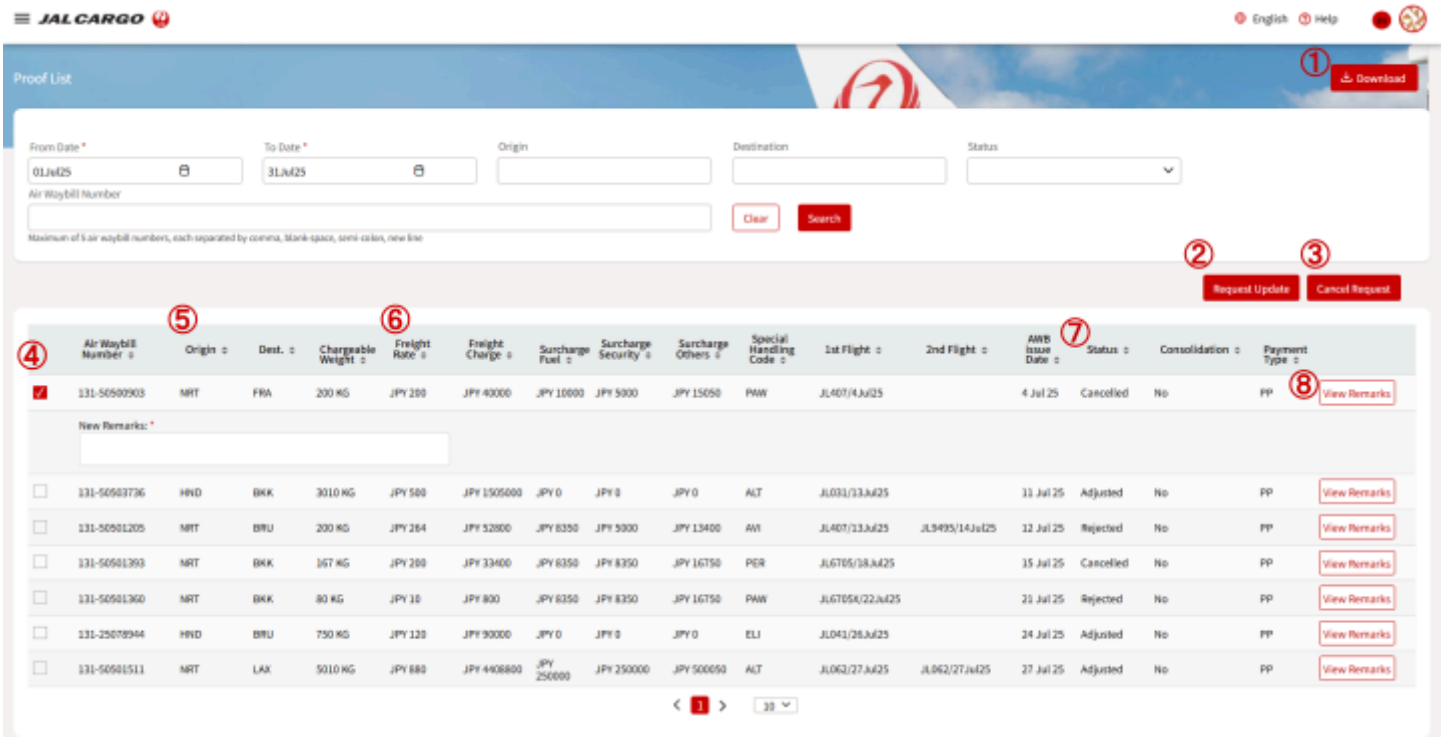
The Proof List is a function to check charges for departed shipments. This chapter explains how to check charges and request corrections. MAWBs with an Account date of the previous day that have already departed are reflected in the booking portal in the early morning (Japan time).

8.1. Workflow



8.2. Screen Description

Proceeding to Proof List from the side menu displays a list of MAWBs that departed from one month ago to yesterday. You can also perform a search by specifying search conditions at the top of the screen.

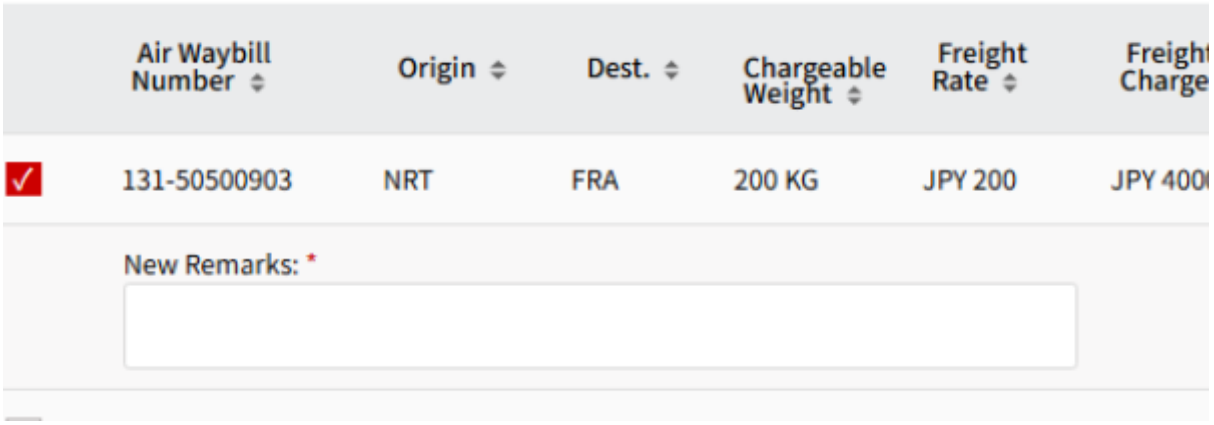


Item Name	Description
① Download	Allows downloading the charge list in Excel format
② Request Update button	Click this button after entering Remarks to send a correction request
③ Cancel Request	Click this button after entering Remarks to cancel a correction request
④ Checkbox	Checking this box displays the Remarks input field
⑤ Cargo Information	Displays MAWB and Origin/Destination information
⑥ Charge Information	
⑦ Status	Displays the status of the correction request
⑧ View Remarks button	You can check the history of Remarks entries

8.3. How to request a charge correction

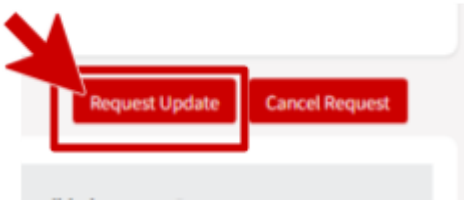
1) Select the target MAWB

Check the target master for correction and enter the correction details in the Remarks field.



2) Send request with Request Update button

Clicking the Request Update button sends the correction request to JAL.



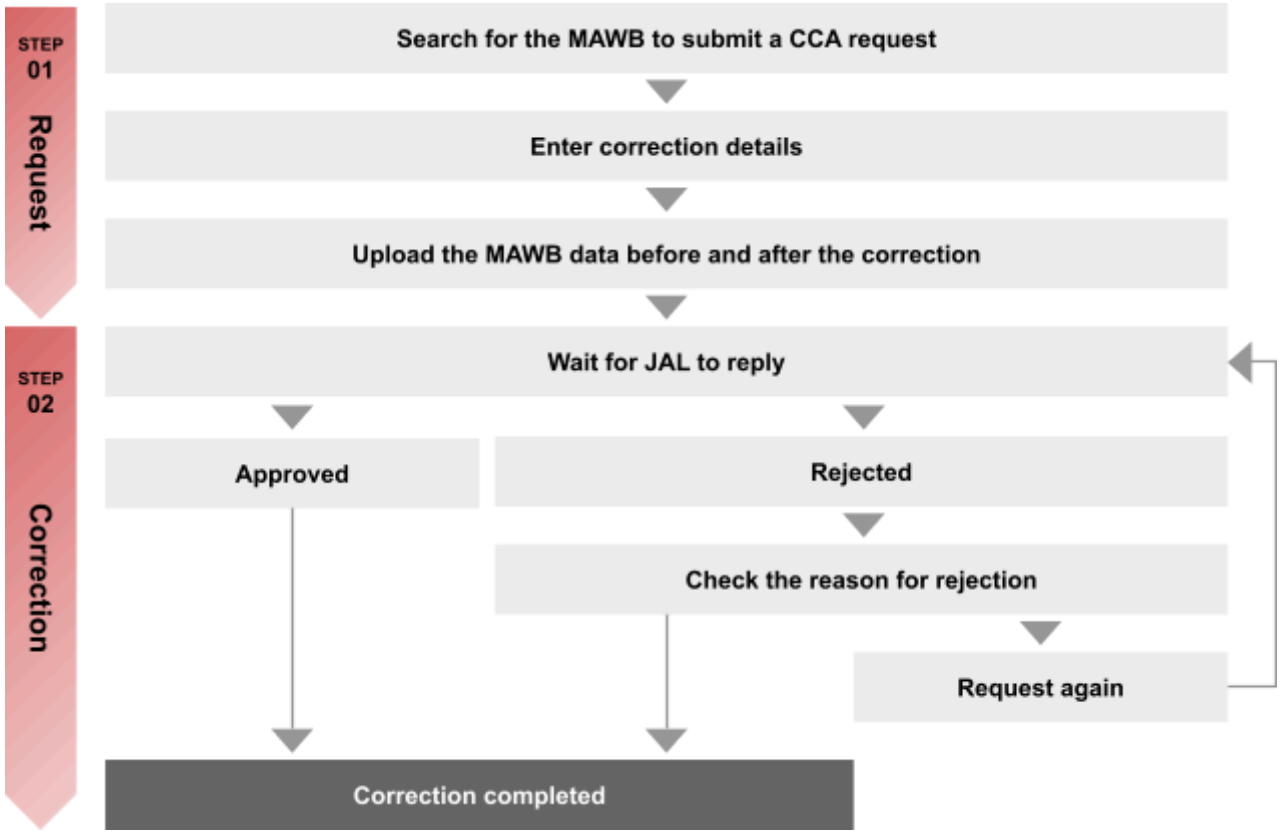
3) Check response from JAL

Once confirmation by JAL staff is complete, a notification email will be sent. Search for the target MAWB on the Proof list screen, click the View remarks button, and check the message from the JAL staff. If unit prices change, the corrected information will be reflected in JAL e-Cargo from the following day.

9. AWB Correction (CCA)

AWB Correction is a function for requesting MAWB corrections. This chapter explains the process step-by-step from creating a request, approval procedures, to checking progress. The scope is shipments that have departed and have not yet been picked up at the destination. Note that cases requiring re-weighing at the destination must be coordinated locally in advance, so please consult with JAL staff before applying.

9.1. Workflow



9.2. How to enter a correction request

1) Retrieve MAWB information

Proceed to AWB Correction > Create from the side menu. Enter the MAWB at the top of the screen, retrieve the information using Retrieve, and check the MAWB at the top of the screen.

(Modifications for HAWB are not accepted.)

2) Enter correction details

Please enter the correction details. Upload the pre-correction and post-correction MAWBs in the Upload Master Airwaybill field at the bottom of the screen.

3) Correction request via Submit button

If a sign-back of the CCA form is required, check the box, enter your contact email, and click Next. After confirming the application details, press Submit to send the correction request to JAL.



4) Check response from JAL

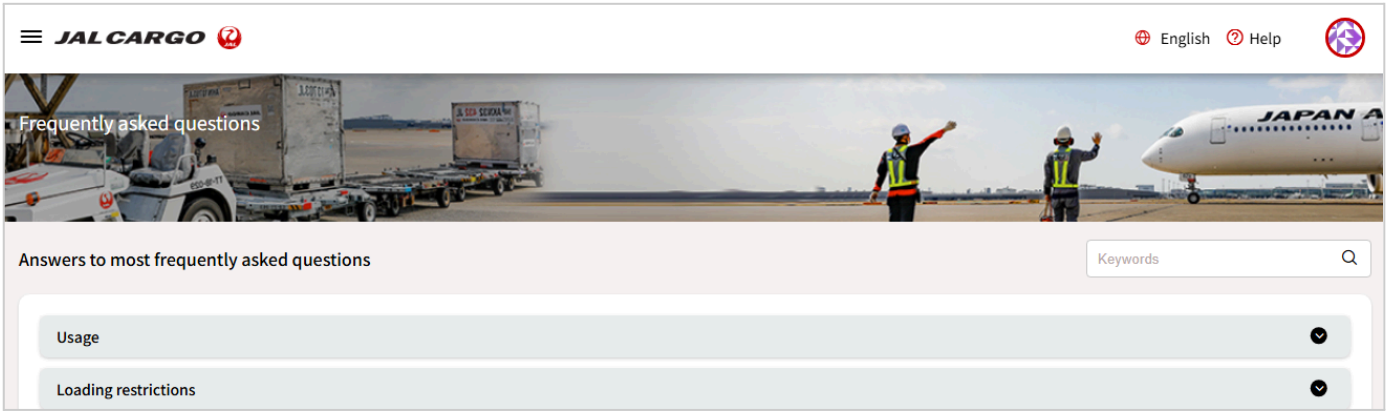
Once confirmation by JAL staff is complete, a notification email will be sent. Proceed to AWB Correction > Search from the side menu and search for the target MAWB.
Open the details screen with the View button and check the message from JAL staff in View Remarks. Please make corrections and re-apply as necessary.

10. Support

This chapter explains how to use the FAQ and the inquiry form.

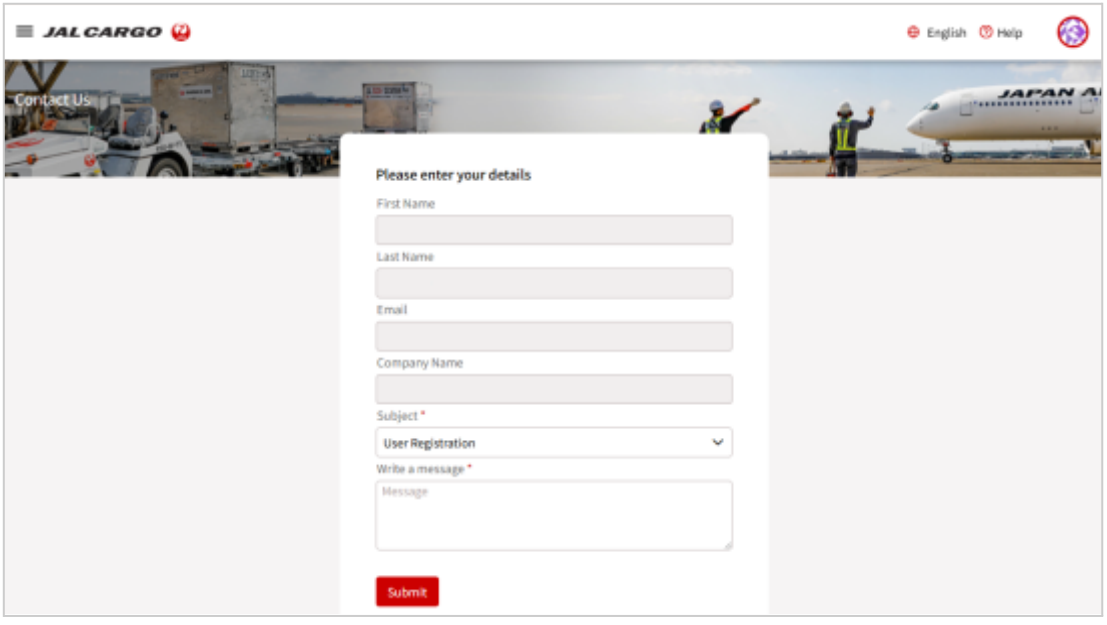
10.1. FAQ

Proceed to FAQs from the side menu to check frequently asked questions. You can also search by keyword using the search bar at the top right of the screen.



10.2. Inquiry Form

Proceed to Contact Us from the side menu to display the inquiry form. Select a Subject, enter your inquiry, and send it via Submit. JAL staff will check the contents and reply by email.



11. Appendix

11.1. List of Nature of goods

Category	Nature of Goods
ART	ART - ARTWORKS
	ART - EXHIBITION GOODS
CONSOL	CONSOL - CONSOL
CONSUMER GOODS	CONSUMER GOODS - CONSUMER GOODS
	CONSUMER GOODS - COSMETICS
	CONSUMER GOODS - PRINTED MATTERS
	CONSUMER GOODS - TOY
eCOMMERCE	eCOMMERCE - eCOMMERCE
EXPRESS	EXPRESS - EXPRESS
	EXPRESS - NEWS MAGAZINE
	EXPRESS - NEWSPAPER
FASHION GOODS	FASHION GOODS - FASHION GOODS
	FASHION GOODS - GARMENTS
FOODSTUFF	FOODSTUFF - BEVERAGE
	FOODSTUFF - CHOCOLATE
	FOODSTUFF - COFFEE
	FOODSTUFF - DAIRY PRODUCE & EGGS
	FOODSTUFF - JAPANESE FOOD
	FOODSTUFF - JAPANESE SAKE
	FOODSTUFF - WHISKEY
	FOODSTUFF - WINE
FOODSTUFF	FOODSTUFF - OTHER FOOD
FRUIT	FRUIT - BLUEBERRY
	FRUIT - CHERRY
	FRUIT - CITRUS

Category	Nature of Goods
FRUIT	FRUIT - GRAPES
	FRUIT - MELON
	FRUIT - OTHER FRUIT
	FRUIT - OTHER FRUIT
	FRUIT - PAPAYA
	FRUIT - PLUMS
	FRUIT - RASPBERRY
	FRUIT - STRAWBERRY
INDUSTRIAL SUPPLIES	INDUSTRIAL SUPPLIES - AIRCRAFT PARTS
	INDUSTRIAL SUPPLIES - AUTO PARTS
	INDUSTRIAL SUPPLIES - CHEMICAL
	INDUSTRIAL SUPPLIES - ELECTRONICAL GOODS
	INDUSTRIAL SUPPLIES - MACHINERY
	INDUSTRIAL SUPPLIES - MACHINE PARTS
	INDUSTRIAL SUPPLIES - OTHER INDUSTRIAL SUPPLY
	INDUSTRIAL SUPPLIES - PHOTOMASK
	INDUSTRIAL SUPPLIES - SEMICONDUCTOR GOODS
	INDUSTRIAL SUPPLIES - SHIP PARTS
LIVE ANIMAL	LIVE ANIMAL - LIVE EEL
	LIVE ANIMAL - LIVE FISH
	LIVE ANIMAL - LIVE HORSE
	LIVE ANIMAL - LIVE MICE
LIVE ANIMAL	LIVE ANIMAL - LIVE SHRIMP
	LIVE ANIMAL - LIVE TROPICAL FISH
	LIVE ANIMAL - OTHER LIVE ANIMAL
	LIVE ANIMAL - LIVE CARP
	LIVE ANIMAL - LIVE CAT
	LIVE ANIMAL - LIVE CORAL
	LIVE ANIMAL - LIVE DOG
MAIL	MAIL - MAIL
MEAT	MEAT - BEEF
	MEAT - CHICKEN

Category	Nature of Goods
MEAT	MEAT - HORSE MEAT
	MEAT - LAMB
	MEAT - OTHER MEAT
	MEAT - PORK
	MEAT - JAPANESE WAGYU
PHARMACEUTICALS	PHARMACEUTICALS - ANIMAL BIO SAMPLE
	PHARMACEUTICALS - ANTIBIOTICS
	PHARMACEUTICALS - HUMAN BIO SAMPLE
	PHARMACEUTICALS - HUMAN BLOOD
	PHARMACEUTICALS - HUMAN CELLS
	PHARMACEUTICALS - HUMAN PRIMARY CELLS
	PHARMACEUTICALS - HUMAN PLASMA
	PHARMACEUTICALS - HUMAN SERUM
	PHARMACEUTICALS - HUMAN TISSUE
	PHARMACEUTICALS - OTHER PHARMACEUTICAL
	PHARMACEUTICALS - REAGENT
PHARMACEUTICALS	PHARMACEUTICALS - LABORATORY GOODS
PLANT	PLANT - BULB
	PLANT - CUT FLOWER
	PLANT - ORCHID
	PLANT - OTHER LIVE PLANT
	PLANT - SEED
SEAFOOD	SEAFOOD - ABALONE
	SEAFOOD - CLAM
	SEAFOOD - CRAB
	SEAFOOD - LOBSTER
	SEAFOOD - OYSTER
	SEAFOOD - SALMON
	SEAFOOD - SCALLOP
	SEAFOOD - SEA GRAPE
	SEAFOOD - SEA URCHIN
	SEAFOOD - SHRIMP

Category	Nature of Goods
SEAFOOD	SEAFOOD - TROUT
	SEAFOOD - TUNA
	SEAFOOD - OTHER SEAFOOD
SPECIAL HANDLING	SPECIAL HANDLING - AOG
	SPECIAL HANDLING - AIRCRAFT ENGINE
	SPECIAL HANDLING - AIRCRAFT PARTS
	SPECIAL HANDLING - COMAT
	SPECIAL HANDLING - DANGEROUS GOODS
	SPECIAL HANDLING - DIPLOMATIC POUCH
	SPECIAL HANDLING - DIPLOMATIC CARGO
	SPECIAL HANDLING - HUMAN ASH
	SPECIAL HANDLING - HUMAN REMAINS
	SPECIAL HANDLING - PERSONAL EFFECT
	SPECIAL HANDLING - WEAPON
TEXTILES	TEXTILES - FABRIC
	TEXTILES - KIMONO FABRIC
	TEXTILES - TEXTILE
VALUABLE CARGO	VALUABLE CARGO - BANKNOTE
	VALUABLE CARGO - JEWELLERY
	VALUABLE CARGO - OTHER VALUABLE CARGO
VEGETABLE	VEGETABLE - ASPARAGUS
	VEGETABLE - BABY CORN
	VEGETABLE - BEANS
	VEGETABLE - CELERY
	VEGETABLE - MATSUTAKE
	VEGETABLE - MUSHROOMS
	VEGETABLE - OKRA
	VEGETABLE - TOMATO
	VEGETABLE - WASABI
	VEGETABLE - OTHER VEGETABLE

11.2. How to Input Scheduled Cargo Upload Files

Here, you can check the descriptions of each item and input examples for the upload file (Excel) used for bulk registration of scheduled cargo masters.

Column	Item	Description	Input Example
A	Air Waybill Prefix	AWB Prefix	131
B	Air Waybill Serial	8-digit AWB number	12345678
C	Origin	AWB Origin	NRT
D	Destination	AWB Destination	BKK
E	Pieces	Total pieces on AWB	3
F	Weight (Kg)	Total weight on AWB	600
G	Volume (MC)	Total volume on AWB (m3)	3
H	Nature of Goods	Content	CONSOL
I	Cargo Ready Date/Time	Scheduled delivery date/time	2026-10-01 15:00
J–AG	Flight - Flight Carrier Code	Flight carrier code	JL
J–AG	Flight - Flight Number	Flight number Please enter 3 or more digits (e.g., Flight JL21 → 021)	707
J–AG	Flight - Flight Date (YYYY-MM-DD)	Please enter the flight date in YYYY-MM-DD format	2026-01-10
J–AG	Flight - Origin	Flight Origin	NRT
J–AG	Flight - Destination	Flight Destination	BKK
J–AG	Flight - Allotment ID	Allotment ID	
AH	Product Code	If it corresponds to J-Product, enter that code	J-SPEED
AI–AQ	SHC	You can specify up to 9 SHCs Please enter one SHC per cell	ICE
AR	MDP - Count	Please enter only if booking in MDP units (ULD units)	1
AS	LDP - Count	Please enter only if booking in LDP units (ULD units)	1
AT	LD8 - Count	Please enter only if booking in LD8 units (ULD units)	1
AU	LD3 - Count	Please enter only if booking in LD3 units (ULD units)	1
AV	Shipper Name	Shipper Name	
AW	Consignee Name	Consignee Name	
AX	Consignee Phone Number	Consignee Phone Number	
AY	Mobile Battery / Smart Luggage(Y/N)	When shipping ELM/ELI, please confirm if it contains mobile batteries or smart luggage before entering	N

Column	Item	Description	Input Example
AZ	ELI with Label(Y/N)	ELI with label	Y
BA	ELI without Label(Y/N)	ELI without label	Y
BB	ELM with Label(Y/N)	ELM with label	Y
BC	ELM without Label(Y/N)	ELM without label	Y
BD	Data Logger Code	Data logger code	DL001
BE–BW	DryIce - Pieces	Number of pieces of dry ice	10
BE–BW	DryIce - Weight Per Piece	Dry ice weight per package (kg)	10.5
BX	Dimension Unit	Please specify the cargo size unit in CM or IN	CM
BY–EI	Dim. - Pieces	Number of pieces of the entered cargo size	3
BY–EI	Dim. - Weight	Weight per package of the entered cargo size * Please enter the weight per package, not the total weight.	200
BY–EI	Dim. - Length	Length	100
BY–EI	Dim. - Width	Width	100
BY–EI	Dim. - Height	Height	100
BY–EI	Dim. - Do not stack	Stackability Enter N if stackable, Y if not stackable	N
BY–EI	Dim. - Do not tilt	Tiltability Enter N if tiltable, Y if not tiltable	N

11.3. List of Dangerous Goods Package Types

Package Type	Detail
104	Aluminiumdrum
105	Aluminium jerrican
106	Paperbag
107	Plastic receptacle, composite
108	Plasticdrum
109	Plastic jerrican
110	Plasticbox
111	Plasticbag
112	Steeldrum
113	Steel jerrican
114	Textilebag
115	Box, wood
122	Tank truck
123	Tank container
124	Tankcompartment
134	Tube
135	Pressure drum
136	Bundle of cylinders
137	Cryogenic receptacle
1A1	STEEL DRUMS non-removable head
1A2	STEEL DRUMS removable head
1B1	ALUMINIUM DRUMS non-removable head
1B2	ALUMINIUM DRUMS removable head
1D	PLYWOOD DRUMS
1G	FIBRE DRUMS
1H1	PLASTIC DRUMS AND JERRICANS drums, non-removable head
1H2	PLASTIC DRUMS AND JERRICANS drums, removable head
1N1	METAL DRUMS (other than steel or aluminium/drums) non-removable head
1N2	METAL DRUMS (other than steel or aluminium/drums) removable head

Package Type	Detail
201	Glass bottle
3A1	STEEL JERRICANS non-removable head
3A2	STEEL JERRICANS removable head
3B1	ALUMINIUM JERRICANS non-removable head
3B2	ALUMINIUM JERRICANS removable head
3H1	PLASTIC DRUMS AND JERRICANS jerricans, non-removable head
3H2	PLASTIC DRUMS AND JERRICANS jerricans, removable head
45	Cylinder
48	Aluminiumbox
49	Receptacle
4A	STEEL OR ALUMINIUM BOXES steel
4B	STEEL OR ALUMINIUM BOXES aluminium
4C1	BOXES OF NATURAL WOOD OR WOODEN BOX ordinary
4C2	BOXES OF NATURAL WOOD OR WOODEN BOX with sift-proof walls
4D	PLYWOOD BOXES
4F	RECONSTITUTED WOOD BOXES
4G	FIBREBOARD BOXES
4H1	PLASTIC BOXES expanded plastic boxes
4H2	PLASTIC BOXES solid plastic boxes
50	IBC
51	Plywooddrum
52	Plywood box
53	Glass receptacle, composite
54	Pallet
56	Fibredrum
57	Box, fibreboard
5H1	WOVEN PLASTIC BAG without inner lining or coating
5H2	WOVEN PLASTIC BAG sift-proof
5H3	WOVEN PLASTIC BAG water resistant
5H4	PLASTIC FILM BAGS
5L2	TEXTILE BAGS sift-proof
5L3	TEXTILE BAGS water-resistant

Package Type	Detail
5M1	PAPER, BAGS multi-wall
5M2	PAPER, BAGS multi-wall, water-resistant
63	Porcelain receptacle, composite
64	Box, reconstituted wood
65	Stoneware receptacle, composite
66	Flexible IBC
69	Steelbox
6HA1	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer steel drum
6HA2	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer steel crate or box
6HB1	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer aluminium drum
6HB2	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer aluminium crate or box
6HC	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer wooden box
6HD1	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer plywood drum
6HD2	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer plywood box
6HG1	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer fibre drum
6HG2	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer fibreboard box
6HH1	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer plastic drum
6HH2	COMPOSITE PACKAGINGS (plastic material) plastic receptacle with outer solid plastic box
72	Barrel, wood
73	Light gauge metalpackage
74	TYPE A PACKAGE
75	TYPE B(M) PACKAGE
76	TYPE B(U) PACKAGE