

JAL e-Cargo User Manual for Customers

(For Cargo Agents)



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1. Account and User Management

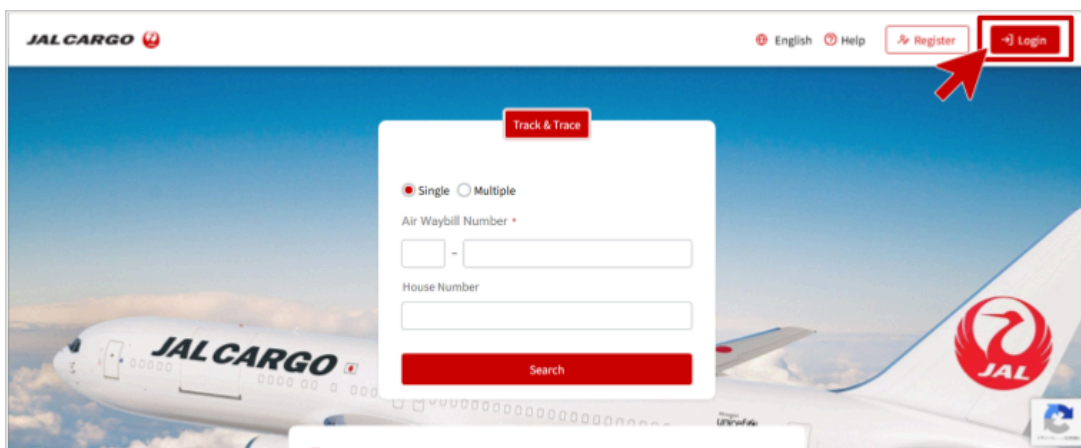
This chapter provides instructions on account-related operations for customers, including how to sign in, register as a new user, and add additional users.

1.1. Signing In and Password Settings

1.1.1. Sign in / out

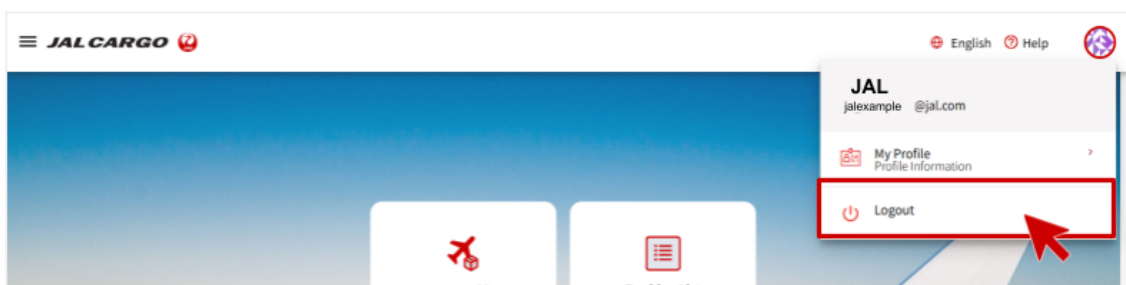
Sign in

Go to JAL e-Cargo landing page and click the Sign in button at the top right of the screen to sign in. If you haven't logged in for 90 days, your account will be automatically locked. To reactivate your account, please contact a JAL staff member.



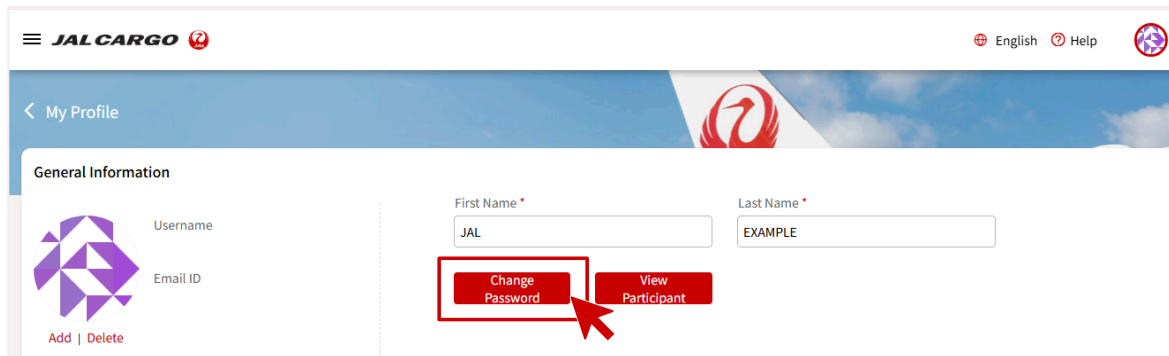
Sign out

Click the icon in the top right corner of the screen and select Sign out from the menu.



1.1.2. Reset Password

From the icon menu at the top right corner of the screen, go to My Profile, where you can change your password by clicking the Change Password button. The password requirements are as follows:



1. Must be at least 9 characters long.
2. Must include at least one uppercase letter.
3. Must include at least one lowercase letter.
4. Must include at least one number.
5. Must include at least one symbol.
6. Cannot be a previously used password.

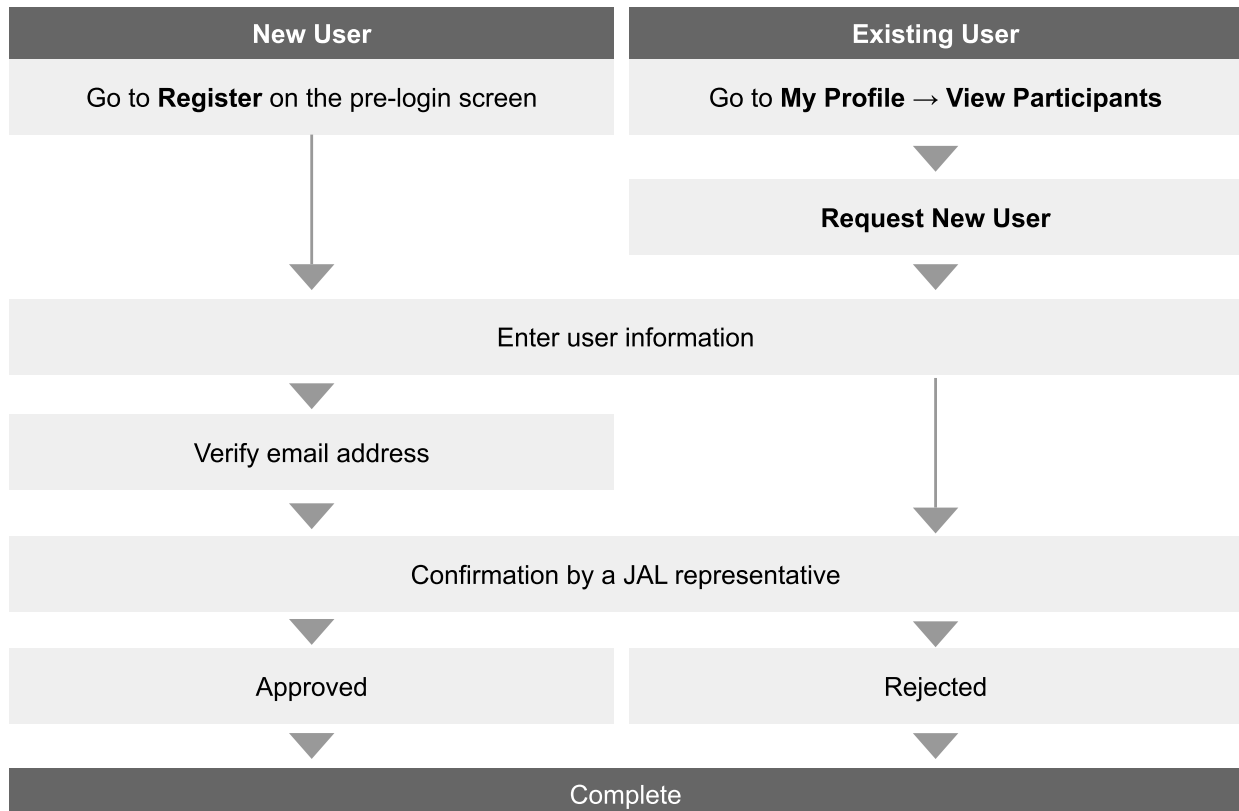
Example: "P@ssword123"

Passwords expire 90 days after being set. The system enforces expiration automatically. Additionally, the portal will send reminder emails to users three times before their password expires—14 days, 7 days, and 1 day prior to the expiration date.

1.2. Managing Your Account

1.2.1. How to Register a New Account

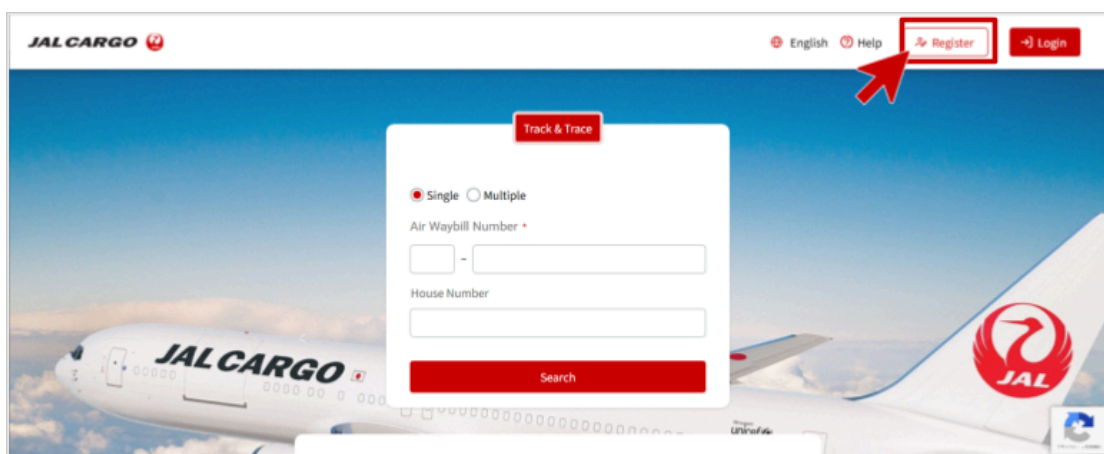
There are two ways to register a new account: (1) application by a new user, and (2) application by an existing user. After submitting an application, your account must be approved by a JAL representative, so it may take some time before the account is activated.



1.2.2. New user

1) Access the Register screen

Open JAL e-Cargo and click the Register button at the top right corner of the screen.



2) Enter user information

Enter your user information on the registration screen and click the Submit button. You will receive a verification email—click the link in the email to submit your application to a JAL representative.

3) Confirmation and approval by JAL representative

A JAL representative will review your application and notify you by email if it is approved.

1.2.3. Existing users

1) Access the View Participant screen

Sign in with your existing user account, then click the icon in the top right corner of the home screen and find My Profile > View Participants.

2) Enter user information

From the View Participants screen, go to Request New User, enter the new user information, and click the Submit button. Your application will be sent to a JAL representative.

3) Confirmation and approval by JAL representative

A JAL representative will review your application and notify you by email if it is approved.

1.3. Profile Settings

Click the icon in the top right corner of the home screen and go to My Profile to view your account information. Here, you can change your password and see the list of users associated with your account number. For information on how existing users can add new users, please refer to the [Adding Users](#) section.

JALCARGO English Help

< My Profile

General Information

Username
Email ID
Add | Delete

First Name *
JAL

Last Name *
EXAMPLE

Change Password View Participant

Account Details

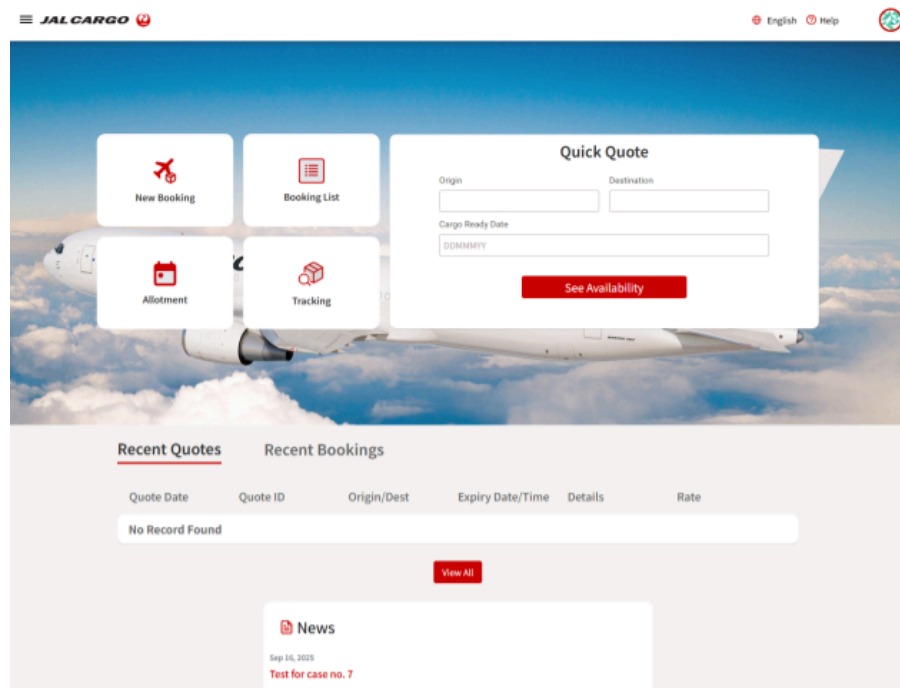
Account Number Forwarder Name Branch Code NRT Sale Area NRT

Save

2. Basic operations on the portal screen

This chapter explains how to use the home screen and side menu of the booking portal, including the layout and key features of the home screen.

2.1. Home screen



Items	Descriptions
① Side menu	Main navigation menu for accessing portal features
② Language	Switch between Japanese, English, and Chinese
③ Help	Download the User Guide
④ User Menu	Access profile settings and sign out.
⑤ Adhoc Booking	Start an adhoc booking request here
⑥ Booking List	View your booking history
⑦ Allotment booking	Make, modify, or manage bookings for allotment cargo shipments
⑧ Tracking	Redirects to the cargo tracking page on the JAL Cargo website
⑨ Quick Quote	Quickly book simple cargo by entering minimal information
⑩ Recent Quote / Bookings	View your latest quotes and recent booking history.
⑪ News	Check the latest announcements from JAL

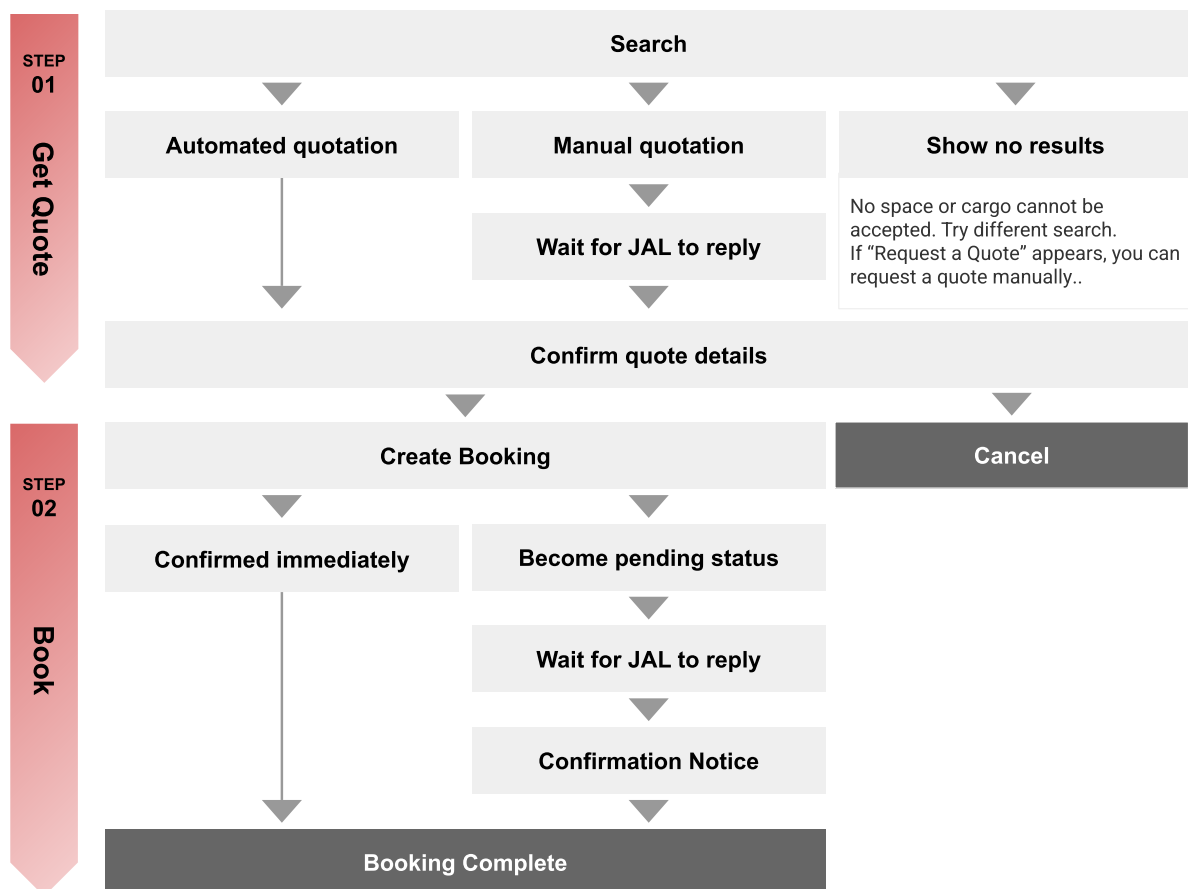
2.2. Side menu

Main Categories	Subcategories	Description
① Home page		Return to the home screen
② Bookings	Adhoc Bookings	
	- Quick Quote	Proceed to the Quick Quote search screen
	- Create	Submit a new quote request
	Allotment Bookings	
	- Manual Booking	Create bookings by registering MAWBs individually
	- File Upload Booking	Create bookings in bulk by uploading files
	- View List of File Uploads	Check upload history and registration results
	- Manage Allotment Bookings	Update forecast and final volumes for MAWBs previously registered via file upload
	View Inquiries	View your history of quote requests
	View Bookings	View the list of your booked AWBs
③ Track Shipments		Check cargo status
④ Upload Document	Search	View document upload history
	Upload	Upload documents
⑤ Price Confirmation		Cross-check settlement details for AWBs on board
⑥ AWB Correction	Search	View CCA history
	Create	Submit a CCA request
⑦ FAQs		Frequently asked questions
⑧ Contact Us		Inquiry form

3. Adhoc Bookings

This chapter explains the process of booking adhoc cargo by entering shipment details and selecting a flight. It covers how to request a quote, submit a booking, and confirm the booking status.

3.1. Adhoc Booking Flow

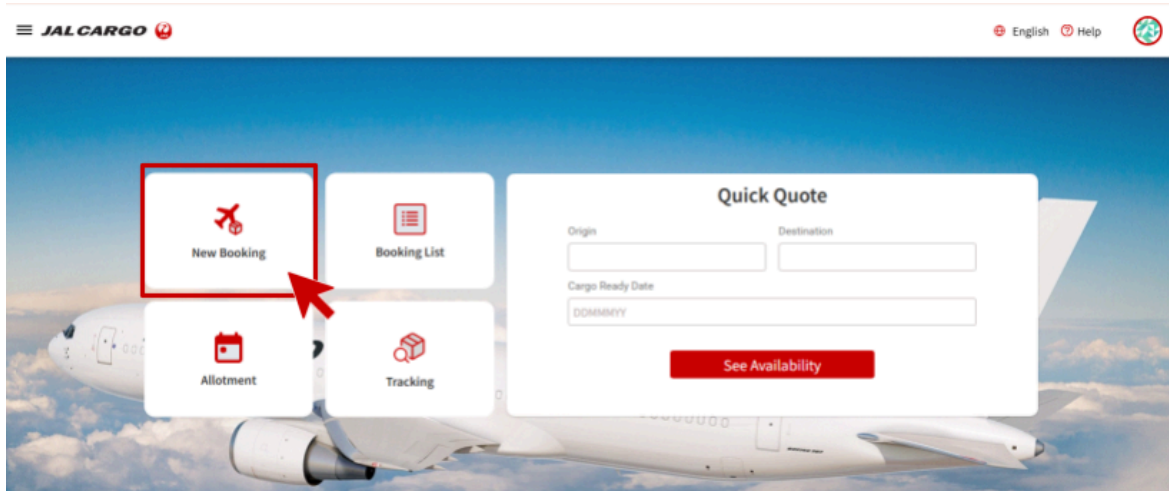


3.2. Adhoc Booking procedure

3.2.1. Get Quotes

1) Access the Adhoc Booking screen

Access the new quote request screen by clicking Adhoc Booking on the home screen or Bookings > Create in the side menu.



2) Enter cargo detail

Fill in the required details such as cargo origin and destination, quantity, weight, volume, and other information, then click Submit.

For details on how to book by item, please refer to the corresponding section.

JAL CARGO English Help

Get Quotes Select Template

Booking Details

Origin * Destination * Cargo Ready Date * Arrival Date ☐ Direct ☐ Do not split

Service Details Reset

Product

☐ Dangerous Goods ☐ Lithium Battery / ELI ELM ☐ Perishable & Dry ice ☐ Food Stuff / EAT ☐ Wet Cargo / WET

☐ Valuable Cargo / VAL ☐ Diplomatic Cargo / DIP ☐ Human Remains / HUM ☐ Live Animals / AVI ☐ Live plant & seed

☐ Express cargo to China / EXP ☐ Aircraft on ground / AOG ☐ Unaccompanied Baggage / UBG

Shipment Details

Nature Of Goods * ☐ ULD Shipment ☐ Secure * ☐ Screened ☐ Not Screened

Pieces * Weight * KG Volume * MC Data Logger

Dimensions Info ☐ CM ☐ IN

Pieces Weight/PC KG Length CM Width CM Height CM Volume ☐ Do not Stack ☐ Do not Tilt ☐ Oversized +

NOTE: Dimensions must be provided if length / Width / Height is greater than 100 CM / 40 IN. Missing dimensions may result in changes to rates or available flights.

Payment Details

Freight Charge * ☐ Prepaid ☐ Collect Other Charge * ☐ Prepaid ☐ Collect Contract ID Currency Requested Rate

☒ I agree that the above information is correct Clear All Save Search Search

3) Confirm the quotation results

One of three screens will appear : Flight List(automatic quotation), Sales person is checking(manual quotation), or No result. The next steps will vary according to the screen displayed.

► Flight list screen (automatic quotation)

Available flights and prices will be displayed based on the loading priority below. To continue, please select a flight and click Book.

The screenshot shows the 'View Quotes' page on the JAL CARGO website. At the top, there's a header with the JAL CARGO logo and navigation links for English, Help, and a user icon. Below the header, a search bar displays the following information: Origin: NRT, Destination: BKK, Cargo Ready Date Time: 20/10/2025 00:00, Arrival Date: 26/10/2025 23:59, Pieces / Weight / Volume: 1 / 100KG / 1MC, Product: DEF. A 'Modify Search' button is on the right. Below the search bar, a date selector shows '20 Oct 2025' with a 'Prev' button and a 'Next' button. The main section is titled 'Flight Details' and lists three flight options:

Priority	Flight Details	Rate	Action
Non-Standby	17:00 20 Oct NRT → 6h 40m 0 Stops → BKK 21:40 20 Oct	C/Weight 167 Kg JPY 136/Kg	Book >
Standby	17:00 20 Oct NRT → 6h 40m 0 Stops → BKK 21:40 26 Oct	C/Weight 167 Kg JPY 119/Kg	Book >
J-Priority	17:00 20 Oct NRT → 6h 40m 0 Stops → BKK 21:40 20 Oct	C/Weight 167 Kg JPY 326/Kg	Book >

Priority	Description
① Non-Standby	Cargo will be loaded on the specified flight
② Stand by	Cargo will be held on standby within the specified period
③ J-PRIORITY	J-PRIORITY (guaranteed loading) service
④ FPC	Long-term standby service (First Pick-up Cargo)

► Sales person is checking... screen (manual quotation)

For cargo that needs special handling, a JAL representative will review the quote and provide details on flights and prices. Once the review is complete, you will receive an email notification and will be able to check the quote on Bookings > View Quotes in the side menu.

The screenshot shows the 'View Quotes' page on the JAL CARGO website. The search bar at the top displays the same information as the previous screenshot. Below the search bar, a green checkmark icon is visible, and a message states: 'Salesperson is checking your request, please kindly wait for communication from the salesperson.'

► **No result screen**

If there is no available space on flights or the cargo cannot be accepted (e.g., due to embargo), the No result screen will be displayed. Please try searching again with different criteria. If a Request a Quote button appears at the bottom of the screen, you can submit a quote request to a JAL representative.

View Quotes

Origin	Destination	Cargo Ready Date Time	Arrival Date	Pieces / Weight / Volume	Product	
NRT	SYD	20/10/2025 00:00	26/10/2025 23:59	1 / 10000KG / 120MC	DEF	Modify Search

◀ Prev 20 Oct 2025 21 Oct 2025 22 Oct 2025 23 Oct 2025 24 Oct 2025 25 Oct 2025 26 Oct 2025 Next ▶

No results found for October 26th

[Request a Quote](#)

4) Confirm quote details

From the flight list screen, select a loading priority and click Book to proceed to the next step. You can also click Save Quote at the bottom to save the quote for 24 hours. After 24 hours, the quote can no longer be used for booking, so please request a new quote. Please note that only the price is saved — space is not reserved.

Back to Quote

Air Waybill Number: 131 - ☐ EAW ☐ EAP ☒ Paper

Booking Details			
Origin	Destination	Cargo Ready Date	Time
NRT	BKK	20 Oct 2025	00:00
Arrival Date	Pieces	Weight	Volume
-	1	100 KG	1 MC
Product	Nature Of Goods	Special Handling Code	
DEF	CONSOL		

Charges	
Freight Charge	JPY 22,712
Surcharge - Fuel **	JPY 6,179
Surcharge - Security	JPY -
Surcharge - Due carrier(All)	JPY 6,179
Total	JPY 28,891
Chargeable Weight	167 KG
Freight Rate	JPY 136
Freight Charge	Prepaid
Others Charges	Prepaid

** Fuel Surcharge is subject to change.

Flight Details

Shipment Details

Shipper/Consignee



☒ Notify me about **changes to this booking** ☐

[Clear All](#) [Save Quote](#) [Book](#)

View Quotes

You can view saved quotes or quotes provided by JAL representatives. Go to Bookings > View Quotes in the side menu to see a list of your quotes. Click View to check quote details, or Cancel to withdraw the quote request.

You can also add notes using the Notes function; these notes are for your reference and will not be sent to JAL staff.

English Help 

View Adhoc Booking Inquiries

Cargo Ready Date - From *
17Oct25

Cargo Ready Date - To
23Oct25

Origin

Destination

Search

Cargo Ready Date ↕	Origin-Destination ↕	Product ↕	Shipment Details ↕	Nature of Goods ↕	Created Date / Time ↕	Expiry Date / Time ↕	Quote ID ↕	Status ↕			
22 Oct 2025	NRT-BKK	DEF	1/100KG / 1MC	CONSOL	16 Oct 2025 16:31	17 Oct 2025 16:31	-	Active	Notes	View	Delete
20 Oct 2025	NRT-BKK	DEF	1/100KG / 4MC	CONSOL	17 Oct 2025 13:31	18 Oct 2025 13:31	5077924	Active	Notes	View	Cancel

3.2.2. Create Booking

1) AWB Registration

Click Create at the bottom of the quote details screen to proceed to the next step, where you can assign Air Waybill (AWB) numbers for the booking. You can register AWBs by either: 1) Manually entering the AWB number, or 2) leaving the field blank and clicking Book to have the system assign the numbers automatically.

English Help

Back to Quote

Air Waybill Number

131

☐ EAW
☐ EAP
☒ Paper

Booking Details

Origin	Destination	Cargo Ready Date	Time
NRT	BKK	20 Oct 2025	00:00
Arrival Date	Pieces	Weight	Volume
-	1	100 KG	1 MC
Product	Nature Of Goods	Special Handling Code	
DEF	CONSOL		

Charges

Freight Charge	JPY 22,712
Surcharge - Fuel **	JPY 6179
Surcharge - Security	JPY -
Surcharge - Due carrier(All)	JPY 6179
Total	JPY 28,891
Chargeable Weight	167 KG
Freight Rate	JPY 136
Freight Charge	Prepaid
Others Charges	Prepaid

** Fuel Surcharge is subject to change.

Flight Details

Shipment Details

Shipper/Consignee

☒ Notify me about [changes to this booking](#)

Clear All

Save Quote

Book

⚠ Important Notice for Shipments to China ⚠

Before registering, please check your MAWB usage history using the China AWB number check service (URL: <https://www.cargoweb.jal.co.jp/JalCargoWeb/chinaAwb.do>) before making your booking.

2) Confirm Booking

Once you complete the AWB registration, your booking will be either immediately confirmed or temporarily placed on pending status.

CONFIRM

Please proceed with shipping arrangements accordingly

PENDING

Please wait for a response from a JAL representative

[Confirmed status]

English Help

Booking Details

Air Waybill Number : 131 50503386 Paper

CONFIRMED

Charges

Freight Charge	JPY 22,712
Surcharge - Fuel **	JPY 6179
Surcharge - Security	JPY -
Surcharge - Others	JPY -
Total	JPY 28,891
Chargeable Weight	167 KG
Freight Rate	JPY 136
Freight Charge	Prepaid
Others Charges	Prepaid

*** Fuel Surcharge is subject to change.

Booking Details

Origin	Destination	Cargo Ready Date	Time
NRT	BKK	20 Oct 2025	00:00
Arrival Date	Pieces	Weight	Volume
-	1	100 KG	1 MC
Product	Nature Of Goods	Special Handling Code	
DEF	CONSOL	PAW	

Flight Details

Origin	Destination	Flight Number	Departure	Arrival	Aircraft Type	Status
NRT	BKK	JL6705/20Oct	17:00	21:40	788	Booked

[Pending status]

English Help

Booking Details

Air Waybill Number : 131 50503386 Paper

UNCONFIRMED

Charges

Freight Charge	JPY 22,712
Surcharge - Fuel **	JPY 6179
Surcharge - Security	JPY -
Surcharge - Others	JPY -
Total	JPY 28,891
Chargeable Weight	167 KG
Freight Rate	JPY 136
Freight Charge	Prepaid
Others Charges	Prepaid

*** Fuel Surcharge is subject to change.

Booking Details

Origin	Destination	Cargo Ready Date	Time
NRT	BKK	20 Oct 2025	00:00
Arrival Date	Pieces	Weight	Volume
-	1	100 KG	1 MC
Product	Nature Of Goods	Special Handling Code	
DEF	CONSOL	PAW	

Flight Details

Origin	Destination	Flight Number	Departure	Arrival	Aircraft Type	Status
NRT	BKK	JL6705/20Oct	17:00	21:40	788	Hold

3.2.3. Product/Service Type-Specific Input Fields

❖ J PRODUCT

J-ART

Field Item	Type	Description
① Build up direction	List	Select one: <ul style="list-style-type: none">• No specific instruction• Long side parallel to travel direction
② Do not build up with other shipments	Checkbox	Check if this item cannot be loaded in the same ULD with other cargo.

J-CARE

Field Item	Type	Description
① Shock watch attached	Checkbox	Check if Shockwatch is attached
② Tilt watch attached	Checkbox	Check if Tiltwatch is attached

J-EXPRESS

No special input fields required. Please select J-EXPRESS in the Product field and proceed to request a quote. After submitting the quote request, JAL representative will contact you.

J-PHARMA/J-TEMP

Field Item	Type	Description
① ULD type	Radio Button	Select one: Active, Passive, or Loose
② Lease Type	List	Select one: Cargo Agent Lease or Airline Lease (For temperature-controlled containers only)
③ Build up By	Button	Select one: Cargo Agent, Airline
④ ULD Type	List	Select the ULD type
⑤ Number of ULD	Text Box	Enter the number of ULDs
⑥ Dry Ice Weight per ULD	Text Box	Enter the amount of dry ice loaded per ULD
⑦ ULD Temperature [°C]	Text Box	Enter the ULD temperature setting
⑧ ULD Pick up	List	Select the pickup location when leasing a ULD
⑨ Address	Text Box	Enter the delivery address if ULD Pickup is selected

⑩ Dry Ice detail - pieces	Text Box	Enter the number of packages containing dry ice
⑪ Dry Ice detail - weight per piece	Text Box	Enter dry ice weight per package
⑫ Storage Temperature	List	Select storage temperature

J-PRIORITY

No special input fields required. Please select J-PRIORITY in the Product field and proceed to request a quote.


J-SPEED

No special input fields required. Please select J-SPEED in the Product field and proceed to request a quote.

J-WHEEL

J-WHEEL

Maximum Vehicle Weight *	Maximum Vehicle Length *	Maximum Vehicle overall width *	Maximum Vehicle Inside Width *	Maximum Vehicle Height *	Minimum Ground Clearance *	Vehicle Model
<input type="text"/> KG	<input type="text"/> CM	<input type="text"/> CM	<input type="text"/> CM	<input type="text"/> CM	<input type="text"/> CM	<input type="text"/>

Please refer to the image for vehicle compatibility with the platform 

Field Item	Type	Description
① Maximum Vehicle Weight	Text Box	Maximum vehicle weight (cm)
② Maximum Vehicle Length	Text Box	Maximum vehicle length (cm)
③ Maximum Vehicle overall width	Text Box	Maximum wheel overall width (cm)
④ Maximum Vehicle Inside Width	Text Box	Minimum wheel inside width (cm)
⑤ Maximum Vehicle Height	Text Box	Maximum vehicle height (cm)
⑥ Minimum Ground Clearance	Text Box	Minimum ground clearance (cm)
⑦ Vehicle Model	Text Box	Vehicle Model

❖ Service Type

Dangerous Goods

Dangerous Goods

① UN/ID * Class / Proper ... Packing Group Packing Instru ② Package Type * SHC Sub Hazard 1 Sub Hazard 2 CAO ③ Pieces * ④ Quantity * ⑤

Dangerous Goods in Excepted Quantities [REQ] * ⑥ Yes ☐ No ☐

Field Item	Type	Description
① UN/ID	Text Box	Enter the UN/ID number, click the icon, and select the appropriate dangerous goods information from the list
② Package Type	Text Box	Enter package type
③ Pieces	Text Box	Number of packages for the selected UN/ID
④ Quantity	Text Box	Net quantity of dangerous goods for the selected UN/ID
⑤ Add	Button	Add additional lines by clicking this button if you have multiple UN/ID
⑥ Dangerous Goods in Excepted Quantities [REQ]	Radio Button	Select "Yes" if REQ is included, and enter related details

Lithium Battery (ELI, ELM) / Lithium Battery

① **Lithium Battery / ELI ELM**

☒ ELI with Label ☐ ELI without Label

☐ ELM with Label ☐ ELM without Label

② ☒ I checked JAL restriction for Lithium Battery ?

③ ☒ This shipment does not include a mobile battery or a smart luggage.

Field Item	Type	Description
① Types of ELI/ELM	Checkbox	Select the appropriate ELI/ELM types
② I checked JAL restriction for Lithium Battery	Checkbox	Confirm that you have reviewed JAL's lithium battery restrictions. You can check the restriction by clicking the ? icon.

③ This shipment does not include a mobile battery or a smart luggage.

Checkbox

Confirm that the shipment does not contain mobile batteries or smart luggage

Perishable & Dry ice

Dry Ice Details

① Pieces	② Weight per piece		
<input type="text"/>	<input type="text"/>		
Pieces	Weight per piece		
<input type="text"/>	<input type="text"/>		
Total Dry Ice Weight			
Origin	③ Storage Temperature *	Destination	Storage Temperature *
	<input type="text"/>	PVG	<input type="text"/>

Field Item	Type	Description
① Pieces	Text Box	Enter the number of packages containing dry ice
② Weight per piece	Text Box	Enter dry ice weight per package
③ Storage Temperature	List	Select storage temperature

Food / Food Stuff

No special input required.

Wet Cargo

No special input required.

*Only accounts with JAL's WET AUTH can request quotes for wet cargo. If you do not have WET AUTH, the Wet Cargo button will be deactivated. Please contact the JAL representative in advance to activate the button. The AUTH number must be entered at the final step before booking, on the AWB registration screen.

Wet Cargo / WET

① Wet Authorization Number *

Field Item	Type	Description
① WET AUTH	List	Select the valid WET AUTH number. Please contact the JAL representative if the appropriate number is not listed or you need a new one

Valuable Cargo

Valuable Cargo Details

①

② Declared value for carriage *

Field Item	Type	Description
① NVD/DVC	Button	Select either: NVD, DVC
② Declared value for carriage	Text Box	Enter the declared value for DVC

Diplomatic Cargo

No special input required.

Human Remains

Human Remains

①

② Is the cause of death infectious disease? * ☐ Yes ☐ No

③ Include Dry Ice? ☒ Yes ☐ No

Dry Ice Details

Pieces * ④ Weight per piece * ⑤

Total Dry Ice Weight

Field Item	Type	Description
① Body/ashes	Button	Select one: Human Remain, Ash
② Is the cause of death infectious disease?	Radio Button	Select if the cause of death is an infectious disease. *Always select No for Ash

③ Include Dry Ice?	Radio Button	Select Yes if dry ice is included
④ Dry Ice pieces	Text Box	Enter the number of packages containing dry ice
⑤ Dry Ice weight per piece	Text Box	Enter the dry ice weight per package
⑥ Required Document List	Icon	View the list of documents required for booking

The additional information must be entered at the final step before booking, on the AWB registration screen.

① Name of the deceased person *

② Cause of death *

③

Death Certificate

Passport

Embalming Certificate

Non-infection Certificate

Required Document List ⓘ

Field Item	Type	Description
① Name of deceased person	Text Box	Enter the name
② Cause of Death	Text Box	Enter the cause of death
③ Document		Upload required documents for booking

Animals / Live Animals

Live Animals Details

①

② 56 days after birth? * ☐ Yes ☐ No

③ Experimental purpose? * ☐ Yes ☐ No

④ ☐ I checked "Restriction for snub nose dogs" ⓘ [Restricting dog list](#)

⑧ ☐ I checked JAL restrictions for AVI ⓘ [JAL Restrictions for AVI](#)

Field Item	Type	Description
① Animal species	List	Select the type of animal
② 56 days after birth?	Radio Button	Confirm if it has been more than 56 days since birth (Dog or Cat only)
③ Experimental purpose?	Radio Button	Confirm whether the transport is for experimental use (Dog, Cat, or Monkey only)
④ I checked "Restriction for snub nose dogs"	Check Box	Check the restrictions regarding snub nose dogs
⑤ Build up direction	Radio Button	If loading instructions apply, select "Yes" and provide details (Live Carp only)
⑥ Maximum stackable layers	Radio Button	Select "Yes" and specify the stacking instructions if applicable. (Live Carp only)
⑦ Animal Name	Text Box	Enter the type of animal (Only if Other is selected)
⑧ I checked JAL restrictions for AVI	Check Box	Check JAL's AVI restrictions before booking

You can also enter special instruction at the final step before booking in need, on the AWB registration screen.

Special Instruction

①

Field Item	Field Item	Description
① Special instruction	Text Box	Enter any special instructions

Plants & Seeds

No special input required at quotation process, but the name of the plant must be entered at the final step before booking, on the AWB registration screen.

Live plant & seed

① Name of the plant *

Field Item	Field Item	Description
① Name of the Plant	Text Box	Enter the plant name

Express Cargo to China

No special input required. This button is only available when a Chinese airport is selected as the destination.

AOG / Aircraft on ground

No special input required.

Unaccompanied Baggage

Unaccompanied Baggage / UBG

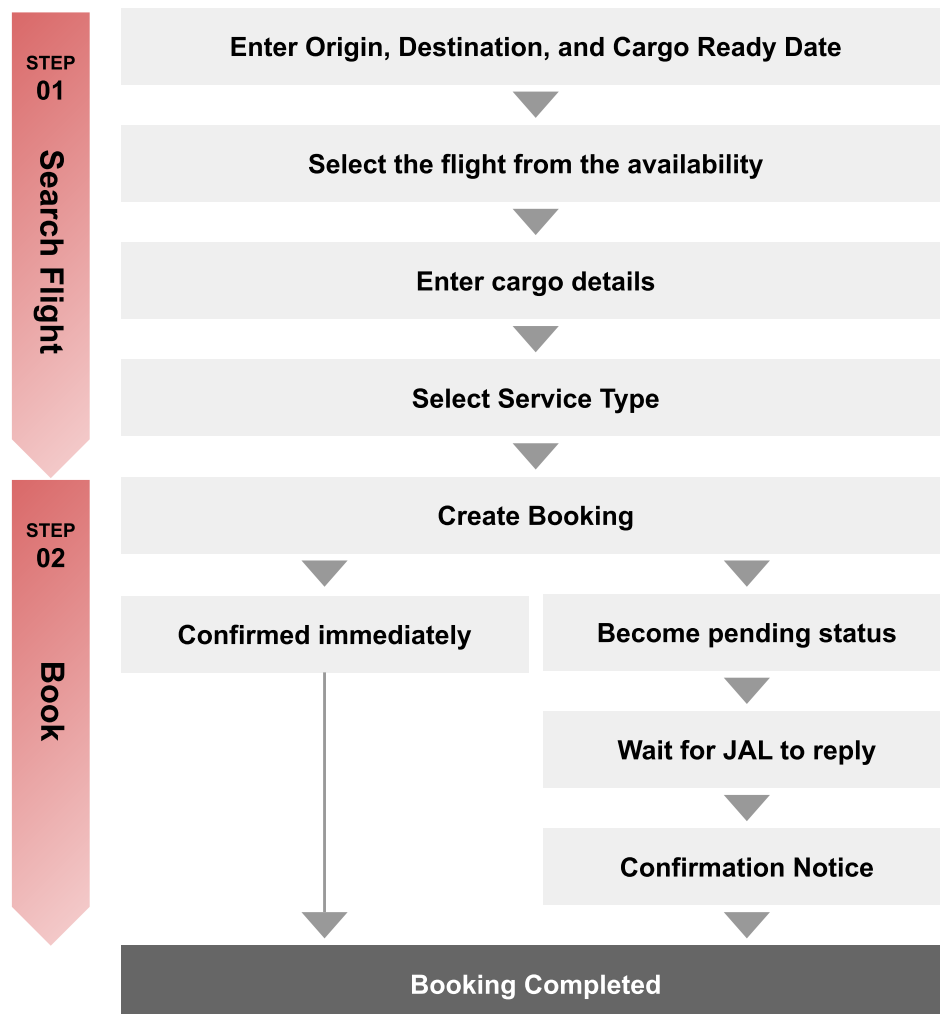
Is food stuff included? * ☒ Yes ☐ No

Field Item	Field Item	Description
① Is food stuff included?	Radio Button	Select Yes or No to indicate food content

3.3. Quick Quote

Quick Quote starts by checking flight availability, allowing you to complete your booking quickly without the need to enter detailed cargo information. This feature is available only for general cargo(excluding ELI/ELM, and REQ), but allows you to select the service type. For special cargo, please use the Adhoc Booking described in the previous chapter.

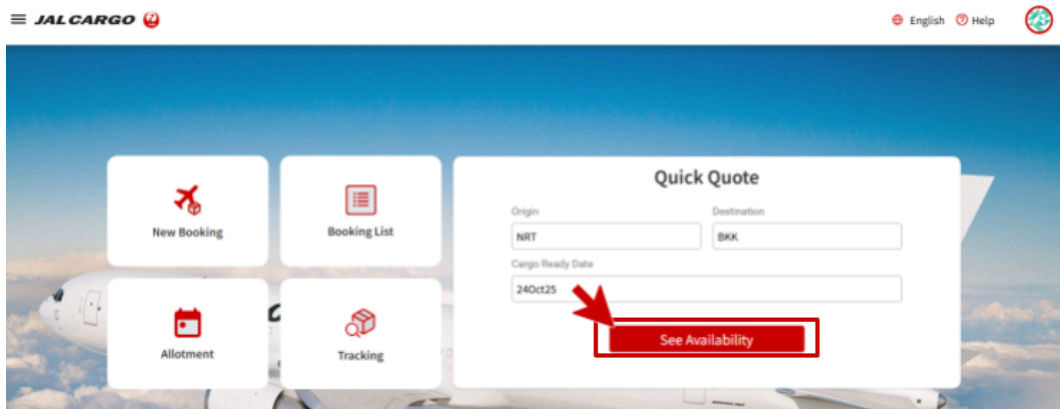
3.3.1. Quick Quote Flow



3.3.2. Quick Quote Procedure

1) Access the Quick Quote screen

Access the Quick Quote feature from the home screen or via the side menu by selecting Bookings > Quick Quote, enter the AWB origin, destination, and cargo ready date to search for flight availability.



2) Flight selection

Review the flight availability color-coded as below and select the flight:

- Green : High capacity available
- Yellow: Medium capacity available
- Red: Low capacity available
- × Gray: No capacity

The screenshot shows the JAL CARGO Quick Quote flight selection screen. The form at the top has 'Origin' (NRT), 'Destination' (BKK), and 'Cargo Ready Date' (24Oct25). Below the form is a legend for flight availability: Green dot for 'Very High available capacity', Yellow dot for 'Available capacity', Red dot for 'Limited available capacity', and Gray X for 'No available capacity'. The table below shows flight details for five flights from NRT to BKK, all showing 'Very High available capacity' (green dots).

Flight Details	24 Oct Fri	25 Oct Sat	26 Oct Sun	27 Oct Mon	28 Oct Tue	29 Oct Wed	30 Oct Thu
① NRT (Dep: 18:25) - BKK (Arr: 23:00)	●	●	●	●	●	●	●
① NRT (Dep: 17:00) - BKK (Arr: 21:40)	●	●	●	●	●	●	●
① NRT (Dep: 19:30) - BKK (Arr: 05:05)	●	●	●	●	●	-	-
① NRT (Dep: 21:00) - BKK (Arr: 05:00)	●	●	●	●	●	-	-
① NRT (Dep: 02:00) - BKK (Arr: 15:10)	●	●	●	●	●	●	●

3) Enter cargo information

Input cargo details in the mandatory fields and click View Quotes.

JAL CARGO English Help

< Back

Origin: NRT Destination: BKK Cargo Ready Date: 24 Oct 2025

Nature Of Goods * CONSOLE Pieces * 1 Weight * 100 kg Volume * 1 MC

Dimensions Info **CM** IN

Pieces Weight/PC Length Width Height Volume

Note: NOTE: Dimensions must be provided if length / Width / Height is greater than 100 CM / 40 IN. Missing dimensions may result in changes to rates or available flights.

Flight Details

Origin	Destination	Flight Number	Departure	Arrival	Aircraft Type
NRT	BKK	JL 707 / 25 Oct 2025	18:25	23:00	788

Payment Details

Freight Charges * **Prepaid** Collect

☒ I agree that the above information is correct

View Quotes

4) Select Service Type

Select your preferred service type and the applicable rate, and click Book to proceed to the next step:

JAL CARGO English Help

View Quotes

Origin: NRT Destination: BKK Cargo Ready Date: 24/10/2025 Arrival Date: 25/10/2025 Pieces / Weight / Volume: 1 / 100Kg / 1MC **Modify Search**

Flight Details

General

18:25 25 Oct NRT 6h 35m 23:00 25 Oct BKK JPY 131/Kg Rate **Book**

J-PRIORITY

18:25 25 Oct NRT 6h 35m 23:00 25 Oct BKK JPY 268/Kg Rate **Book**

J-SPEED

18:25 25 Oct NRT 6h 35m 23:00 25 Oct BKK JPY 343/Kg Rate **Book**

Service Type	Description
① General	Cargo will be loaded on the selected flight

② J-SPEED	J-SPEED (urgent transport) service *Limited to cargo under 300kg
③ J-PRIORITY	J-PRIORITY (guaranteed loading) service

5) Create booking

Assign AWB numbers for the booking. You can register the number by either: 1) Manually entering the AWB number, or 2) Selecting the AWB number from the list.

The screenshot shows the JAL CARGO booking interface. At the top, there's a header with the JAL CARGO logo and navigation links for English, Help, and a user profile icon. Below the header, there's a 'Back to Offers' link. The main form area includes an 'Air Waybill Number' field with a dropdown menu showing '131' and an empty input field next to it, which is highlighted with a red box. To the right of this field are radio buttons for 'EAW', 'EAP', and 'Paper'. Below this is a 'Shipment Details' section with fields for Origin (NRT), Destination (BKK), Cargo Ready Date (24 Oct 2025), Arrival Date (25 Oct 2025), Pieces (1), Weight (100 KG), Volume (1 MC), and Nature Of Goods (CONSOL). To the right of this is a 'Charges' section with a table listing various charges and their amounts in JPY. At the bottom, there's a 'Flight Details' section, a 'Shipment Details' section, and a 'Shipper/Consignee' section. A checkbox labeled 'Notify me about changes to this booking' is checked. A red arrow points to a red 'Book' button at the bottom right. Below the form, there's a disclaimer: 'Truck transportation should be done under normal temperature. Cancellation should be handled under JAL's policy.' and a note: 'This function is for general cargo only. Click Here for other products'.

Once you complete the MAWB registration, your booking will be either immediately confirmed or temporarily placed on pending status.

CONFIRM	Please proceed with shipping arrangements accordingly
PENDING	Please wait for a response from a JAL representative

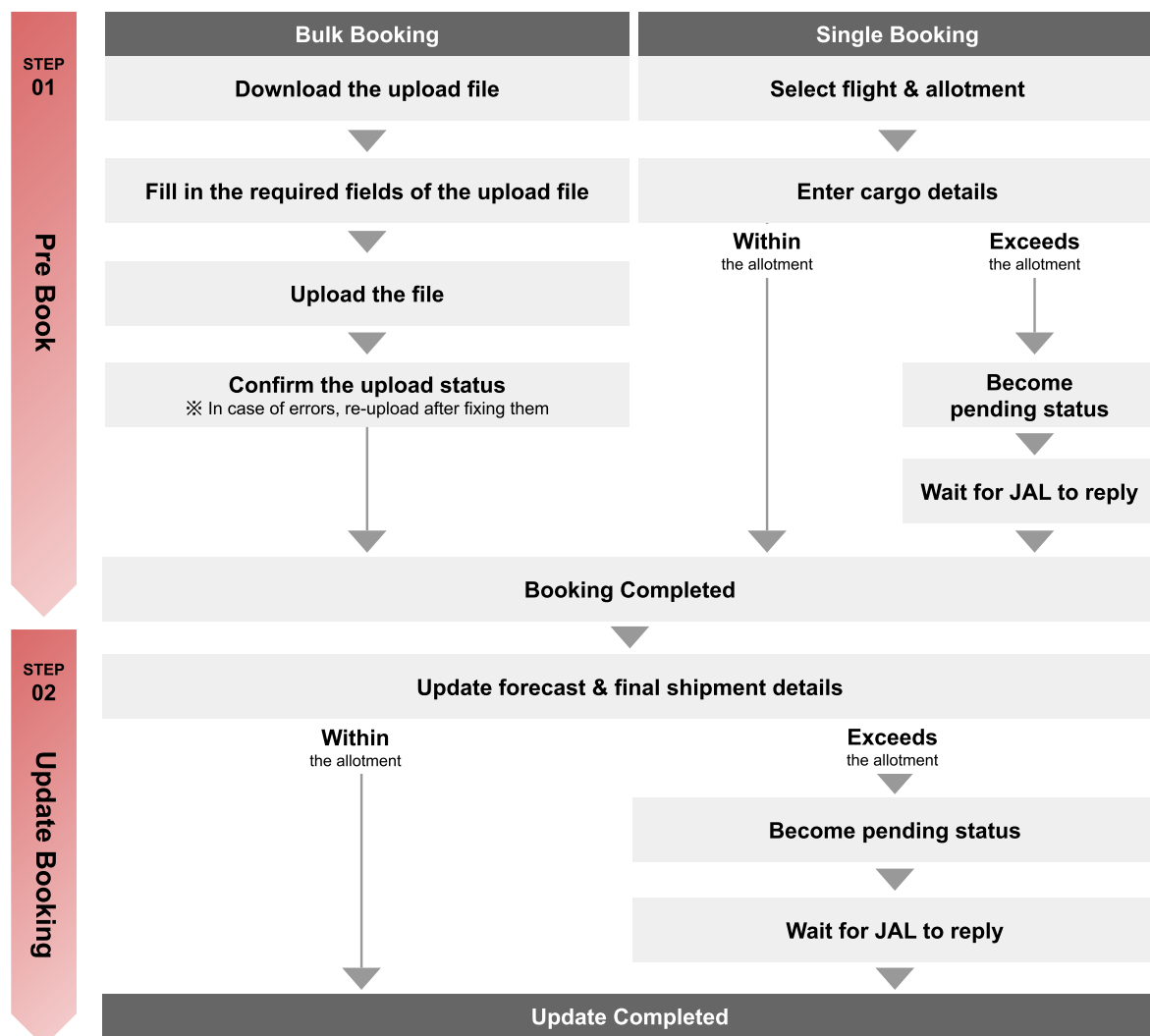
3.4. Booking changes and cancellations

Please see the [Manage your bookings](#) chapter for instructions on how to modify or cancel an adhoc booking.

4. Allotment Booking

This chapter explains how to book regular cargo using allotments, covering from Pre Booking through Forecast and Final updates.

4.1. Allotment Booking Flow



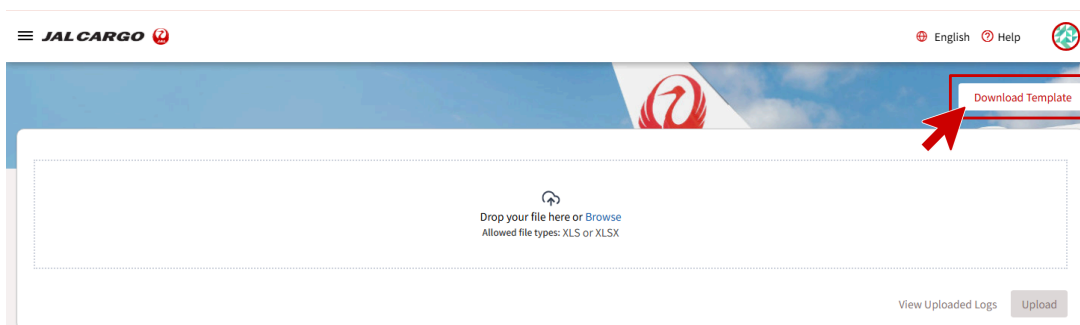
4.2. Pre Booking

There are two ways to Pre Book AWBs for regular cargo: 1) Bulk Booking using an Upload file, and 2) Single Booking.

4.2.1. Bulk Booking using Upload file

1) Download the Upload file

Access Bookings > Allotment Bookings > File Upload Bookings from the side menu. Click the Download Template button at the top right to download the Excel template.

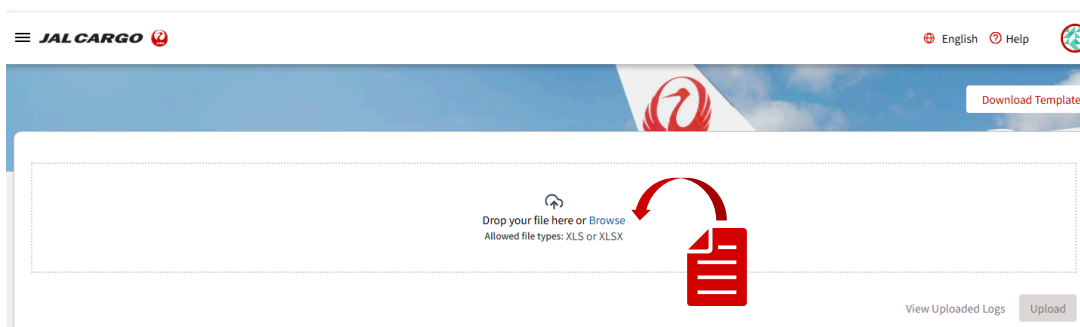


2) Fill in the required fields

Fill in the required fields in the template. For detailed instructions on completing the fields, see [How to enter the details in the upload file](#) in the appendix.

3) Upload

Access Bookings > Allotment Bookings > File Upload Booking from the side menu, then upload the completed template.



4) Confirm the upload status

Check the AWB registration status for the uploaded file by clicking View List of file upload at the bottom right of the File Upload Booking screen or by accessing Bookings > Allotment Bookings > View List Of File Uploads from the side menu.

Reference ID	Uploaded By	Uploaded Date	File Upload Status	Total Number of Records	Number of Bookings Created	Number of Rejection
266	maeno.02h2@jal.com	2025/08/19 16:33:00	Finished	1	0	1
265	maeno.02h2@jal.com	2025/08/19 16:16:56	Finished	1	1	0
264	maeno.02h2@jal.com	2025/08/19 15:21:43	Finished	1	0	1
263	maeno.02h2@jal.com	2025/08/19 11:59:32	Finished	1	1	0

If there are any errors in the information entered in the template, the upload will be rejected. In this case, click the View button to see the error details, correct the errors in the template and then upload the file again.

⚠ Notes on using uploaded files ⚠

You can register multiple AWBs within your allotment.

If you register the volume exceeding the allocated amount, or if there is cargo that requires review, the booking status may be set to **UNCONFIRMED**. Be sure to check the status in the Booking Details of your booking. You can also check the status from the View Bookings.

Air waybill	Origin - Destination	Flights	Shipment Details	ULD	Dimensions	Status
131-50503390	NRT - BKK	NRT - BKK JL 707 29Oct25	100 / 2000KG / 10MC	-	-	Successful

4.2.2. Single Booking

1) Select Flight & Allocation

Click the Allotment Booking button on the home screen or access Bookings > Allotment Bookings > Manual Booking from the side menu. Search for the allocation to register, then click the + Create Booking button.

For shipments originating overseas, transiting via Japan, and destined for a third country, start by selecting the allotment for the Japan-bound flight.

2) Enter Cargo Details

Enter the cargo details into required fields.

3) Add flights / Allocations

If connecting flights are required before or after the flight you selected in the previous step, you can add the RFS or flight by following these steps:

- ① Enter the AWB Origin and AWB Destination for the segment to be booked.

Create Allotment Booking

AWB Origin * HND AWB Destination * SYD Special Handling Code ALT

Pieces * Weight * 1,500 Kg Volume 9 MC Nature Of Goods *

- ② Select Add Flight or Add Allotment

Flight Details

Origin	Destination	Flight Number	Flight Date	Allotment ID	Pieces	Weight	Volume	Actions
HND	SYD	JL 051	29 Oct 2025	TVO-AG-001	1	1,500 Kg	9 MC	+ Add Flight + Add Allotment

Add Flight : This function allows you to add a connecting flight that does not have an existing allotment. You can quickly register the flight number by clicking the Manual button if you already know the flight number. If you do not know the flight number, enter the Origin, Destination, Flight date, and then click the Search RFS button to display a list of candidate flights.

Add Flight

Origin * Destination * Flight Date * DDMMYY Manual Search RFS

Origin * Destination * CarrierCo... Flight Number * Flight Date * DDMMYY +

Close Add

⚠ Notes on adding flights ⚠

For connecting flights without an allotment on outbound flights from Japan to overseas, the Allotment Booking feature is not available. In such cases, please rebook using the Adhoc Booking feature.

Add Allotment : This function is used to book connecting flights that have an existing allotment. Enter the Origin, Destination, From Date, and click Search. A list of available allotments will be displayed; select the desired allotment and click Add.

4.3. Update Bookings

Forecast and Final information for allotment cargo can be registered either via: 1) the Manage Allotment Bookings screen, or 2) the View Bookings screen. These functions allow requests to increase or decrease weight/volumes.

4.3.1. From Manage Allotment bookings

1) Select the Booking to Update

Access the side menu and go to Bookings > Allotment Bookings > Manage Allotment Bookings. Search for the relevant allocation and select the AWB for which quantities are to be updated.

2) Update cargo details

Follow these steps to make updates:

- ① Enter the number of pieces, weight, and volume in the Shipment Details section
- ② If any cargo dimension exceeds 100 cm on any side, use the Dimension button to register the size.
- ③ Check either the Forecast or Final and click Submit

3) Confirm booking status

After clicking Submit, a pop-up will show the booking status:

CONFIRMED : Registration is complete with the submitted quantities.

UNCONFIRMED : If volumes exceed the allocation or require approval, the booking status will be set to pending. A JAL representative will review the booking and notify you whether the changes are accepted.

Origin	Destination	Shipment Details	Nature of Goods	Product	Special Handling Codes
HND	SYD	30 / 1000 KG / 6 MC	CNSL	-	ALT

Origin	Destination	Flight Number	Departure	Arrival	Aircraft Type	Status
HND	SYD	JL051 / 28Oct2025	19:15	04:50	773	Pending

4.3.2. From View Bookings

1) Select the Booking to Update

Click View Bookings on the home screen or go to Bookings > View Bookings via the side menu. Search for the AWB to be updated and open the booking details via View.

2) Update

Follow these steps to make updates:

- ① Click Edit to open Modify Booking Details screen.
- ② Enter the number of pieces, weight, and volume and any other necessary information.
- ③ Enter dimension if any cargo dimension exceeds 100 cm on any side.
- ④ Check either the Forecast or Final and click Submit

3) Confirm booking status

After clicking Submit, a pop-up will show the booking status:

CONFIRMED : Registration is complete with the submitted quantities.

UNCONFIRMED : If volumes exceed the allocation or require approval, the booking status will be set to pending. A JAL representative will review the booking and notify you whether the changes are accepted.

⚠ Notes on Forecast/Final registration ⚠

Quantities cannot be modified after Final registration. Also, registering Final without Forecast may result in an email requesting forecast submission.

5. Manage your booking

This chapter explains how to search your booking history, view booking details, and make changes or cancellations.

5.1. Screen Operation

Access Bookings > View Bookings from the homepage or the side menu to see a list of AWBs departing within two days from today. You can also search by setting search criteria at the top of the screen. Please specify a flight date within the next seven days.

JAL CARGO English Help

View Booking

Flight Date From: 21Oct25 Flight Date To: 23Oct25 Origin: Destination:

Air Waybill Number: 131 Flight Number: Booking Type: Search

1	AWB No	Origin-Destination	Flight	Product	Shipment Details	Nature of Goods	2	Booking Type	3	Forecast	Final	4	Status	5	6
	131-50503445	NRT-LHR	NRT - HND JL9958 23 Oct 2025 HND - LHR JL041 25 Oct 2025	DEF	1/100 KG/1 MC	CONSOL	Adhoc	-	-	Unconfirm	View	Cancel			
	131-50503434	NRT-LHR	NRT - HND JL9958 23 Oct 2025 HND - LHR JL041 25 Oct 2025	DEF	1/100 KG/1 MC	CONSOL	Adhoc	-	-	Unconfirm	View	Cancel			
	131-25079283	NGO-BKK	NGO - HND JL9898 22 Oct 2025 HND - BKK JL031 23 Oct 2025	DEF	1/100 KG/1 MC	CONSOL	Adhoc	-	-	Unconfirm	View	Cancel			
	131-50503353	NRT-BKK	NRT - BKK JL707 22 Oct 2025		10/2000 KG/18 MC	CONSOL	Allotment	×	×	Unconfirm	View	Cancel			

< 1 > 10

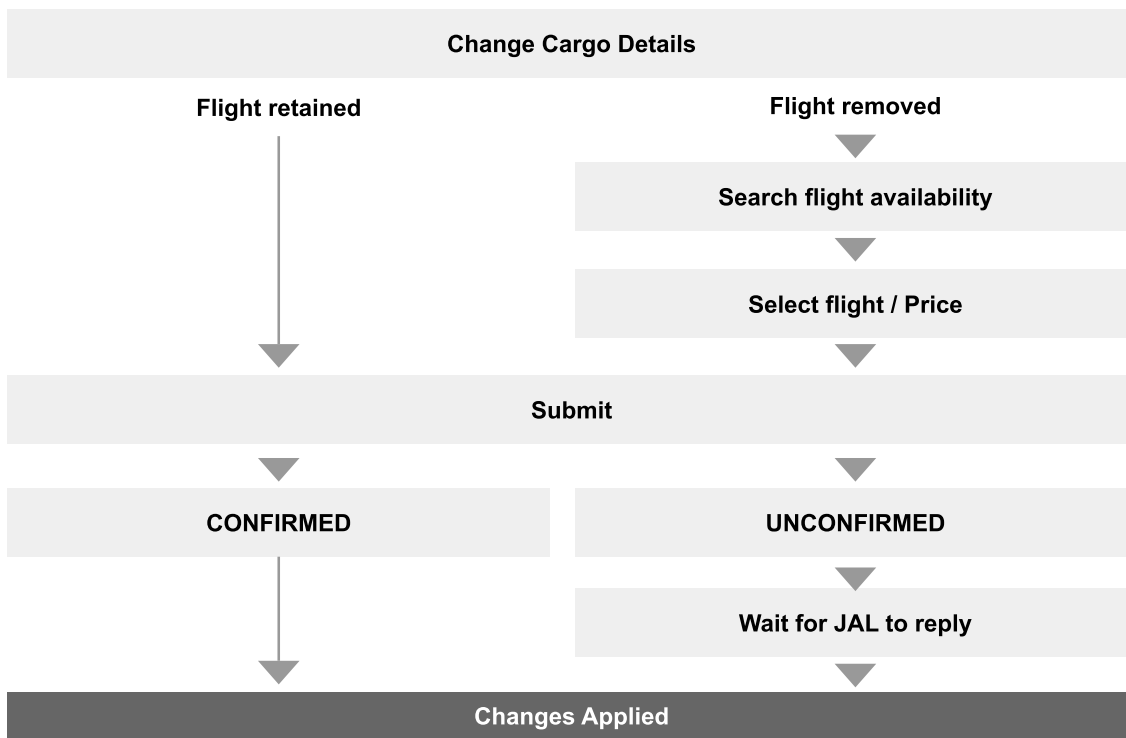
Display item explanation

Item	Description
① Cargo detail	Shows information about AWB, cargo volume, and assigned flights
② Booking Type	Shows whether the booking is of type Adhoc or Allotment
③ Forecast/Final	Shows the Forecast/Final registration status for Allotment booking (✓ = registered, × = not registered)
④ Status	Shows the booking status: Confirmed, Unconfirmed/Pending, or Cancelled
⑤ View	Use this button to see the Booking Details
⑥ Cancel	Use this button to cancel your booking

Item	Description
① Booking Details	Shows basic information about your shipment
② Charges	Shows pricing details related to your booking
③ Flight Details	Shows the flights assigned to your shipment
④ Shipment Details	Shows information on cargo size and screening status
⑤ Service Details	Shows the service selected during booking
⑥ Warehouse information	Shows warehouse details for the AWB origin and destination
⑦ Booking alert subscription	Shows the Booking Alert settings registered with your booking
⑧ Upload Documents	Use this button to go to the Upload Documents screen
⑨ Edit	Use this button to go to the Booking Modification screen
⑩ Cancel Booking	Use this button to cancel your bookings

5.3. Booking changes and cancellations

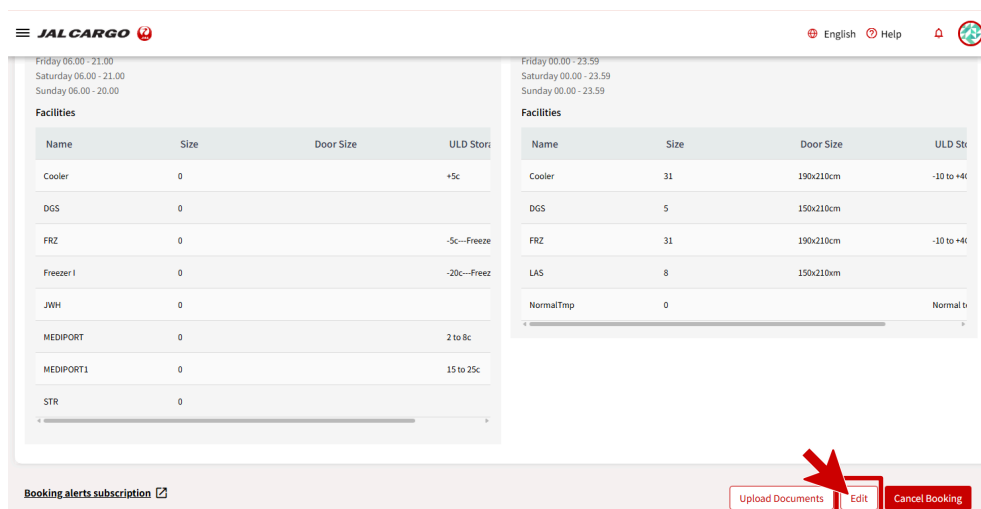
5.3.1. Booking change flow



5.3.2. Change Bookings

1) Access the Edit screen

From the View Bookings screen, click View next to the relevant AWB to open the booking details, then click Edit at the bottom right of the screen.





2) Change cargo details

Enter the details to be changed.

3) Search flight availability

If a change is made that requires re-searching for flights or prices, the flight number will be removed from the Flight Details section. In that case, search for new flight options again by using the Flight Availability button and reassign the flight accordingly.

Flight Details		Flight Availability				
Origin	Destination	Flight Number	Flight Date	Departure	Arrival	Aircraft Type
NRT	HND	JL9958/23Oct	23 Oct 2025	19:30	21:30	RFS 
HND	LHR	JL041/25Oct	25 Oct 2025	00:20	06:25	788 



Flight Details		Flight Availability				
Origin	Destination	Flight Number	Flight Date	Departure	Arrival	Aircraft Type

⚠ Notes on changing bookings ⚠

Changes to your booking details may cause the flight and price to differ from the original booking. If the desired flight is not available in Flight Availability, you can retain your original booking by selecting Cancel Edit. (The original booking will remain unchanged until you click the Submit button)

4) Confirm booking status

After clicking Submit, a pop-up will show the booking status:

CONFIRMED : Registration is complete with the submitted quantities.

UNCONFIRMED : If volumes exceed the allocation or require approval, the booking status will be set to pending. A JAL representative will review the booking and notify you whether the changes are accepted.

5.3.3. Cancel Bookings

You can cancel a booking by clicking the Cancel button on either the View Bookings screen or on the booking details screen.

【View Bookings screen】

JAL CARGO

English

Help

View Booking

Flight Date From

21Oct25

Flight Date To

23Oct25

Origin

Destination

Air Waybill Number

131

-

Flight Number

-

Booking Type

Search

AWB No	Origin-Destination	Flight	Product	Shipment Details	Nature of Goods	Booking Type	Forecast	Final	Status		
131-50503445	NRT-LHR	NRT - HND JL9958 23 Oct 2025 HND - LHR JL041 25 Oct 2025	DEF	1/100 KG/1 MC	CONSOL	Adhoc	-	-	Unconfirm	View	Cancel
131-50503434	NRT-LHR	NRT - HND JL9958 23 Oct 2025 HND - LHR JL041 25 Oct 2025	DEF	1/100 KG/1 MC	CONSOL	Adhoc	-	-	Unconfirm	View	Cancel
131-25079283	NGO-BKK	NGO - HND JL9898 22 Oct 2025 HND - BKK JL031 23 Oct 2025	DEF	1/100 KG/1 MC	CONSOL	Adhoc	-	-	Unconfirm	View	Cancel
131-50503353	NRT-BKK	NRT - BKK JL707 22 Oct 2025		10/2000 KG/18 MC	CONSOL	Allotment	X	X	Unconfirm	View	Cancel

< 1 >

10

【Booking Details screen】

English
Help

Friday 06.00 - 21.00
Saturday 06.00 - 21.00
Sunday 06.00 - 20.00

Facilities

Name	Size	Door Size	ULD Stor
Cooler	0		+5c
DGS	0		
FRZ	0		-5c---Freeze
Freezer I	0		-20c---Freez
JWH	0		
MEDIPORT	0		2 to 8c
MEDIPORT1	0		15 to 25c
STR	0		

Friday 00.00 - 23.59
Saturday 00.00 - 23.59
Sunday 00.00 - 23.59

Facilities

Name	Size	Door Size	ULD Stor
Cooler	31	190x210cm	-10 to +4c
DGS	5	150x210cm	
FRZ	31	190x210cm	-10 to +4c
LAS	8	150x210xm	
NormalTmp	0		Normal t

[Booking alerts subscription](#)

Upload Documents

Edit

Cancel Booking

6. Upload Document

This chapter explains the document upload function available in e-Cargo.

6.1. Screen Operation

To upload documents, access the upload screen by either clicking Upload Documents > Upload in the side menu or the Upload button located at the bottom of the Booking Details screen. Follow the steps below to complete the upload:

The screenshot shows the 'Upload Document' interface of the JAL CARGO system. At the top, there is a header with the JAL CARGO logo and navigation links for English, Help, and a user profile icon. The main form area is titled 'Upload Document' and contains four numbered steps: 1. A text input field for 'Waybill Number' with a 'Retrieve' button. 2. A dropdown menu for 'Document Type' with a list of options: Master Air Waybill, House Air Waybill, Invoice/Packing List, Certificate of Origin, Dangerous Good Declaration, and Consignment Security Declaration. 3. A file upload area with a 'Drop your file here or Browse' instruction, a 'Maximum file size allowed: 3 MB' note, and a list of allowed file types: BMP, CSV, DOC, DOCX, HTML, MSG, GIF, JPG, JPEG, PDF, PNG, PPT, PPTX, RTF, SVG, TIF, TXT, XLS, XLSX, ZIP. 4. An 'Upload' button. A 'View Uploaded Logs' link is also present.

- ① Enter the AWB number and click Retrieve
- ② Select the document type from the list
- ③ Drag and drop your file onto the screen or use the Browse button to select it
- ④ Click the Upload button to complete the process

⚠ Notes on Document Upload ⚠

The Document Upload feature is primarily intended to assist with the preliminary review of additional documents for special cargo. Please note that uploading documents here does not automatically send them to the airport. Please bring the original documents with you when delivering the cargo to the airport.

Supported Document Types

① Master Air Waybill	⑦ Consignment Security Declaration
② House Air Waybill	⑧ Death certificate
③ Invoice/Packing List	⑨ Passport copy
④ Certificate of Origin	⑩ Embalming certificate
⑤ Dangerous Goods Declaration	⑪ Certificate of non-infection
⑥ Confirmation of Specific Goods (A-2)	⑫ Cremation certificate
⑦ Consignment Security Declaration	⑬ Others

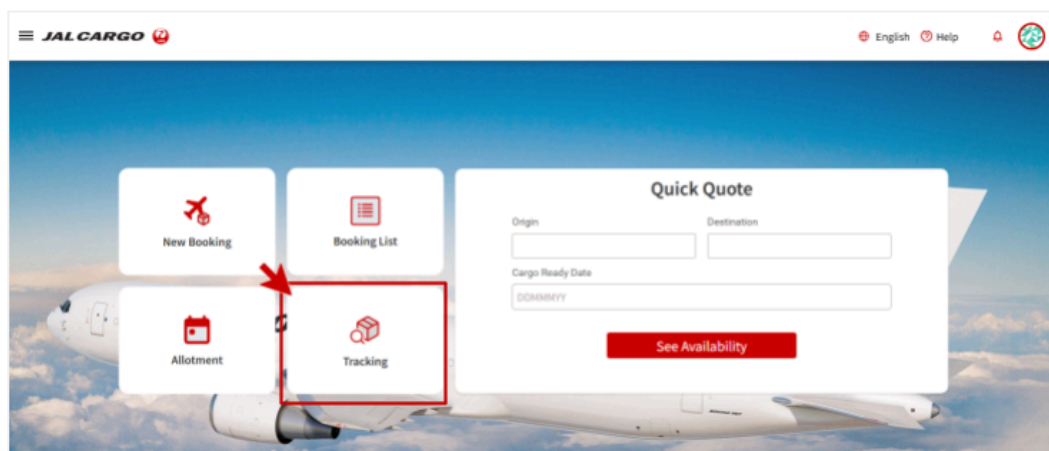
7. Tracking

You can track the cargo status using either the MAWB or HAWB number. This chapter explains how to perform status checks.

7.1. Screen Operation

1) Access the Tracking screen

Access the Tracking screen by clicking the Tracking button on the home screen or selecting Track Shipments from the side menu.



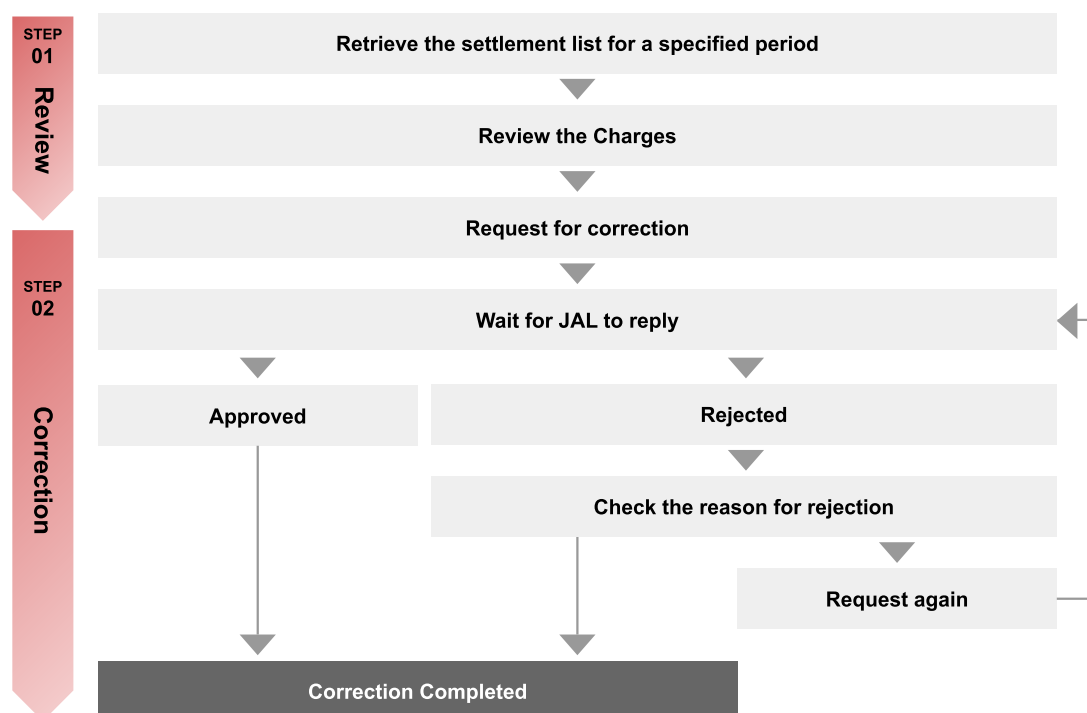
2) Search

Enter the MAWB or HAWB number and click Search. To search multiple MAWBs at once, select the Multiple option and enter up to five MAWB numbers separated by commas, spaces, semicolons, or line breaks. (Ex: 131-12345678, 131-23456789, 131-34567890, 131-45678901, 131-56789012)

8. Price Confirmation

This feature allows you to review and verify the settlement charges for cargo that has already departed. This chapter explains how to check the calculated charges and submit requests for any necessary corrections. MAWBs with an account date of yesterday or earlier, whose first flight departed by midnight Japan time, will be shown on the booking portal.

8.1. Price Confirmation Flow



8.2. Screen Operation

From the side menu, access the Price Confirmation screen to view a list of AWBs departed between one month ago and yesterday. Use the search fields at the top to filter the results as needed.

JAL CARGO English Help

Proof List

From Date: 01/Jul/25 To Date: 31/Jul/25 Origin: Destination: Status: Download

Air Waybill Number: Clear Search

Maximum of 5 air waybill numbers, each separated by comma, blank space, semi colon, new line

Request Update Cancel Request

	Air Waybill Number	Origin	Dest.	Chargeable Weight	Freight Rate	Freight Charge	Surcharge Fuel	Surcharge Security	Surcharge Others	Special Handling Code	1st Flight	2nd Flight	AWB Issue Date	Status	Consolidation	Payment Type	
<input checked="" type="checkbox"/>	131-50500903	NRT	FRA	200 KG	JPY 200	JPY 40000	JPY 10000	JPY 5000	JPY 15050	PAW	JL407/4 Jul/25		4 Jul 25	Cancelled	No	PP	View Remarks
New Remarks: *																	
<input type="checkbox"/>	131-50503736	HND	BKK	3010 KG	JPY 500	JPY 1505000	JPY 0	JPY 0	JPY 0	ALT	JL031/13 Jul/25		11 Jul 25	Adjusted	No	PP	View Remarks
<input type="checkbox"/>	131-50501205	NRT	BRU	200 KG	JPY 264	JPY 52000	JPY 8350	JPY 5000	JPY 13400	AWI	JL407/13 Jul/25	JL9405/14 Jul/25	12 Jul 25	Rejected	No	PP	View Remarks
<input type="checkbox"/>	131-50501393	NRT	BKK	167 KG	JPY 200	JPY 33400	JPY 8350	JPY 8350	JPY 16750	PER	JL6705/18 Jul/25		15 Jul 25	Cancelled	No	PP	View Remarks
<input type="checkbox"/>	131-50501360	NRT	BKK	80 KG	JPY 10	JPY 800	JPY 8350	JPY 8350	JPY 16750	PAW	JL6705X/22 Jul/25		21 Jul 25	Rejected	No	PP	View Remarks
<input type="checkbox"/>	131-25078944	HND	BRU	750 KG	JPY 120	JPY 90000	JPY 0	JPY 0	JPY 0	ELI	JL041/26 Jul/25		24 Jul 25	Adjusted	No	PP	View Remarks
<input type="checkbox"/>	131-50501511	NRT	LAX	5010 KG	JPY 880	JPY 4408800	JPY 250000	JPY 500050	ALT	JL062/27 Jul/25	JL062/27 Jul/25		27 Jul 25	Adjusted	No	PP	View Remarks

< 1 > 10

Item	Description
① Download	Use this button to download the price list in Excel format
② Request Update	Use this button to submit a correction request
③ Cancel Request	Use this button to cancel a correction request
④ Checkbox	Checking this box shows the remarks input field
⑤ Cargo details	Shows the AWB origin, destination and C/W
⑥ Payment details	Shows the price, total charge, and surcharges
⑦ Status	Shows the current status of the correction request
⑧ View Remarks	Use this button to view the history of submitted remarks

8.3. Request for correction

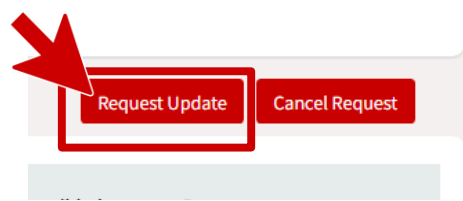
1) Provide the correction details

After entering the desired search criteria and displaying the list of AWBs, check the box next to the MAWB to be corrected and enter the correction details in the Remarks field that appears.

	Air Waybill Number	Origin	Dest.	Chargeable Weight	Freight Rate	Freight Charge
<input checked="" type="checkbox"/>	131-50500903	NRT	FRA	200 KG	JPY 200	JPY 4000
New Remarks: *						
<input type="text"/>						

2) Request for correction

Click the Request Update button to send your correction request to JAL for processing.



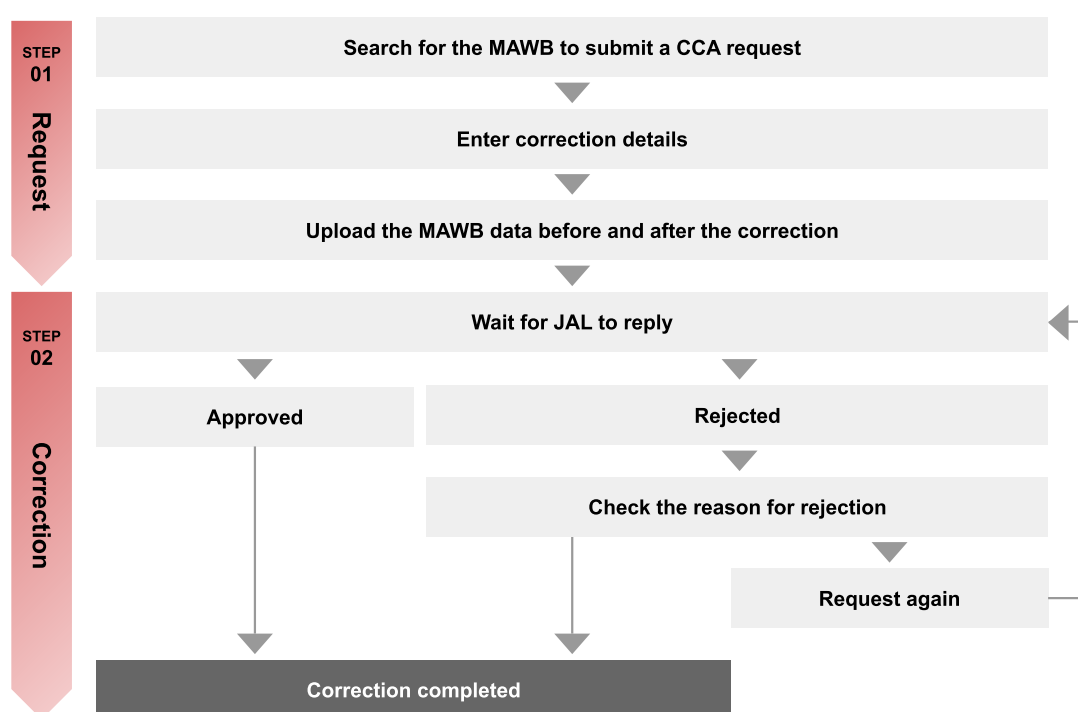
3) Confirm correction status

After JAL staff complete the review, you will receive a notification email. Search for the relevant AWB on the Price Confirmation screen, click the View Remarks button, and review the message from JAL. Any updates to prices or other details will be reflected in JAL e-Cargo from the following day. Please make corrections as needed and submit the request again if necessary.

9. AWB Correction (CCA)

AWB Correction is used to request amendments to a MAWB when customs-related issues arise at the destination during cargo pickup, requiring updates to the AWB information. This chapter explains how to submit a correction request, the approval process, and how to monitor its status.

9.1. AWB Correction Flow



9.2. Screen Operation

1) Retrieve AWB Information

From the side menu, go to AWB Correction > Create. Enter the AWB number at the top of the screen, click Retrieve to fetch the details, then check the MAWB box.

(Please note that HAWB modifications are not accepted.)

2) Provide the correction details

Enter the correction details, and upload the AWB before and after the correction in the Upload Master Airwaybill section at the bottom of the screen.

3) Request corrections

If signing back the CCA form is required, check the box, enter your contact email, and click Next. After reviewing the application details, click Submit to send the correction request to JAL.

4) Confirm correction status

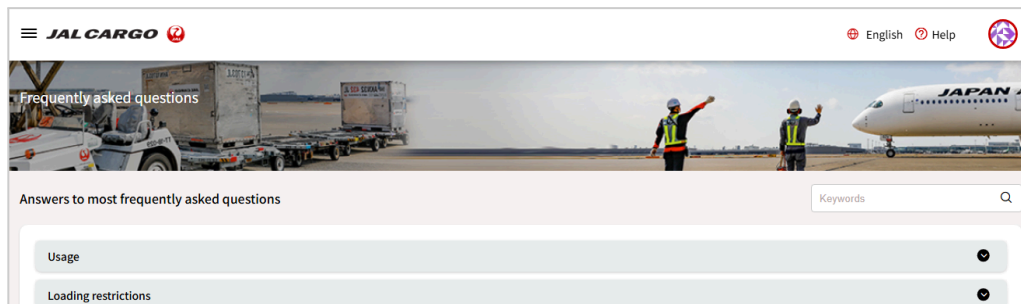
After JAL staff complete the review, you will receive a notification email. Search for the relevant AWB on the AWB Correction screen, click the View button, and review the message from JAL. Please make corrections as needed and submit the request again if necessary.

10. Support

This chapter explains how to use FAQs and inquiry forms.

10.1. FAQ

Access FAQs from the side menu to view frequently asked questions. Use the search box at the top right to find answers by keyword.



10.2. Inquiry Form

Access the inquiry form by selecting Contact Us from the side menu. Choose a subject, provide your inquiry details, and click Submit. A JAL representative will review your message and respond via email.

A screenshot of the JAL CARGO website's 'Contact Us' page. The header is identical to the FAQ page. The main content area has a 'Contact Us' title and a large form titled 'Please enter your details'. The form includes input fields for 'First Name', 'Last Name', 'Email', and 'Company Name'. It also has a 'Subject' dropdown menu with 'User Registration' selected. Below this is a 'Write a message' section with a text area and a 'Submit' button at the bottom.

11. Appendix

11.1. Nature of goods list

Category	Nature of Goods	Category	Nature of Goods
ART	ARTWORKS	FOODSTUFF	WHISKEY
	EXHIBITION GOODS		WINE
CONSOL	CONSOL		OTHER FOOD
CONSUMER GOODS	CONSUMER GOODS	FRUIT	OTHER FRUIT
	COSMETICS		PAPAYA
	PRINTED MATTERS		PLUMS
	TOY		RASPBERRY
eCOMMERCE	eCOMMERCE		STRAWBERRY
EXPRESS	EXPRESS	INDUSTRIAL SUPPLIES	AIRCRAFT PARTS
	NEWS MAGAZINE		AUTO PARTS
	NEWSPAPER		CHEMICAL
FASHION GOODS	FASHION GOODS		ELECTRONICAL GOODS
	GARMENTS		MACHINERY
FOODSTUFF	BEVERAGE		MACHINE PARTS
	CHOCOLATE		OTHER INDUSTRIAL SUPPLY
	COFFEE		PHOTOMASK
	DAIRY PRODUCE & EGGS		SEMICONDUCTOR GOODS

Category	Nature of Goods	Category	Nature of Goods
	JAPANESE FOOD		SHIP PARTS
	JAPANESE SAKE		
FRUIT	BLUEBERRY	LIVE ANIMAL	LIVE EEL
	CHERRY		LIVE FISH
	CITRUS		LIVE HORSE
	GRAPES		LIVE MICE
	MELON		LIVE SHRIMP
MAIL	MAIL		LIVE TROPICAL FISH
MEAT	BEEF		OTHER LIVE ANIMAL
	CHICKEN		LIVE CARP
	HORSE MEAT		LIVE CAT
	LAMB		LIVE CORAL
	OTHER MEAT		LIVE DOG
	PORK	SPECIAL HANDLING	AOG
	JAPANESE WAGYU		AIRCRAFT ENGINE
PHARMACEUTICALS	ANIMAL BIO SAMPLE		AIRCRAFT PARTS
	ANTIBIOTICS		COMAT
	HUMAN BIO SAMPLE		DANGEROUS GOODS
	HUMAN BLOOD		DIPLOMTIC POUCH
	HUMAN CELLS		DIPLOMTIC CARGO
	HUMAN PRIMARY CELLS		HUMAN ASH
	HUMAN PLASMA		HUMAN REMAIN
	HUMAN SERUM		PERSONAL EFFECT

Category	Nature of Goods	Category	Nature of Goods
	HUMAN TISSUE		WEAPON
	LABORATORY GOODS	TEXTILES	FABRIC
	OTHER		KIMONO FABRIC
	PHARMACEUTICAL		TEXTILE
	REAGENT	VALUABLE CARGO	BANKNOTE
PLANT	BULB		JEWELLERY
	CUT FLOWER		OTHER VALUABLE CARGO
	ORCHID	VEGETABLE	ASPARAGUS
	OTHER LIVE PLANT		BABY CORN
	SEED		BEANS
SEAFOOD	ABALONE		CELERY
	CLAM		MATSUTAKE
	CRAB		MUSHROOMS
	LOBSTER		OKRA
	OYSTER		TOMATO
	SALMON		WASABI
	SCALLOP		OTHER VEGETABLE
	SEA GRAPE		
	SEA URCHIN		
	SHRIMP		
	TROUT		
	TUNA		
	OTHER SEAFOOD		

11.2. How to enter the details in the upload file

Here you can find an explanation of each item and an example of how to enter information for the upload file (Excel) for bulk booking of allotment cargo. *Orange columns indicate mandatory fields.

Column	Item	Description	Example
A	Air Waybill Prefix	AWB prefix	131
B	Air Waybill Serial	8 digits of AWB	12345678
C	Origin	AWB Origin	NRT
D	Destination	AWB Destination	BKK
E	Pieces	Total number	3
F	Weight (Kg)	Total weight	600
G	Volume (MC)	Total Volume (m3)	3
H	Nature of Goods	Items listed in Appendix 1 are recommended	CONSOL
I	Product Code	Code for J-Product if applicable	J-SPEED
J~R	SHC	Enter up to 9 SHCs, one per cell	ICE
S	Mobile Battery / Smart Luggage(Y/N)	For ELM/ELI, confirm if mobile batteries or smart luggage are included before entering details	N
T	ELI with Label(Y/N)	ELI with Label	Y
U	ELI without Label(Y/N)	ELI without label	Y
V	ELM with Label(Y/N)	ELM with Label	Y
W	ELM without Label(Y/N)	ELI without Label	Y
X~AP	DryIce. - Pieces	Number of packages including dry ice	10
X~AP	DryIce. - Weight Per Piece	Dry ice weight per package (kg)	10.5
AQ~BN	Flight - Flight Carrier Code	Flight carrier code	JL
AQ~BN	Flight - Flight Number	Flight number with at least three digits	021

Column	Item	Description	Example
AQ~BN	Flight - Flight Date (YYYY-MM-DD)	Flight date in YYYY-MM-DD format	2026-01-10
AQ~BN	Flight - Origin	Flight Origin	NRT
AQ~BN	Flight - Destination	Flight Destination	BKK
AQ~BN	Flight - Allotment ID	Allotment ID	
BO	LDP - Count	Number of LDPs	1
BP	LD8 - Count	LD8 units	1
BQ	LD3 - Count	Number of LD3 units	1
BR~CB	Shipper - Name	Shipper name	
BR~CB	Shipper - Additional Name	Shipper Name (Additional Information)	
BR~CB	Shipper - Address	Shipper address	
BR~CB	Shipper - Additional Address	Shipper address (additional information)	
BR~CB	Shipper - City	Shipper city	
BR~CB	Shipper - State	Shipper State	
BR~CB	Shipper - Post Code	Shipper post code	
BR~CB	Shipper - Country Code	Shipper country	
BR~CB	Shipper - Telephone Number	Shipper phone number	
BR~CB	Shipper - Fax Number	Shipper fax number	
BR~CB	Shipper - Email	Shipper email address	
CC~CM	Consignee - Name	Consignee name	
CC~CM	Consignee - Additional Name	Consignee name (additional information)	
CC~CM	Consignee - Address	Consignee address	
CC~CM	Consignee - Additional Address	Consignee address (additional information)	
CC~CM	Consignee - City	Consignee city	

Column	Item	Description	Example
CC~CM	Consignee - State	Consignee state	
CC~CM	Consignee - Post Code	Consignee postal code	
CC~CM	Consignee - Country Code	Consignee country	
CC~CM	Consignee - Telephone Number	Consignee phone number	
CC~CM	Consignee - Fax Number	Consignee fax number	
CC~CM	Consignee - Email	Consignee email address	
CN	Dimension Unit	CM or IN	CM
CO~CU	Dim. - Pieces	Number of packages requiring dimension info	3
CO~CU	Dim. - Weight	Weight per package requiring dimension info	200
CO~CU	Dim. - Length	length	100
CO~CU	Dim. - Width	width	100
CO~CU	Dim. - Height	height	100
CO~CU	Dim. - Do not stack	Y if the item can be stacked, or N if not.	N
CO~CU	Dim. - Do not tilt	Y if the item can be tilted, or N if not	N