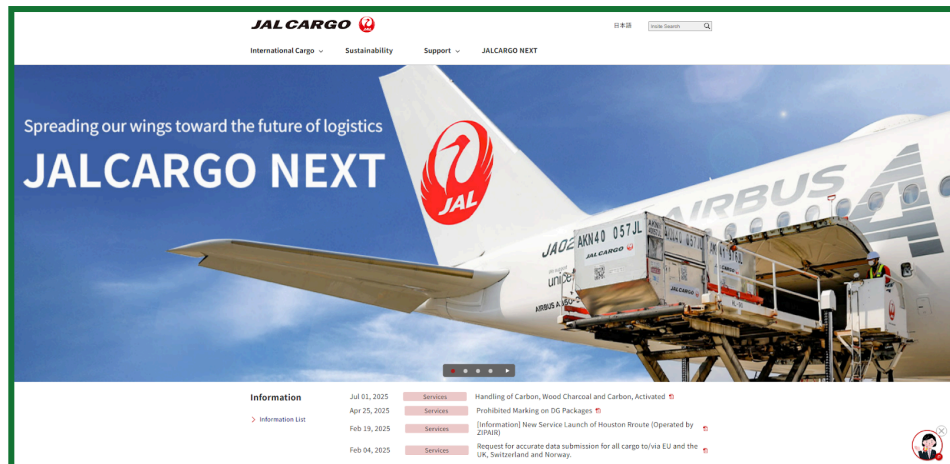




Complete Renewal of JALCARGO Website

- Evolving into a Convenient and User-Friendly Platform with a Refined Design and Enhanced Features -

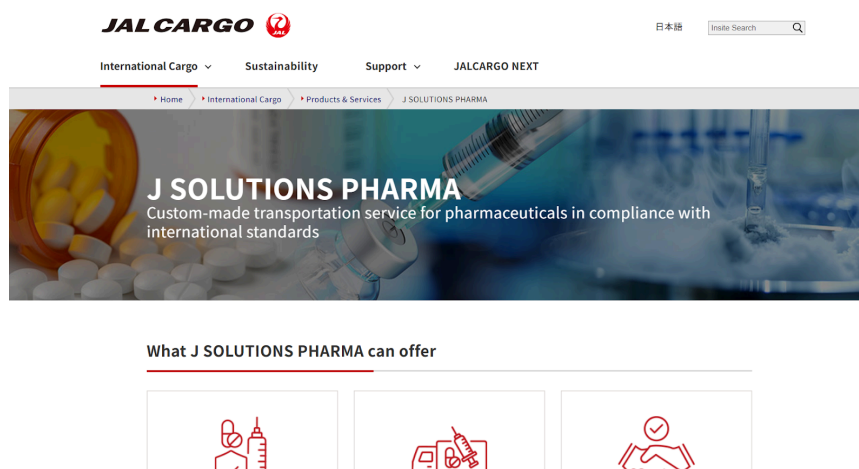


Tokyo, Japan – Japan Airlines Co., Ltd. (JAL) will completely renew its cargo website on August 28, 2025. Featuring a refined design along with diverse content such as “JALCARGO NEXT” column, case studies, and a Fresh from the producer page, as well as enhanced support tools such as chatbots and FAQs, the renewed platform aims to offer customers more convenient, clear, and user-friendly experience.

Overview of the JALCARGO Website Renewal

① Easier to Navigate

To help customers quickly find the information they need, the website’s navigation has been reorganized for clarification, complemented by visually intuitive elements for immediate understanding. The responsive design ensures a smooth browsing experience on smartphones and tablets, offering the same content and functionality as on desktop devices.

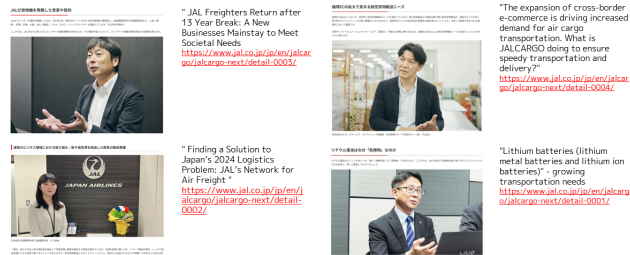


<Sample: J SOLUTIONS PHARMA>



② Clearer and More Informative

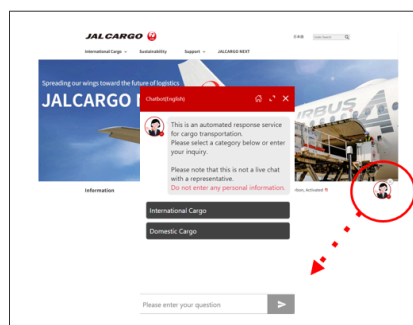
In addition to enriching the popular existing content, new features such as a column series, case studies, a sustainability section, and a Fresh from the producer page have been introduced, all designed to deepen customers' understanding of JALCARGO's services.



<JALCARGO NEXT (Column)>

③ More User-Friendly

To provide better customer support, a chatbot, an expanded FAQ section, and an inquiry form have been implemented, enabling quick and tailored responses to various needs.



Chatbot (set at the bottom right of every page)

Inquiry Form	
This form is exclusively for inquiries related to air cargo transportation. If you have any questions, we are happy to help. Please use the form below to get in touch.	
Name <small>必須</small>	<input type="text"/>
Company Name <small>必須</small>	<input type="text"/>
Telephone <small>必須</small>	<input type="text"/>
E-mail Address <small>必須</small>	<input type="text"/>

Inquiry form

Further Enhancements

The following updates will be progressively introduced:

- Enhanced search functionality for international flight schedules and irregular operation notifications
- Expand real-time email notifications covering a broader range of cargo status and updates
- A new search tool for restricted cargo items
- Improved convenience through integration with international and domestic cargo booking portals

New JALCARGO Website URL

The current website is scheduled for a complete renewal at 12:00 pm on August 28, 2025.

English version: <https://www.jal.co.jp/jp/en/jalcargo/>

Japanese version: <https://www.jal.co.jp/jp/ja/jalcargo/>

JAL will leverage the renewed cargo website as a real-time communication platform with customers, delivering timely updates on JALCARGO initiatives. New content and features will continue to be introduced to ensure the platform remains accessible, user-friendly, and engaging for all users.