NIKMATI DISKON 25 % UNTUK PEMBELIAN BAGASI SEBELUM KEBERANGKATAN (PREPAID EXCESS BAGGAGE)

Kepada Mitra Usaha Yang Terhormat,

Melalui GA INFO ini, kami ingin menginformasikan bahwa Garuda Indonesia telah mengeluarkan produk Diskon25% untuk Prepaid Excess Baggage dengan ketentuan sebagai berikut:

Rute	Discount	ACCOUNT CODE	TOUR CODE	Account Code	VALIDITY UNTILL	AVAILABILITY FOR	Distribution Channel
Valid on GA flights and route **Excluding GA marketing (GA 9000-9799 and GA 9900-9999) or Code Share**	25 % of Prepaid baggage rate	FXG/AC-DISC25	BAG25	AC-DISC25	31 MAR 2021	5KG , 10KG , 15KG	City/Airport Sales Office / Domestic Travel Agent (AIDL using GA Altea system /GI2) and Amadeus /1A GDS Travel Agent

- Per PAX per SECTOR only is allowed to request one package only
- Prepaid baggage is only available on GA ticket (126) and operating Flights Domestic and International (All GA Route)
- In case of transit/connecting Flight, Prepaid Baggage shall issue for all sector and shall not be issued for single connecting sector only. For Example :
  a. *Route CGK/XDPS-TIM*
     Prepaid Baggage is allowed to all sectors (CGK/XDPS-TIM)
     Prepaid Baggage is **NOT allowed** for JKT DPS only or DPS-TIM only.
- Prepaid Baggage may be purchased for adult and children only.
  Prepaid Baggage only can be sold above 24 hours before departure. Status of services will be **"NO"** (No Action Taken) is requested under 24 hours before departure.

Adapun rangkuman *entry* untuk melakukan pembelian Diskon25% untuk *Prepaid Excess Baggage* adalah sebagai berikut.

Entry	Regular Prepaid Baggage	Discount 25% Prepaid Baggage
Input	SRXBAG-TTL(*weight*)KG	SRXBAG-TTL(*weight*)KG
Pricing	FXG	FXG/AC-DISC25
Form of Payment	TMI/FP-(*form of payment*)	TMI/FP-(*form of payment*)
Receive Form	RF	RF
Issue EMD	TTM/RT	TTM/RT

Note : weight available in packages 5 KGs, 10 KGs, & 15 KGs

A. Type of EMD & Service

Comments	EMD Type	Service Type	Reason for Issuance Code (RFIC)	Reason for Issuance Sub Code	Service Code
PREPAID BAGGAGE	A	SSR	C	0AA	XBAG

- ✓ COMMENT : **Prepaid Baggage**
  Name of the SERVICE

- ✓ TYPE OF EMD Prepaid Baggage is **Associate (EMD A)**
  The associate EMD is issued for services directly linked to flight coupon and the status of both coupon is synchronized.

- ✓ SERVICE TYPE : **SSR**
  Input service in PNR using SSR

- ✓ Reason for Issuance Code (RFIC) : **C (Baggage)**
  RFIC qualities the group of services. Reason for Issuance Codes (RFICs) will remain:
  - Only one per EMD
  - Used to classify for accounting purposes
  - 1 alpha numeric

- ✓ Reason for Issuance Sub Code (RFISC) : **0AA**
  Qualifies a service inside this group: Industry defined + airline specific (3 alpha-numeric)

- ✓ SERVICE CODE : **XBAG**   (4 characters code used to prepare SERVICES IN PNR)

B. Rates

- Discount 25% of Prepaid Baggage Rates, available in : 5 KGs, 10 KGs, & 15 KGs
  For discounted price ref to this PIN, use Account Code: **FXG/AC-DISC25**
  Every transaction has to input Tour Code: **BAG25**

- Garuda Indonesia reserves the right to publish **Prepaid Baggage** rates for certain periode and to change the rates, terms and conditions of the **Prepaid Baggage** facility at any time prior to purchase with or without notice

- Tactical Program Prepaid Baggage rates formulation: 25% discount is applied from normal excess baggage rates

- Pricing method for Prepaid Baggage service is **Auto Price.**

- For domestic routes, VAT 10% shall apply to basic fare.

C. Scenario to Issue EMD Prepaid Baggage

➢ Retrieve PNR

```
RP/JKTGA0980/JKTGA0980        BY/SU  6DEC16/0103Z  X4XCVG
 1.SCENARIO/PREPAID BAGGAGE MR
 2  GA 303 H 20JAN 5 SUBCGK HK1  0455 2  0525 0700  *1A/E*
 3 AP E BAYU.SRI@GMAIL.COM
 4 APM 085770632117
 5 TK OK06DEC/JKTGA0980//ETGA
 6 FA PAX 126-2473057943/ETGA/IDR777000/06DEC16/JKTGA0980/15386
    803/S2
 7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 8 FE PAX CONDITION APPLIES/S2
 9 FP CASH
```

➢ Insert SSR XBAG

Option of Prepaid Baggage weight packages are allowed only for:

5 KG, 10 KG, 15 KG

Weight of Prepaid Baggage should be rounded up to the next package, for example:

- If passenger need to buy Prepaid Baggage service only 3 KG, then Ticketing staff must input Prepaid Baggage service with total weight 5 KG
  (**SR XBAG-TTL5KG**)
- If passenger need to buy Prepaid Baggage service only 27 KG, then Ticketing staff must input Prepaid Baggage service with total weight 30 KG
  (**SR XBAG-TTL30KG**)

On this scenario, the entry:

>SRXBAG-TTL25KG

SRXBAG-TTL : Mandatory Entry

25KG : Weight Package of Prepaid Baggage Service

```
RP/JKTGA0980/JKTGA0980        BY/SU  6DEC16/0104Z  X4XCVG
 1.SCENARIO/PREPAID BAGGAGE MR
 2  GA 303 H 20JAN 5 SUBCGK HK1  0455 2  0525 0700  *1A/E*
 3 AP E BAYU.SRI@GMAIL.COM
 4 APM 085770632117
 5 TK OK06DEC/JKTGA0980//ETGA
 6 /SSR XBAG GA HK1 TTL25KG/S2
 7 OPW-18JAN:0525/1C14/GA REQUIRES DOCUMENT ON OR BEFORE
     19JAN:0525/E6
 8 OPC-19JAN:0525/1C16/GA CANCELLATION DUE TO NO DOCUMENT/E6
 9 FA PAX 126-2473057943/ETGA/IDR777000/06DEC16/JKTGA0980/15386
     803/S2
10 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
11 FE PAX CONDITION APPLIES/S2
12 FP CASH
```

- ➢ Pricing Prepaid Baggage Service

  Entry : **FXG/AC-DISC25**

```
FXG/AC-DISC25

  PASSENGER      PTC --------------------------------------
  OC  SRV   NP PR FLGT DATE (IDR)FARE   TAX      TOTAL

  01 SCENARIO/PREPAI ADT
  0AA XBAG   1 GA303  20JAN IDR982300        IDR982300
```

- ➢ Insert EMD Form of Payment using **TMI/FP-XXXX** entry.

  XXXX is replaced by Form of Payment type, example: CASH, CCVI, etc.

- ➢ Insert receive form using **RF** entry, then issue the EMD with **TTM/RT** entry

Display the EMD :

- ➢ Retrive the PNR to check the EMD number

```
 RP/JKTGA0980/JKTGA0980       BY/SU  6DEC16/0106Z  X4XCVG
  1.SCENARIO/PREPAID BAGGAGE MR
  2  GA 303 H 20JAN 5 SUBCGK HK1  0455 2  0525 0700  *1A/E*
  3 AP E BAYU.SRI@GMAIL.COM
  4 APM 085770632117
  5 TK OK06DEC/JKTGA0980//ETGA
  6 /SSR XBAG GA HK1 TTL25KG/S2
  7 FA PAX 126-2473057943/ETGA/IDR777000/06DEC16/JKTGA0980/15386
     803/S2
  8 FA PAX 126-4550235033/DTGA/IDR982300/06DEC16/JKTGA0980/15386
     803/E6
  9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
  10 FB PAX 0000000000 TTM/RT OK EMD/E6
```

➢ EMD display → Entry : **EWD/L8**   (L8 : line indicator where the EMD number exist)

```
EMD-1264550235033    TYPE-A            SYS-1A  LOC-X4XCVG
INT-D    FCI-0 0    POI-JKT    DOI-06DEC16    IOI-15386803
PAX- SCENARIO/PREPAID BAGGAGE MR              ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0AA  GA SUBCGK  S-O
 DESCRIPTION-PREPAID BAGGAGE
 NON-REFUNDABLE
 NON-EXCHANGEABLE
 PRESENT TO-
 PRESENT AT-
 ICW-1262473057943E1      (A)
 EXCESS BAGGAGE-  25 K RATE PER UNIT-IDR        0
 SERVICE REMARKS-
FARE  F  IDR    447000
EXCH VAL   IDR    982300    RFND VAL
TAX-01 X   ID     44700
TOTAL    IDR    982300
/FC SUB GA JKT447000IDR447000END
FP CASH
```

D. Airport Handling

Normal handling for pre and post flights service at the airport shall apply to passengers with **Prepaid Baggage**.

E. Exchange EMD Prepaid Baggage
Scenario

Passenger request to change the package of Prepaid Baggage after EMD Prepaid Baggage was issued. The old EMD should be exchanged in order for the EMD not to lose its validity. Here are steps how to exchange the EMD Prepaid Baggage*.

 *price for prepaid baggage may vary with the example due to rate adjustment

1. Original PNR

```
RP/JKTGA0980/JKTGA0980          BY/SU  16FEB17/0607Z   36HXPR
 1.EXCHANGE/PREPAID BAGGAGE MR
 2  GA 070 H 09MAR 4 CGKTKG HK1  0510 3  0540 0630   *1A/E*
 3 APM 0987654321
 4 TK OK16FEB/JKTGA0980//ETGA
 5 /SSR XBAG GA HK1 TTL30KG/S2
 6 FA PAX 126-2487148168/ETGA/IDR391300/16FEB17/JKTGA0980/15386
    803/S2
 7 FA PAX 126-4550235042/DTGA/IDR224400/16FEB17/JKTGA0980/15386
    803/E5
 8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 9 FB PAX 0000000000 TTM/RT OK EMD/E5
10 FE PAX CONDITION APPLIES/S2
11 FP CASH
12 FV PAX GA/S2
```

2. After canceling the original package, the old SSR for Prepaid Baggage will disappear from the PNR and EMD element (FA element) will change into FHD element.

```
RP/JKTGA0980/JKTGA0980          BY/SU  16FEB17/0607Z   36HXPR
 1.EXCHANGE/PREPAID BAGGAGE MR
 2  GA 070 H 09MAR 4 CGKTKG HK1  0455 3  0540 0630   *1A/E*
 3 APM 0987654321
 4 TK OK16FEB/JKTGA0980//ETGA
 5 FA PAX 126-2487148168/ETGA/IDR391300/16FEB17/JKTGA0980/15386
    803/S2
 6 FHD PAX 126-4550235042
 7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 8 FE PAX CONDITION APPLIES/S2
 9 FP CASH
10 FV PAX GA/S2
```

3. Take the new package of Prepaid Baggage which passenger want.
   Select the weight package of Prepaid Baggage requested by passenger
   Entry   : **SRXBAG-TTL40KG**

```
RP/JKTGA0980/JKTGA0980        BY/SU  16FEB17/0607Z   36HXPR
 1.EXCHANGE/PREPAID BAGGAGE MR
 2  GA 070 H 09MAR 4 CGKTKG HK1  0455 3  0540 0630   *1A/E*
 3 APM 0987654321
 4 TK OK16FEB/JKTGA0980//ETGA
 5 /SSR XBAG GA HK1 TTL40KG/S2
 6 FA PAX 126-2487148168/ETGA/IDR391300/16FEB17/JKTGA0980/15386
    803/S2
 7 FHD PAX 126-4550235042
 8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 9 FE PAX CONDITION APPLIES/S2
10 FP CASH
11 FV PAX GA/S2
```

4. Exchange the EMD
   a) Entry   : **FXG/AC-DISC25**

```
FXG/AC-DISC25

 PASSENGER        PTC -------------------------------------
 OC  SRV   NP PR FLGT DATE (IDR)FARE   TAX       TOTAL

 01 EXCHANGE/PREPAI ADT
 0AA XBAG   1 GA70   09MAR IDR299200        IDR299200
```

b)   Entry   : **TMI/EXCH**

```
TSM   2  TYPE P    JKTGA0980 BY/16FEB 00 INT D EMD-A CARR GA
 1.EXCHANGE/PREPAID BAGGAGE MR
RFIC-C/A   BAGGAGE
  1. RFISC-0AA PREPAID BAGGAGE            L  5
     OPERATING CC-GA FEE OWNER-GA      ORIGIN-CGK DEST-TKG
     EXCESS BAGGAGE-40  KG RATE PER UNIT  IDR        0

ADD INF/RKS:

FARE   R IDR   272000
EXCH VAL   IDR    299200

TAX001  O  IDR   27200ID

TOTAL    IDR       0
FC  JKT GA TKG272000IDR272000END
```

c)   Entry   : **TMI/RIDR299200/WIDR74800**

   *RIDR299200   : new fare for Prepaid Baggage
   *WIDR74800   : total additional collection
   → Since passenger ask to the higher package, so need to pay the price difference

```
TSM   2  TYPE P    JKTGA0980 BY/16FEB 11 INT D EMD-A CARR GA
 1.EXCHANGE/PREPAID BAGGAGE MR
RFIC-C/A   BAGGAGE
  1. RFISC-0AA PREPAID BAGGAGE            L  5
     OPERATING CC-GA FEE OWNER-GA      ORIGIN-CGK DEST-TKG
     EXCESS BAGGAGE-40  KG RATE PER UNIT  IDR        0

ADD INF/RKS:

FARE   R IDR   299200
EXCH VAL   IDR    299200

TOTAL    IDR    74800
FC  JKT GA TKG272000IDR272000END
```

d) Entry : **TMI/FO-126-4550235042M1JKT16FEB17/15386803**

  *FO   : indicator for adding original EMD number
  *M1   : indicator for coupon number
  *JKT   : original EMD place off issued
  *16FEB17   : date of original EMD issuance
  *15386803 : IATA number that used to issue the original EMD

```
TSM   2  TYPE P    JKTGA0980 BY/16FEB 11 INT D EMD-A CARR GA
 1.EXCHANGE/PREPAID BAGGAGE MR
RFIC-C/A   BAGGAGE
  1. RFISC-0AA PREPAID BAGGAGE              L  5
     OPERATING CC-GA FEE OWNER-GA      ORIGIN-CGK DEST-TKG
     EXCESS BAGGAGE-40  KG RATE PER UNIT  IDR      0

ADD INF/RKS:

FARE   R IDR    299200
EXCH VAL   IDR    299200

TOTAL    IDR    74800
FC  JKT GA TKG272000IDR272000END
FO  126-4550235042JKT16FEB17/15386803/126-45502350426M1
```

e) Entry   : **TMI/FP-O/CASH+/CASH**

  *FP-O/CASH : original form of payment
  *+/CASH   : new form of payment

```
TSM   2  TYPE P    JKTGA0980 BY/16FEB 11 INT D EMD-A CARR GA
 1.EXCHANGE/PREPAID BAGGAGE MR
RFIC-C/A   BAGGAGE
  1. RFISC-0AA PREPAID BAGGAGE              L  5
     OPERATING CC-GA FEE OWNER-GA      ORIGIN-CGK DEST-TKG
     EXCESS BAGGAGE-40  KG RATE PER UNIT  IDR      0
ADD INF/RKS:
FARE   R IDR    299200
EXCH VAL   IDR    299200

TOTAL    IDR    74800
FC  JKT GA TKG272000IDR272000END
FO  126-4550235042JKT16FEB17/15386803/126-45502350426M1
FP  O/CASH+/CASH
```

f) Insert "receive from" using **RFPAX** entry.

g) Issued the EMD using **TTM/RT** entry

   Response : **OK EMD**

5. Display the EMD

   a) Display the PNR

```
RP/JKTGA0980/JKTGA0980        BY/SU  16FEB17/0623Z   36HXPR
 1.EXCHANGE/PREPAID BAGGAGE MR
 2  GA 070 H 09MAR 4 CGKTKG HK1  0510 3  0540 0630   *1A/E*
 3 APM 0987654321
 4 TK OK16FEB/JKTGA0980//ETGA
 5 /SSR XBAG GA HK1 TTL40KG/S2
 6 FA PAX 126-2487148168/ETGA/IDR391300/16FEB17/JKTGA0980/15386
    803/S2
 7 FA PAX 126-4550235043/DTGA/IDR74800/16FEB17/JKTGA0980/153868
    03/E5
 8 FHD PAX 126-4550235042
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FB PAX 0000000000 TTM/RT OK EMD/E5
11 FE PAX CONDITION APPLIES/S2
12 FP CASH
```

   b) Display EMD. Entry : **EWD/L7** (L7 : line indicator for EMD information on the PNR)

```
EMD-1264550235043   TYPE-A            SYS-1A  LOC-36HXPR
INT-D    FCI-1 1   POI-JKT   DOI-16FEB17   IOI-15386803
PAX- EXCHANGE/PREPAID BAGGAGE MR                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0AA  GA CGKTKG  S-O
 DESCRIPTION-PREPAID BAGGAGE
 PRESENT TO-
 PRESENT AT-
 ICW-1262487148168E1       (A)
 EXCESS BAGGAGE-  40 K RATE PER UNIT-IDR         0
 SERVICE REMARKS-
FARE  R  IDR     299200
EXCH VAL   IDR     299200    RFND VAL
TAX-
TOTAL    IDR     74800A
/FC JKT GA TKG272000IDR272000END
FO 126-4550235042JKT16FEB17/15386803/126-4550235042
FP O/CASH+/CASH
```

c) Original EMD coupon status will change into E.

```
EMD-1264550235042    TYPE-A            SYS-1A  LOC-36HXPR
INT-D    FCI-0 0    POI-JKT    DOI-16FEB17    IOI-15386803
PAX- EXCHANGE/PREPAID BAGGAGE MR              ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0AA  GA CGKTKG  S-E   SAC- 126ZL27D44ASI
 DESCRIPTION-PREPAID BAGGAGE
 PRESENT TO-
 PRESENT AT-
 ICW-1262487148168E1        (D)
 EXCESS BAGGAGE-   30 K RATE PER UNIT-IDR        0
 SERVICE REMARKS-
FARE   F   IDR       204000
EXCH VAL IDR     224400     RFND VAL
TAX-01 X    ID     20400
TOTAL      IDR       224400
/FC JKT GA TKG204000IDR204000END
FP CASH
FOID-
```

For discounted price ref to this PIN, use **FXG/AC-DISC25**
Every transaction has to input Tour Code : **BAG25**

F. Airport Handling

Normal handling for pre and post flights service at the airport shall apply to passengers with **Prepaid Baggage**.

G. Changes and Refund

1. For Voluntary case

 Refund is only allow for

   ➢ Totally unused EMD Prepaid Baggage (Refund shall not be applied for party weight used of EMD Prepaid Baggage)
   ➢ Submission before date of flight departure
     Refund for unused Prepaid Baggage's EMD shall be submitted at the latest 24 hours (twenty four hours) from the date of departure. EMD coupon status must still Open **"O"** so check in / ticketing staff need to disassosiate the EMD first to keep the coupon status is OPEN.

e.g Pax have flight schedule on 17 October 2020 the request shall be submitted maximum on 16 October 2020.

> **25 % penalty** from basic fare of Prepaid Baggage rate shall be implied for refund.
> In case of Voluntary reroute, if the new Prepaid Baggage rate is lower than original rate, no residual value shall be refunded.
> In case of Voluntary reroute, if the new Prepaid Baggage rate is higher than original rate, additional charge shall apply.
> No Change of penalty fee shall apply in case reroute and reissue.
> For EMD issuance where the ticket was issued at the Travel Agent (other than Garuda Indonesia Ticketing Office) document shall be refunded at :
> ---- Passenger's ticket shall be refunded at original issuing office
> ---- EMD Prepaid Baggage shall refunded at Garuda Indonesia Ticketing Office

2. For Involuntary case
> " Involuntary Refund " for EMD Prepaid Baggage means a refund of unused EMD due to some of the following circumstances caused by Airline (Flight Cancelation , Flight schedule Change, Failed of re-accommodating, over or under carriage, Offloading , Misconnection, Safety or Legal reason , Force Major) refund of EMD Prepaid Baggage can be processed at the GA ATO or CTO
> Involuntary Refund when there is a condition refund of unused EMD due to reroute condition caused by Airline, user is allowed to do reissue with no additional cost

Should there be question content of notice, Please contact any

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Email   : cs@garudamiles.com/gff@garuda-indonesia.com

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Phone   : +62-21-25601999
Email   : helpdesk.pss@garuda-indonesia.com

Demikian disampaikan dan terima kasih atas perhatian & kerja samanya.

Happy Selling...

GA Info dapat diakses melalui GATE portal: https://gate.garuda-indonesia.com/ Untuk informasi lebih lanjut dapat menghubungi PIC Sales Anda.

Branch Office Jakarta
Ref: Email/GAINFO JKTNLI/22Des20