

未着申請フォーム入力方法



ANA ウェブサイトから未着申告フォームへ
アクセスする場合は、
4 便情報の入力 からご覧ください。

1 航空会社選択

To get started please select the airline you have just travelled with.

All Nippon Airways

GET STARTED

My airline is not listed

All Nippon Airways を選択
GET STARTED を押下

2 申告フォーム選択

CREATE A REPORT

MANAGE AN EXISTING REPORT

FAQ & CONTACT

「CREATE A REPORT」を選択

3 必要情報の準備

Before you get started...

Having the following information available will make it easier to help us locate your baggage.

1 PASSENGER DETAILS
Name, address and contact details

2 BOARDING PASS
This will contain your flight details

3 YOUR BAGGAGE TAGS
Your receipt for your checked baggage (given at check-in)

CONTINUE

- お客様情報
(お名前、住所、連絡先)
- 搭乗券
- 手荷物タグ情報

確認後「CONTINUE」
を押下

4 便情報の入力

Report a delayed baggage

FLIGHT DETAILS

Baggage Details

PROCESSED DETAILS

REVIEW & SUBMIT

Your flight details
Please enter your flight details below. You can find these on your boarding pass.

+ Add flight details

(1) 「Add flight details」
を押下

Flight details

Please enter your flight details below. You can find these on your boarding pass.

Did your journey comprise of single or multiple flights?

1 Single flight journey

2 Multiple flight journey

(2) 搭乗便について
いずれかを選択

① 1 区間のみ利用
(乗り継ぎなし) : (3) へ

② 2 区間以上の利用
(乗り継ぎあり) : (5) へ

Flight number

NH7

Flight departure date

11 Feb 2025

ADD FLIGHT DETAILS

(3) 以下 2 点を入力し
「ADD FLIGHT DETAILS」
を押下

① 便名

② 出発日

Your flight details
Please enter your flight details below. You can find these on your boarding pass.

Flight number

NH 7

SFO → NRT

Origin

San Francisco

Departure time

Sat 22 Feb - 11:00

Destination

Narita

Arrival time

Sun 23 Feb - 15:20

CONTINUE

(4) (3) で入力した情報を確認

正しければ
「CONTINUE」を押下
→ 5 手荷物情報の入力へ

Flight number

UA 1233

Flight departure date

22 Feb 2025

1 区間目
(出発地～経由地)

Flight number

NH7

Flight departure date

22 Feb 2025

2 区間目
(経由地～到着地)

+ Add another flight

ADD FLIGHT DETAILS

(5) 以下 2 点を入力し
「ADD FLIGHT DETAILS」
を押下

1 区間目から順番に入力

① 便名

② 出発日

Report a delayed baggage

FLIGHT DETAILS

Baggage Details

PROCESSED DETAILS

REVIEW & SUBMIT

Your flight details
Please enter your flight details below. You can find these on your boarding pass.

Flight number

UA 1233

EWR → SFO

Origin

Newark

Departure time

Sat 22 Feb - 06:00

Destination

San Francisco

Arrival time

Sat 22 Feb - 09:39

Flight number

NH 7

SFO → NRT

Origin

San Francisco

Departure time

Sat 22 Feb - 11:00

Destination

Narita

Arrival time

Sun 23 Feb - 15:20

CONTINUE

(6) (5) で入力した情報を確認

At which departure airport did you last check in your baggage?

Departure airport

EWR - Newark Liberty International Apt

Which arrival airport is your final destination?

Arrival airport

NRT - Tokyo Narita Apt

CONTINUE

以下 2 点を確認

① 手荷物を預けた空港

② 最終目的地空港

正しければ
「CONTINUE」を押下

修正アイコンから
情報の変更が可能

5 手荷物情報の入力

Report a delayed baggage

FLIGHT DETAILS

BAGGAGE DETAILS

PROCESSED DETAILS

REVIEW & SUBMIT

Your baggage details
Please provide baggage tag details and a description for each delayed baggage (maximum of 10 baggage).

1. Baggage tag number
Please enter the baggage tag number as it appears on your baggage receipt.

+ Add a baggage tag

CONTINUE

(1) 「Add a baggage tag」
を押下

Baggage tag number

Please enter the baggage tag number as it appears on your baggage receipt.

Baggage tag number

NH456789

Where can I find this?

+ Add another baggage tag

CONTINUE

(2) 手荷物番号を入力し
「CONTINUE」を押下

複数ある場合は
+マークを押下し追加入力

Report a delayed baggage

FLIGHT DETAILS

BAGGAGE DETAILS

PROCESSED DETAILS

REVIEW & SUBMIT

Your baggage details
Please provide baggage tag details and a description for each delayed baggage (maximum of 10 baggage).

1. Baggage tag number
Please enter the baggage tag number as it appears on your baggage receipt.

NH456789

2. Baggage description
Please add a description for each delayed baggage.

ADD DESCRIPTION

(3) (2) で入力した内容を確認

正しければ
「ADD DESCRIPTION」
を押下

修正アイコンから
情報の変更が可能

Please select your baggage type

1 Luggage and Baggage

2 Miscellaneous Baggage items

(4) 手荷物の種類を選択

① スーツケース (ソフト・ハード)、
タッフルバック、バックパック、
段ボール → (5) へ

② ① 以外 → (8) へ

Does your baggage close with a zipper?

1 Yes - my baggage closes with a zipper

2 No - my baggage does not close with a zipper

(5) ジッパーの有無を選択

① ジッパーあり → (6) へ

② ジッパーなし → (7) へ

Please select your baggage

1 Upright design Soft material

2 Upright design Hard material

3 Soft-sided design

4 Hard-sided design

(6) 形状 (全 10 種類) を
選択し (9) へ

Please select your baggage

1 Upright design

2 Horizontal design Hard shell

3 Soft-sided design

4 Hard-sided design

(7) 形状 (全 11 種類) を
選択し (9) へ

Please select a category

1 Boxes, Cases or Containers

2 Sporting & Outdoor Items

3 Child/Infant or Mobility Items

4 Other

(8) ①～④の中から
最も適切なものを選択

① 各種ケース等

② スポーツ・アウトドア用品等

③ ベビーカート・歩行補助具等

④ 上記以外

What colour is your baggage?

White

Black

Grey

Blue

(9) 色を選択 (全 12 種類)

Add additional description
You can choose up to 3 descriptions

Material elements (optional)

1 Dual Soft/Hard

2 Leather

3 Metal

4 Rigid/Hard

5 Tweed

(10) 素材を選択 (全 5 種類)
※該当する場合のみ

① ソフト (布製) とハード
の半面ずつ

② 革

③ 金属

④ 金属以外の硬い素材

⑤ ツweed 素材

External elements (optional, maximum of 2)

1 Combination locks

2 Retractable handles

3 Straps to close/secure

4 Wheels/rollers

(11) 外観の特徴を 2 つまで選択
(全 4 種類)
※該当する場合のみ

① 数字で開錠する鍵

② 伸縮ハンドル

③ ストラップベルト

④ 車輪

Please tell us the brand of your baggage (optional)

Brand

RIMOWA

Additional notes or descriptions
eg. Specific or relevant markings you think are useful.

RED BELT and NAME TAG

Characters left: 36

ADD DESCRIPTION

(12) 以下 2 点を入力
※該当する場合のみ

① ブランド名

② 外観上の特徴
例：赤いベルト、名札あり

入力後
「ADD DESCRIPTION」
を押下

1. Baggage tag number
Please enter the baggage tag number as it appears on your baggage receipt.

NH456789

(13) (4) ～ (12) で入力した
内容を確認

正しければ
「CONTINUE」を押下

修正アイコンから情報の
変更が可能

2. Baggage description
Please enter a description for each delayed baggage.

Delayed baggage 1 - NH456789

Brand

RIMOWA

Upright design

Hard material

Black

Rigid/Hard

Combination locks

Retractable Handles

Additional details

RED BELT and NAME TAG

CONTINUE

6 お客様情報の入力

Title

MR

Given name(s)

TARO

Family name

SORANO

Your contact details
Please provide your contact details

Country-dialling code

Japan (81)

Mobile phone number

9012345678

Email address

sorano@yahoo.co.jp

Delivery details
Please tell us whether you'd prefer to collect your baggage or have us deliver them.

Deliver my baggage

Collect from airport

(1) 以下の情報を入力

① 敬称 (任意)

② 名前 (名)

③ 名前 (姓)

④ 国番号

⑤ 携帯電話番号
(最初の 0 を除く)

⑥ メールアドレス

手荷物の受け取り方法を
以下 2 点から選択

⑦ 配送 → (2) へ

⑧ 空港での
引き取り → (6) へ

Home address

Permanent/ Home address
Please enter your permanent/ home address.

Street and house number

1-2-3-405

City

Ota

Country/ Region/ Province(optional)

Tokyo

Postal code(optional)

111-2222

Country

Japan

Delivery details.
We will deliver your baggage to this address by default.
If you want us to deliver your baggage to a hotel or other address please add a temporary address separately and then select it as your preferred delivery address.

Deliver to this address

Delivery instructions

ADD ADDRESS

(2) 「Add home address」
を押下し自宅住所を入力

① 番地、部屋番号

② 区、市等

③ 都道府県

④ 郵便番号

⑤ 国

入力完了後
「ADD ADDRESS」を押下

Your home address

1-2-3-405, Ota, Tokyo, 111-2222, Japan

Deliver to this address

Temporary address (optional)
Please add any temporary address where you'll be staying (E.g. Hotel address).

+ Add temporary address

CONTINUE

(3) 一時滞在先に配送希望の場合
「Add temporary address」
を押下 → (4) へ

自宅へ配送希望の場合
「Add temporary address」を押下
→ 7 税関申告品の確認へ

Temporary address (e.g. Hotel address)
Please enter your temporary address below. This can be a hotel or place where you'll be staying.

Hotel name/ name on doorbell, street and house number

56-7-1001

City

Chiba

Country/ Region/ Province(optional)

CHIBA

Postal code(optional)

456-7890

Country

Japan

When will you depart from this address?

28 Feb 2025

What time will you depart from this address?

12 : 00

(4) 一時滞在先に配送希望の場合
「Add temporary address」
を押下し以下入力

① 番地、部屋番号

② 区、市等

③ 都道府県

④ 郵便番号

⑤ 国

⑥ 一時滞在先の出発日

⑦ 一時滞在先の出発時間

Delivery details
Do you want us to deliver your delayed baggage to this temporary address?

Deliver to this address

Delivery instructions

ADD ADDRESS

(5) (1) ～ (4) で入力した
住所を確認

① 自宅

② 一時滞在先
修正アイコンから情報の
変更が可能

③ 配送を希望する住所
(①②いずれか) に
チェックが付いているか確認

・「CONTINUE」を押下
→ 7 税関申告品の確認へ

Delivery details
Please tell us whether you'd prefer to collect your baggage or have us deliver them.

Deliver my baggage

Collect from airport

Collect from airport
We will hold your baggage at the airport for collection by you. Please note you will be required to bring the following with you:
• Passport
• Boarding pass

Your home address
In the event that your baggage are not collected please provide us with your home address.

+ Add home address

(6) 空港での引き取りを選択した場合
「Add home address」を
押下し自宅住所を入力
(空港での引き取りを
ご希望の場合も入力必須)

Home address

Permanent/ Home address
Please enter your permanent/ home address.

Street and house number

1-2-3-405

City

Ota

Country/ Region/ Province(optional)

Tokyo

Postal code(optional)

111-2222

Country

Japan

(7) Collect from airport
(空港での引き取り) に
チェックがついている
ことを確認

住所が正しければ
「CONTINUE」を押下

修正アイコンから
情報の変更が可能

7 税関申告品の確認

Customs declaration
Please review the following customs information.

Declaring your goods
Your baggage will need to pass through customs before we can deliver it to you. As such, you must tell customs about any goods outside of your destination's local personal allowance (as well as anything that's banned or restricted).

It is your responsibility to check and understand the import laws of your destination country. If you owe any duty or tax on your declared goods, you'll usually have to pay it immediately.

Be aware that if your baggage contains improperly declared goods:

- Your items may be seized.
- You may be fined or prosecuted.

1 Nothing to declare

2 Goods to declare

Before submitting your details
Please ensure your details are true and correct to the best of your knowledge.

You can navigate to previous screens using the progress bar at the top of the page.

SUBMIT

以下どちらかを選択し
「SUBMIT」を押下

① 税関申告品：なし

② 税関申告品：あり

※未着手荷物の内容品に免税枠を
超えるタバコや、アルコール
もしくは税関に申告が必要なもの
が含まれている場合は
「あり」を選択

税関に申告が必要なものを
所持している場合、各国条件に
基づき別途所定の手続きや
書類の提出が必要となる場合が
あります

8 申請完了確認

Thank you TARO, your report has been submitted

We are now searching for your baggage

One of our team will contact you as soon as we locate your luggage.
Please keep a note of your reference number:

NRTNH66670

申請完了後、管理番号が表示
申請完了メールを SMS、E-MAIL
にて受信