



GARUDA INDONESIA BOOKING AND TICKETING POLICY FOR TRAVEL AGENT (UPDATE)

Dear Partners,

herewith we inform you a ***Guidelines of GDS Booking & Ticketing Policy Update for All GA Travel Agents***. This policy is valid on/after 15 of September 2019 and replace all other of booking & ticketing policies in places before and remains until further notice. Garuda Indonesia reserve the right to amend and/or adapt and/or delete rules describe this document at anytime.

1. INTRODUCTION

The purpose of this document is to inform our Agency Partners about booking rules and main policies, for individual and group sales. The ticketing policies are related to the sales, issuance of GA fares and documents, exchange/reissue, refund and other related topics. This policy is valid for bookings and ticketing that include any flight on/after 15th September, 2019 and replaces any prior policy. The guidance is set to reduce Garuda Indonesia (GA) distribution costs and to provide set clear expectations for reserving, booking and ticketing itineraries through the use of a Global Distribution System (GDS) of Central Reservations System (CRS). It helps the Agent to avoid errors, eventually leading to penalties, ADMs or other measures. For detailed booking and ticketing procedures refer to specific information as well as GDS help pages and support. Please contact your respective GDS Helpdesk for details regarding handling within the GDS.

2. DEFINITION

Booking and ticketing practices resulting in unnecessary distribution costs and inventory spoilage are termed as GDS misuse or violations. These processes result in excessive GDS fees and it accounts for a significant percentage of an airline's overall distribution costs.

3. PURPOSE

This policy aims at reducing the costs associated with inactive segments and other booking related practices which cause negative inventory consequences. It is important that all subscribers using a GDS adhere to these policies to prevent revenue leakages to the airline inventory and avoid violations of reservations, fare and ticketing guidelines. Enforcing these policies would also assure last seat availability on GDS and ultimately allow the GDS subscribers to offer greater numbers of seats for firm passengers.

4. APPLICATION

This policy applies to all Travel Agent including travel agents, online travel agents and any person or entity accessing Garuda Indonesia inventory via the internet or any other electronic devices. The travel agent must ensure that all its employees in all of its locations are made aware of this policy and of its future amendments. The terms and conditions of this policy and its associated practices and procedures are subject to change upon notice by Garuda Indonesia.



5. BOOKING GUIDELINES

- 5.1 Travel Agent must never create any active or passive booking or transaction for achieving productivity or incentive targets set by GDS.
- 5.2 Travel Agent must take appropriate and timely follow-up action for any un-ticketed booking to ensure that there is no spoilage of airline inventory.
- 5.3 Travel Agent uses more than one GDS must book and ticket a specific passenger itinerary within the same GDS.
- 5.4 Travel Agent must not create PNRs to hold or block reservations due to expected demand, customer indecision, or to circumvent any of Garuda Indonesia fare rules or policies.
- 5.5 Travel Agent must not change the name once PNR is created.
- 5.6 Travel Agent must not create bookings that violate minimum connecting time requirements of individual airlines.
- 5.7 Travel Agent must provide the customer's first and last names which are identical to the customer's passport.
- 5.8 Travel Agent must comply with applicable government regulations and provide customer security information on PNR as required.
- 5.9 Travel Agent must provide passenger's mobile contact number on the correct GDS phone field or through OSI element to the airline to facilitate flight disruption handling of customer due to delays, re-schedules, etc.
- 5.10 In case of changes to itineraries in a passenger name record (PNR), it is necessary to re-request any special service requests from the original booking.
- 5.11 This includes unaccompanied minors and special meal requests. When an SSR message is needed for only part of the itinerary, the special service request must be flight-specific and not requested for all flights.
- 5.12 Travel Agent must take action on queues promptly and ensure that the passenger is notified of any changes to his or her booking as soon as possible.

6. AUDITING OF BOOKINGS

Garuda Indonesia reserves the right to audit all booking transactions to identify non-compliant booking practices. Non-compliance with the Booking & Ticketing Policy may lead to penalties. These charges will be raised by ADM for IATA Agents and invoiced to non-IATA Agents. An Agency Credit Memo (ACM) may also apply in cases such as e.g. erroneous over-collection in ticketed fare, incorrect fare calculation or fare re-calculation when in favor of the eligible for a refund.

7. BOOKING POLICY

7.1 Duplicate Bookings

- 7.1.1 Travel Agent must not create duplicate bookings in the same passenger name record (PNR) or across PNRs for the same passenger, in the same or different GDS used by the same agency.
- 7.1.2 Creating duplicate segments is not permitted under any circumstances.



- 7.1.3 Duplicates include booking the same passenger confirmed/reconfirmed on a same or different flight, class, date or route where it is not possible for the passenger to travel simultaneously.
- 7.1.4 Travel Agent must not create impossible traveling itineraries by holding concurrent flights on the same time period where it is not possible for the passenger to travel simultaneously
- 7.1.5 Should an SSR message for duplicate reservation checks be received, it is important to contact Garuda Indonesia and inform the airline in case it is not a duplicate reservation.

Example of Duplicates across PNRs (see Point 7.1.1):

OCLTZH

1.1BADAWIDALIAM MR 2.1BADAWI/DEWINTA SARI MRS
 3.1BADAWI/KIRANA MS 4.1BADAWI/KARTIKA MS
 1 GA 0980 19MAY Y CGKJED HK4 1 130 1730 /E
 2 GA 0983 27MAY Y JEDCGK HK4 0030 1420 /E

IQASIK

1.4BADAWI/DALIAM MR/DEWINTA SARI MRS/KIRANA MS/KARTIKA MS
 2 GA 0980 19MAY Y CGKJED HK4 1 130 1730 /E
 3 GA 0983 27MAY Y JEDCGK HK4 0030 1420 /E

The same passengers have been booked on two PNRs with the same itinerary, different class.

Example of Duplicates across PNRs (see Point 7.1.2):

BUHMPH

1.1SEMBIRING/MAHARANI MRS 2 SEMBIRING/JONI MR 3.1HASIBUAN/SRIYATI MRS
 2 GA 0216 03MAY Y CGKJOG HK3 1815 1940 /E

MJEKEF

1.1SEMBIRING/MAHARANI MRS 2.1HASIBUAN/SRIYATI MRS
 2 GA 0218 03MAY Y CGKJOG HK2 1930 2035 /E

*Some passengers have been booked on two PNRs.
 Different flight numbers of the same date, one departing at 1815 other departing at 1930.*

Example of Duplicate segments within same PNR (see Point 7.1. 3.):

MJEKEF

1.1SUBRATA/BRENDA MRS 2.1KUMALA/RATNA MRS
 3 GA 0401 30MAY J DPSCGK HK2 0700 0755 /E
 4 GA 0403 30MAY J DPSCGK HK2 0925 1030 /E
 5 GA 0401 30MAY J DPSCGK HK2 0700 0755 /E

*The passenger booked twice on the same date, same route,
 and different flight numbers within the same PNR.*



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7.2 Fictitious Bookings

Travel Agent must not create any fictitious bookings, testing or training bookings that block the airline's inventory in the live GDS environment. The training environment is provided by all GDS and agents must use this mode for testing situations or training personnel. Creating PNRs for training purposes using active environment is prohibited. Fictitious names include bookings with spurious or fake names, names of famous personalities with no intent to travel, bookings made for testing purposes, bookings made with intention of blocking inventory.

Examples of Fictitious Names (See Point 7.2):

- | | |
|--------------------|------------------|
| 1) TRAVELER/FLIGHT | 6) UNKNOWN/APPLE |
| 2) MOUSE/MICKY | 7) SMITH/A/B/C |
| 3) UNKNOWN/NAME | 8) ABCDEFGH/BBCC |
| 4) SMITH/ANNNNA | 9) XXX/YYY |
| 5) SIMMMONS/TIMMM | 10) NTBA/XXX |

7.3 Inactive Segments

Travel Agent must take timely follow-up action on reservations that have been canceled by the airline by releasing inactive segments from the bookings. Travel Agents must ensure that all inactive segments such as "HX", "NO", "UC", "UN" etc are removed from the active PNR to its history at least 24 hours prior to departure and within the same calendar month that the segment has been canceled by Garuda Indonesia.

7.4 Churning

Travel Agent must not repeatedly create canceling and re-booking of the same or different flight, class, date or route (known as churning) to circumvent ticketing time limits and avoid excessive cancellations for achieving GDS productivity targets or any other reason whatsoever; as this leads to unreasonably high booking / canceling volumes resulting in higher GDS fees for the airline. Churning also includes repeated re-booking of segments canceled by Garuda Indonesia, repeated booking and canceling segments within the same PNR or across PNRs and within the same GDS or across GDS.



Example of Churning Booking (see Point 7.4.):

USL6XM

1 SHIMALA/SHIMAR MR

2 GA 566 Y 29DEC 6 CGKBPN HK1 1040 3 1125 1450 *1A/E*

Booking created

>XE2

Booking cancelled

>SSGA0566 Y 29DEC CGKBPN NN1

2 GA 0566 29SEP Y CGKBPN HK1 1125 1450 /E

Rebooked

>XE2

Cancelled

>SSGA0566 Y 29DEC CGKBPN NN1

2 GA 0566 29SEP Y CGKBPN HK1 1125 1450 /E

Rebooked

>XE2

Cancelled

>SSGA0566 Y 29DEC CGKBPN NN1

1 GA 0566 29SEP Y CGKBPN HK1 1125 1450 /E

Rebooked

7.5 Waitlist

- 7.5.1 Travel Agent must not repeatedly create waitlisted bookings since these do not increase chances of confirming and result only in higher booking volumes and increased GDS fees for an airline.
- 7.5.2 Travel Agent must ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

7.6 Passives

- 7.6.1 Passive bookings must be created for ticketing purposes on individual PNR's only and must match with booking existing on Garuda Indonesia reservation system.
- 7.6.2 Passive Ticketing for Group Bookings is not permitted.
- 7.6.3 Passives are permitted for ticketing against bookings held on the airline system only.
- 7.6.4 Passives are not permitted against live booking on the same GDS system.
- 7.6.5 Passives are not permitted against live bookings across different GDS by same Travel Agent.
- 7.6.6 Passive segments must not be used for any reasons, such as satisfying GDS productivity requirements or to circumvent fare rules.



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7.7 Minimum Connecting Time Violation (MCT)

Travel Agent must adhere to Minimum Connect Time while booking onward connecting segment. MCT may be updated dynamically. Travel Agents are obliged to follow the respected MCT advised by the system.

7.7.1 GA to GA (Except From/To MEA)

7.7.1.1 Domestic to Domestic	: 45 Minutes
7.7.1.2 International to International	: 1 Hour / 60 Minutes
7.7.1.3 Domestic to International	: 2 Hours / 120 Minutes
7.7.1.4 International to Domestic	: 1.5 Hours / 90 Minutes

7.7.2 GA to Other Airline

7.7.2.1 Domestic to International	: 2 Hours / 120 Minutes
7.7.2.2 International to Domestic	: 2 Hours / 120 Minutes
7.7.2.3 International to international	: 2 Hours / 120 Minutes

7.7.3 Other Airline to GA

7.7.3.1 Domestic to International	: 2 Hours / 120 Minutes
7.7.3.2 International to Domestic	: 2 Hours / 120 Minutes
7.7.3.3 International to international	: 2 Hours / 120 Minutes

7.7.4 GA to GA From/To MEA Sector

7.7.4.1 Domestic to MEA	: 2 Hours / 120 Minutes
7.7.4.2 MEA to Domestic	: 2.5 Hours / 150 Minutes
7.7.4.3 MEA to International	: 2.5 Hours / 150 Minutes
7.7.4.4 International to MEA	: 2.5 Hours / 150 Minutes

Note: GA MCT Table per 01 December 2018 and subject to change

8. TICKETING POLICY

- 8.1 Travel Agent must always use latest and updated fares rather than pre-stored fares to issue tickets.
- 8.2 Travel Agent must adhere to the ticketing time limit and ensure that booking is either ticketed or canceled before the expiry of the ticketing time limit.
- 8.3 Travel Agent must report valid ticket numbers associated to PNRs.
- 8.4 Travel Agent must collect and report accurately all taxes, fees, and surcharges imposed by a local and foreign government.
- 8.5 Travel Agent must ensure collecting of penalties for no-show, cancellation, re-issue fee, etc as applicable.
- 8.6 GA validation principle shall be selected by agents when issuing and reissuing completely unused tickets when sales for the journey includes travel entirely or partially on GA flight



numbers. Tickets may not be exchanged into an itinerary where the respective GA flight is no longer on the routing. GA carrier as:

- 8.6.1 First International or at least one international or international flight in the itinerary. In any case, the carrier whose ticket stock is chosen must be part of the itinerary.
- 8.6.2 The use of GA ticket stock for travel completely on airlines' flight numbers other than the flight numbers of the airline whose ticket stock is being used will be treated as a carrier identification plate violation.
- 8.6.3 For GA: it is not permitted to issue a 126/document where the flights are valid on a GA domestic flight combined with solely other carriers' international or international flights.

9. INVALID TICKET ON BOOKINGS (e-ticket validation)

- 9.1 Travel Agent must not retain bookings with invalid ticket numbers, invalid ticket numbers include restricted, used, refunded voided or non-existent ticket numbers.
- 9.2 Travel Agent must not issue confirmed tickets against bookings that are not request or non-confirmed status in Garuda Indonesia internal reservation system.
- 9.3 Travel Agent must ensure that the class code used for issuing ticket is identical to the code that exist on the PNR.
- 9.4 For interline itineraries, Travel Agent must validate Garuda Indonesia bookings with ticket numbers of only those airlines that have a ticketing and baggage agreement with Garuda Indonesia.
- 9.5 In case of plating violation, the highest published fare of the fare's owner quoted on the ticket will be charged. Debit Memo will be raised to the ticketing agent, plus a handling fee of USD 150,-.

10. POLICY VIOLATIONS

- 10.1 Garuda Indonesia reserve the right to hold the Travel Agent responsible and charge for any loss or damage due to non-adherence to this policy by the relevant Travel Agent.
- 10.2 Garuda Indonesia reserve the right to block any travel Agent's access to view, book or ticket Garuda Indonesia inventory in case of non- compliance to this policy.
- 10.3 Garuda indonesia further reserve the right to cancel any un-ticketed PNRs of Travel Agent who have been identified as non-complaint to this policy.

11. FLOW OF PROCESS FOR AGENCY DEBIT MEMO

- 11.1 While the policy and misuse fee structure for Garuda Indonesia is aligned, debit memos will be raised separately by each airline.
- 11.2 Garuda Indonesia will send the debit memo monthly to the Travel Agent for all booking transaction created on/after 01 January 2019.



11.3 Travel Agent can request for details to dispute the debit memo within 15 business days of receiving the memo with the following details:

11.3.1 GDS name

11.3.2 Agency name

11.3.3 IATA number

11.3.4 POS City, Country

11.3.5 All PCC of the agent

11.3.6 Contact name and e-mail address where a report is to be sent

11.4 Garuda Indonesia will provide details support within 15 business days of having received the request from the travel agent.

11.5 After receiving and checking the detail support travel agent must submit formal dispute within 15 business days of debit memo date.

11.6 Garuda Indonesia will respond to the dispute within 60 business days of the dispute receipt.

11.7 Garuda Indonesia reserve the right to use BSP link for raising debit memos.

11.8 GA email address for customer support: customersupport.jktrz@garuda-indonesia.com

12. DEBIT MEMO FEE STRUCTURE

POLICY	CHARGES
Invalid class of service vs. the Fare Rules	As per fare differential
Duplicate Booking, Impossible and/or Illogical Bookings	USD 10 per passenger per segment
Training, Fictitious and/or Speculative Bookings	USD 10 per passenger per segment
Un-cancelled Inactive Segments	USD 10 per passenger per segment
Immediate ticket voiding after issuance; flight segments not canceled at the time of voiding	USD 10 per passenger per segment
Churning with the sole and clear purpose of speculating. For the fourth cancellation and/or rebooking and so on and so forth	USD 10 per passenger per segment
Invalid Ticket number	USD 10 per passenger per segment
Invalid Ticket	Highest Publish Fare on a class of service + handling fee: USD 150 per ticket finding.
Un-ticketed/RFND/VOID ticketed No-show	USD 10 per passenger per segment (in addition to normal ticketed cabin-based no-show penalty)
Minimum Connecting Time (MCT)	USD 300 ADM fee per finding
In case of finding violation with more than 1 ADM in relation to the same original booking are found during the audit process,	USD 15 per passenger per segment



GA will systematically generate ADM with the highest volume of the transactions.	
ADM Fee per ADM issuance	BSP ID = IDR 25000,- BSP outside ID = will refer to local BSPadmin fee

13. AGENCY CREDIT MEMO ISSUANCE FOR BOOKING AUDIT

In case of correction is issued waiver upon ADM is published, an Agency Credit Memo (ACM) will be issued to credit the respective amount, and ADM will be canceled.

Market	Admin fee per ADM issuance
BSP ID	IDR 25.000
BSP outside ID	USD 3.00

14. AMENDMENT

- 14.1 GA reserves the right to amend and/or to adapt and/or to partially delete the ADM policy at any time. We always aim to grant enough lead time to ensure manageable implementation by the Travel Agents.
- 14.2 This "GDS/CRS Booking & Ticketing Policy" manual for agencies is a legitimate tool and is written according to industry and IATA regulations and serves as a guide to different markets that may make the amendments, they find necessary, adapting it to their trade policy.
- 14.3 Garuda Indonesia reserves the right to modify, add or remove parts of this document without prior notice and expects travel agencies to refer to it regularly.
- 14.4 In case of questions please contact your local GA representation.
- 14.5 Travel Agent that issues the ticket will be held liable incase of any Garuda Indonesia Booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA or subagent.
- 14.6 In regard to GA Pricing Table of GA with 1S, 1B, 1F (worldwide) and 1A in Indonesia market, GA will not impose the charges for Un-cancelled Inactive Segments.
- 14.7 The airline reserves the right to charge the Debit Memo fees at anytime.

Thank you for your active participation in avoiding these policy violations

Happy Selling...

GA Info can be accessed through the GATE portal: <https://gate.garuda-indonesia.com/> More detail info can contact your Sales PIC.

Branch Office Jakarta