



## **Agencies Booking and Ticketing Policy**

Guidelines for Travel Agents

This policy is valid on/after the 1<sup>st</sup> of January 2025 and replaces all other booking and ticketing policies in places before and remains valid until further notice. Garuda Indonesia reserve the right to amend and/or adapt and/or delete rules described in this document at any time.

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# AGENCIES BOOKING AND TICKETING POLICY

## 1. INTRODUCTION

The purpose of this document is to inform our Agency Partners about booking rules and main policies, for individual and group booking. The ticketing policies are related to the sales, issuance of GA fares and documents, exchange/reissue, refund, and other related topics. For detailed booking and ticketing procedures refer to specific information as well as help pages and support. Please contact your respective Helpdesk for more details.

## 2. IMPLEMENTATION DATE

[This policy is effective for any transaction on/after 1 January 2025, and it replaces any prior policy.]

## 3. PURPOSE

The guidance is set to control Garuda Indonesia (GA) distribution costs and to provide set clear expectations for reserving, booking, and ticketing itineraries through the use of Global Distribution System (GDS) or Amadeus Inventory Direct Link (AIDL) which use Office ID \*\*\*GI2\*\*\*. It helps the Agent to avoid unnecessary penalties, ADMs, or other measures.

All subscribers connected to GA Reservation must 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/AIDL and ultimately allow all subscribers to offer greater numbers of seats for firm passengers.

## 4. APPLICATION

This policy applies to all Travel Agents including online travel agents, consolidator 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 and all its affiliated in all its locations are made aware of this policy and 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 Agents must never create any active or passive booking or transaction for achieving productivity or incentive targets set by GDS or any other mean.
- 5.2 Travel Agents 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 system (GDS/AIDL) must book and ticket a specific passenger itinerary within the same system.
- 5.4 Travel Agents must not create PNRs to hold or block reservations due to expected demand, customer indecision, or to circumvent any of Garuda Indonesia's fare rules or policies.
- 5.5 Travel Agents must not change the name once PNR is created.
- 5.6 Travel Agents must not create bookings that violate minimum connecting time requirements of individual airlines.
- 5.7 Travel Agents must never break married segments or use malpractices to outwit the system with the intention to circumvent GA inventory rules to obtain seats in lower booking class.
- 5.8 Travel Agents must provide the customer's first and last names which are identical to the customer's passport.
- 5.9 Travel Agents must comply with applicable government regulations and provide customer security information on PNR as required.
- 5.10 Travel Agents must provide passenger's mobile contact number or email on the correct GDS phone field or through SSR CTCx elements (SSR CTCM for mobile phone, SSR CTCE for email address) to the airline to facilitate flight disruption handling of customer due to irregular situations such as delays, re-schedules, or retiming.
- 5.11 In case of changes to itineraries in a passenger name record (PNR), it is necessary to re-request any special service requests (SSR) from the original booking.
- 5.12 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.
- 5.13 Travel Agents 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.

## **7. BOOKING POLICY**

### **7.1 Duplicate Bookings**

- 7.1.1 Travel Agents must not create duplicate bookings in the same passenger's name record (PNR) or across PNRs for the same passenger, in the same or different GDS/AIDL used by the same Agent.
- 7.1.2 Duplicates include booking the same passenger confirmed/reconfirmed on the same or different flight, class, date, or route where the passenger can't travel simultaneously.
- 7.1.3 Creating duplicate segments is not permitted under any circumstances.

- 7.1.4 Travel Agents must not create impossible traveling itineraries by holding concurrent flights in the same period where the passenger can't travel simultaneously.
- 7.1.5 Note that only one confirmed booking will be accepted while the remaining confirmed duplicate bookings will be subject to penalties. In case of the cancellation by Garuda Indonesia on duplicate PNRs or duplicate segment, a penalty will be applied.
- 7.1.6 Should an SSR/OSI 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 bookings across PNRs (see Point 7.1.1):**

**OCLTZH**

1.1BADAWI/DALIAM MR 2.1BADAWI/DEWINTA SARI MRS  
 3.1BADAWI/KIRANA MS 4.1BADAWI/KARTIKA MS  
 1 GA 0980 Y 19MAY CGKJED HK4 1130 1730 /E  
 2 GA 0983 Y 27MAY JEDCGK HK4 0030 1420 /E

**IQASIK**

1.4BADAWI/DALIAM MR/DEWINTA SARI MRS/KIRANA MS/KARTIKA MS  
 2 GA 0980 Y 19MAY CGKJED HK4 1130 1730 /E  
 3 GA 0983 C 27MAY JEDCGK HK4 0030 1420 /E

*The same passengers have been booked on two PNRs with the same itinerary, and different classes.*

**Example of Duplicates bookings across PNRs (see Point 7.1.2):**

**BUHMPH**

1.1SEMBIRING/MAHARANI MRS 2 SEMBIRING/JONI MR 3.1HASIBUAN/SRIYATI MRS  
 2 GA 834 Y 03MAY CGKSIN HK3 1345 1635 /E

**MJEKEF**

1.1SEMBIRING/MAHARANI MRS 2.1HASIBUAN/SRIYATI MRS  
 2 GA 878 Y 03MAY CGKICN HK2 1630 1920 /E

*Some passengers have been booked on two PNRs.*

*Different flight numbers of the same date, one departing at 1345 other departing at 1630.*

**Example of Duplicate segments within the same PNR (see Point 7.1.3):**

**MJEKEF**

1.1SUBRATA/BRENDA MRS 2.1KUMALA/RATNA MRS  
 3 GA 867 Y 30MAY BKKCGK HK2 1410 1745 /E  
 4 GA 867 J 30MAY BKKCGK HK2 1410 1745 /E  
 5 GA 869 J 30MAY BKKCGK HK2 1715 2050 /E

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

## 7.2 Fictitious Names Bookings

Agent must not create any fictitious or speculative bookings, testing, or training bookings that block the airline's inventory in the live system environment. Fictitious names include bookings with spurious or fake names, names of famous persons/characters with no intention to travel, bookings made for testing purposes, bookings made with intention of blocking inventory, etc.

### Examples of Fictitious Names (see Point 7.2):

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

Should an SSR/OSI message for fictitious names checks be received, it is important to contact Garuda Indonesia and inform the airline in case it is not a fictitious booking. Any fictitious booking will be subject to penalties.

## 7.3 Inactive Segments

Travel Agents 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 (but not limited to) HX, are removed from the active PNR to its history at least before flight departure. Failure to remove these segments before departure will result in a penalty.

## 7.4 Churning

Travel Agent must not repeatedly create canceling and re-booking same passenger on the same flight and date (known as churning) for any reason whatsoever. 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 or across GDS/AIDL.

However, GA understand that there may be a need to cancel and re-book for passengers at times in which maximum 5 times booking-cancel is allowed. Any re-booking and cancellation pairs done after the 5th time will be subject to penalty for each additional churning pair.

**Example of churning booking (see Point 7.4.):**

**USL6XM**

1.SHIMALA/SHIMAR MR

2 GA 842 Y 29SEP 6 DPSSIN HK1 1540 1825 \*1A/E\*

*Booking created*

**>XE2**

*Booking cancelled*

**>SSGA842 Y 29DEC DPSSIN 1**

2 GA 842 29SEP Y DPSSIN HK1 1540 1825 /E

*Rebooked*

**>XE2**

*Cancelled*

**>SSGA842 Y 29DEC DPSSIN 1**

2 GA 842 29SEP Y DPSSIN HK1 1540 1825 /E

*Rebooked*

**>XE2**

*Cancelled*

**>SSGA842 Y 29DEC DPSSIN 1**

2 GA 842 29SEP Y DPSSIN HK1 1540 1825 /E

*Rebooked*

**>XE2**

*Cancelled*

**>SSGA842 Y 29DEC DPSSIN 1**

2 GA 842 29SEP Y DPSSIN HK1 1540 1825 /E

*Rebooked*

**>XE2**

*Cancelled*

**>SSGA842 Y 29DEC DPSSIN 1**

2 GA 842 29SEP Y DPSSIN HK1 1540 1825 /E

*Rebooked*

**>XE2**

*Cancelled* → the 6<sup>th</sup> booking-cancel pairing is subject to penalty

## **7.5 Waitlist**

Travel Agents must not repeatedly create waitlisted bookings since these do not increase chances of confirming and result only in higher booking volumes and increased distribution fees for airline.

Travel Agents must ensure all waitlisted bookings are removed from the active PNR before departure.

## **7.6 Passives**

- 7.6.1 Passive bookings may only be created for individual ticketing purposes.
- 7.6.2 For ticketing process, passive bookings must be created right before ticketing and cancelled immediately after issuance (same day process).
- 7.6.3 Passive segments that's not cancelled before flight departure will be penalized.
- 7.6.4 Passive booking status code refers to GDS passive segment code.

## **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 to avoid missed connections.

## **7.8 System Manipulation**

- 7.8.1 Travel Agents must never break Married Segments.
- 7.8.2 Connecting flight segments booked together as "Married Segments" must not be separated. Any rebooking or cancellation must be done simultaneously for all connecting segments.
- 7.8.3 Travel agents must not manipulate the system or exploit GA inventory rules for personal gain, such as securing seats in lower booking classes.

## **7.9 Contact Details**

To ensure passengers are informed of change in flight operations, travel agents must provide passenger contact details (email and/or mobile) in the PNR using SSR CTCE and SSR CTCM, with consent per data protection regulations. Agents must inform passengers that failing to provide contact details will prevent communication regarding flight operations. If the agent fails to transfer or deliberately masks the passenger's contact details, leading to passenger claims, the agent will be held responsible for any resulting costs.

If a passenger declines to provide contact information, agents must record this refusal in the PNR/Order with a SSR CTCR (Refused) remark to mitigate carrier liability under applicable laws and regulations.

## **8. TICKETING POLICY**

- 8.1 Travel Agents must always use the latest and the most updated fares rather than pre-stored fares to issue tickets.
- 8.2 Travel Agents 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 collect accurately all taxes, fees, and surcharges imposed by a local and/or foreign government.
- 8.4 Travel Agent must ensure collection of penalties for no-show, cancellation, re-issue fee, etc. as applicable.
- 8.5 GA validation principle shall be selected by agents when issuing and reissuing completely unused tickets when sales for the journey include 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.
  - 8.6.1 GA ticket stock is allowed to be used when GA acting as the first international or at least as one 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.

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

- 9.1 Travel Agents must not retain bookings with invalid ticket numbers. Invalid ticket numbers include restricted, used, refunded, voided, or non-existent ticket numbers.
- 9.2 Travel Agents must not issue confirmed tickets against bookings that are on request or non-confirmed status in Garuda Indonesia internal reservation system.
- 9.3 Travel Agent must ensure that the class code used for issuing the ticket is identical to the code that exists 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 Mis-plating (invalid validating carrier) occurs in the case when private fares of other airlines are used on GA ticket stock or for any other fares for GA plate is not allowed (pricing rule: "sales restriction"). Any Mis-plating case will be process in accordance with Fare-Audit.

## **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 These charges will be billed to Agents through the following methods:
  - Agency Debit Memo (ADM) for IATA BSP and ARC Agents,
  - Direct Invoice to non-IATA BSP/ARC Agents.

An Agency Credit Memo (ACM) may also apply in cases such as, but not limited to, erroneous over-collection in ticketed fare, incorrect fare calculation, or fare re-calculation when in favor of the eligible for a refund.

- 10.3 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 with this policy.
- 10.4 Garuda Indonesia further reserve the right to cancel any un-ticketed PNRs of Travel Agent who have been identified as non-compliant with 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 for each policy item.
- 11.2 Garuda Indonesia will send the debit memo monthly to the IATA Travel Agent according to BSP/ARC ADM process flow.
- 11.3 ADM will be handled as per IATA Resolution 850m. Furthermore, the reason of ADM issuance is in accordance with IATA Resolution 830a under the heading "Consequence of Violation of Ticketing and Reservation Procedures"
- 11.4 For any doubt or request for clarification, Agents are advised to use disputing mechanism on BSP link / ARC.
- 11.5 Agents with BSPlink access may dispute an ADM via their BSPlink dispute facility within the ADM dispute period.

## 12. DEBIT MEMO FEE STRUCTURE

NO.	POLICY	CHARGES	
		POS non ID	POS ID
1	Duplicate Booking, Impossible and/or Illogical Bookings	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
2	Training, Fictitious, and/or Speculative Bookings	USD 30 per passenger per segment	IDR 300,000 per passenger per segment
3	Un-canceled Inactive Segments	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
4	Churning	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
5	Un-canceled Waitlist Segments	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
6	Passives bookings	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
7	Minimum Connecting Time (MCT)	USD 300 per GA finding	IDR 4,500,000 per GA finding
8	System Manipulation	USD 300 per GA finding	IDR 4,500,000 per GA finding
9	E-ticket validation (Invalid Ticket)	For invalid tickets, the charge is USD 15 per passenger per segment.	For invalid tickets, the charge is IDR 150,000 per passenger per segment.
10	ADM Fee per ADM issuance	USD 15	IDR 150,000

### **13. AGENCY CREDIT MEMO ISSUANCE FOR BOOKING AUDIT**

In case of correction is issued waiver upon ADM being published, an Agency Credit Memo (ACM) will be issued to credit the respective amount, and ADM will be canceled via Dispute according to BSP/ARC ADM Dispute procedure.

### **14. AMENDMENT**

- 14.1 GA reserves the right to amend and/or to adapt and/or 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/AIDL 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 GA local representation or email to: [admservice@garuda-indonesia.com](mailto:admservice@garuda-indonesia.com).
- 14.5 The travel agent that issues the ticket will be held liable in case 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 The airline reserves the right to change the Debit Memo fees at any time.

Thank you for your active participation in avoiding these policy violations and making your bookings to be more effective.