



Ticketing Procedure for Refund Handling

Dear Partners,

We would like to inform you about update of ***Ticketing Procedure for Refund Handling*** with details as follows:

1. Refund Type

1.1 Involuntary refund

Involuntary refund is a refund of an unused ticket or miscellaneous charges document (either fully or partially used) under the following conditions:

- required for any specified condition stated in IATA resolution 735d,
- due to safety or legal requirements, or
- the condition or conduct of the passenger carriage is refused.

1.2 Voluntary refund

A voluntary refund is a refund of an unused ticket or miscellaneous charges document (either fully or partially used) other than an involuntary refund.

2. Refund Conditions

- 2.1 A refund can be processed only when a passenger purchased a ticket with a refundable fare. If the ticket is a non-refundable ticket, only the taxes will be refunded, but other services purchased with flight would not be refunded.
- 2.2 The refund will be credited back to the passenger according to the payment method in the ticket.
- 2.3 To qualify for a refund, ticket must be cancelled within the deadline stated on the booking.
- 2.4 Refund applies to all unused flight coupon(s) in a ticket.
- 2.5 For ticket which has been used un sequence, all unused flight coupons are not eligible for refund. Report to Helpdesk PSS to get it updated into Z.
- 2.6 Only valid for ticket stock 126.



3. Refund Process and Steps for Travel Agent

3.1 Auto Refund Process

- Valid for individual and group ticket
- Valid for fully unused ticket
- Perform auto refund process via travel agent own system.
- Change coupon status from O to R (using TRF entry for domestic travel agent).

How to:

- a) Display e-ticket to ensure coupon status is O → TWD/TKT 126-1234777888
- b) Initiate refund process → TRF 126-1234777888
- c) Update refund record based on fare rule.
- d) Confirmed refund → TRFP.

- A refund amount will appear in the sales report as a reduction in the sales.

3.2 Non-Auto Refund

- Valid for individual and group ticket.
- Valid for partially unused ticket.

3.2.1 For BSP in Indonesia

3.2.1.1 Obligation to Travel Agent in Indonesia

- Ensure the applicable fare rules for refund.
- Ticketing Officer change coupon status from O to R using TRF entry.

How to:

- a) Display e-ticket to ensure coupon status is O → TWD/TKT 126-1234777888
 - b) TRF126-1234777888/NOREP.
- Send refund request via BSP link.

4. Refund Special Conditions

- Special conditions:
 - a) Refund request coming to e-commerce.
 - b) Cash issue on GA sales office
- The penalty fee will be charged based on passengers agree to refund and ticketing officer has been cancelled the reservation.

5. Voluntary Refund Calculation.

5.1 Manual calculation

- Manual calculation for all components refunds record.
- Can be processed on GA office (**GA0**) and Domestic travel agent (**G12**)



GA INFO

No : 036/GA/JKT/V/23
Date : 25 May 2023

5.2.1 Fully unused coupon

1. Display e-ticket and ensure the ticket status is Open for use.

Entry : **TWD/TKT126-1233462153**

Response :

TKT-1261233462153	RCI-	1A	LOC-6LMZUM
OD-JKTDPS SI-	FCPI-F	POI-JKT	DOI-17FEB23 IOI-15386803
1.FARAH/ZAKI		ADT	ST
1 OCGK GA 402	Y 10MAR0705	OK YOW	O 20K
DPS			
FARE F IDR	1431000		
TOTALTAX IDR	490020		
TOTAL IDR	1921020		
/FC JKT GA DPS1431000.00IDR1431000.00END			
FE CONDITION APPLIES			
FP CASH			
NON-ENDORSABLE			
FOR TAX/FEE DETAILS USE TWD/TAX			

2. Initiate refund process

Entry : **TRF126-1233462153**

*TRF as mandatory to initiate a refund followed by TKT number

Response :

REFUND RECORD	AGT-15386803	S2/20FEB23	F	TKT-Y
NM NAME	FARAH/ZAKI			
I ISSUED	17FEB23			
D1 DOCUMENT	126 1233462153	3 CPNS	1000	
F FARE PAID		IDR	1431000	
U FARE USED			0	
			1431000	
XT TAX REFUND			490020	>TRFT
			1921020	
FM COMMISSION			57240	4.00P
FP1 CASH			1921020	



3. Update refund record if any penalty applies.

Entry : **TRFU/CP1000A**
 *TRFU as mandatory to update refund record
 *CP as identifier to cancellation penalty
 *1000A as cancelation penalty amount and Amount indicator.

Response :

REFUND RECORD	AGT-15386803 S2/20FEB23 A TKT-Y		
NM NAME	FARAH/ZAKI		
I ISSUED	17FEB23		
D1 DOCUMENT	126 1233462153 3 CPNS 1000		
F FARE PAID	IDR	1431000	
U FARE USED		0	
	FARE REFUND	1431000	
CP CANX FEE		1000	0.07P
XT TAX REFUND		490020	>TRFT
	REFUND TOTAL	1920020	
FM COMMISSION		57240	4.00P
FP1 CASH		1920020	
S ITINERARY	DOMESTIC		

4. Update refund record to recall the commission (when necessary).

Entry : **TRFU/MF57240**
 *TRFU as mandatory to update refund record
 *MF as identifier of Miscellaneous Fee for Recall Commission
 *57240 as commission amount to be recalled

Response :

REFUND RECORD	AGT-15386803 S2/20FEB23 L TKT-Y		
NM NAME	FARAH/ZAKI		
I ISSUED	17FEB23		
D1 DOCUMENT	126 1233462153 3 CPNS 1000		
F FARE PAID	IDR	1431000	
U FARE USED		0	
	FARE REFUND	1431000	
CP CANX FEE		1000	0.07P
MF MISC FEE		57240	
XT TAX REFUND		490020	>TRFT
	REFUND TOTAL	1862780	
FM COMMISSION		57240	4.00P
FP1 CASH		1862780	
S ITINERARY	DOMESTIC		



GA INFO

No : 036/GA/JKT/V/23
Date : 25 May 2023

5. Commit the refund process and print refund notice.

Entry : TRFP

Response :

```
OK ETKT RECORD UPDATED SAC- 126L9AVH2N5VT  
OK - REFUND PROCESSED
```

Redisplay the ticket to check coupon status has been updated accordingly.

```
TKT-1261233462153          RCI-                1A LOC-6LMZUM  
OD-JKTDPS SI-          FCPI-F    POI-JKT    DOI-17FEB23    IOI-15386803  
1. FARAH/ZAKI          ADT                ST  
1 OCGK GA 402    Y 10MAR0705 OK YOW                R                20K  
DPS  
FARE    F IDR        1431000  
TOTALTAX IDR        490020  
TOTAL    IDR        1921020  
/FC JKT GA DPS1431000.00IDR1431000.00END  
FE CONDITION APPLIES  
FP CASH  
NON-ENDORSABLE  
FOR TAX/FEE DETAILS USE TWD/TAX  
SAC- 126L9AVH2N5VT
```

5.2.2 For Partially Used Ticket

1. Display e ticket and ensure the ticket status is Open for use.

Entry : TWD/TKT126-2480321437

```
TKT-1262480321437          RCI-                1A LOC-6LMZUM  
OD-JKTDPS SI-          FCPI-F    POI-JKT    DOI-17FEB23    IOI-15386803  
1. KUMBANG/NAGA MR    ADT                ST  
1 OCGK GA 402    Y 10MAR0705 OK YOW                F                20K  
2 ODPS GA 825    Y 17MAR1000 OK YOW                O                13AUG 30K  
CGK  
FARE    F IDR        2227000  
TOTALTAX IDR        337700  
TOTAL    IDR        2564700  
/FC JKT GA DPS1113500.00GA JKT1113500.00IDR2227000.00END  
FE CONDITION APPLIES  
FP CASH  
NON-ENDORSABLE  
FOR TAX/FEE DETAILS USE TWD/TAX
```



2. Initiate refund process.

Entry : **TRF126-2480321437**

REFUND RECORD	AGT-15386803 FZ/17FEB23 F TKT-Y		
NM NAME	KUMBANG/NAGA MR		
I ISSUED	17FEB23		
D1 DOCUMENT	126 2480321437 6 CPNS 1200		
F FARE PAID	IDR	2227000	
U FARE USED		0	
		FARE REFUND	2227000
XT TAX REFUND		337700	>TRFT
		REFUND TOTAL	2564700
FP1 CASH		2564700	

3. Check refund details (fare return, taxes, penalties) and update accordingly.

Entry : **TRFU/U1172000**

REFUND RECORD	AGT-15386803 FZ/17FEB23 L TKT-Y		
NM NAME	KUMBANG/NAGA MR		
I ISSUED	17FEB23		
D1 DOCUMENT	126 2480321437 6 CPNS 1200		
F FARE PAID	IDR	2227000	
U FARE USED		1172000	
		FARE REFUND	1055000
XT TAX REFUND		337700	>TRFT
		REFUND TOTAL	1392700
FP1 CASH		1392700	
>TRFT.....			
REFUNDABLE TAXES			
KUMBANG/NAGA MR			
126 2480321437 - 437			
UNUSED TAXES			

T1	10000	YR	
T2	105000	D5	
T3	222700	ID	
REFUNDABLE TAX TOTAL	IDR	337700	XT

>TRFU/TU1-5000/TU2-45000/TU3-105500			
REFUNDABLE TAXES			
KUMBANG/NAGA MR			
126 2480321437 - 437			
UNUSED TAXES			

T1	5000	YR	
T2	45000	D5	
T3	105500	ID	
REFUNDABLE TAX TOTAL	IDR	155500	XT



GA INFO

No : 036/GA/JKT/V/23
Date : 25 May 2023

>TRF		REFUND RECORD		AGT-15386803 FZ/17FEB23 M TKT-Y	
NM	NAME	KUMBANG/NAGA MR			
I	ISSUED	17FEB23			
D1	DOCUMENT	126 2480321437 6 CPNS 1200			
F	FARE PAID	IDR	2227000		
U	FARE USED	1172000			
	FARE REFUND	1055000			
XT	TAX REFUND			155500	>TRFT
	REFUND TOTAL	1210500			
FP1	CASH	1210500			
S	ITINERARY	DOME TIC			

4. Process the refund and print refund notice.

Entry : **TRFP**

5.2.3 For ticket using Account code

1. Display e ticket and ensure the ticket status is Open for use.

Entry : **TWD/TKT126-2105823923**

TKT-1262105823923	RCI-	1A	LOC-SP2N05
OD-JKTJKT SI-	FCPI-N	POI-JKT	DOI-13FEB23 IOI-15386803
1.BAGUS/INDAH		ADT	S I
1 OCGK GA 846	N 13FEB1815	OK NEE6MID/PERT	F 13AUG 30K
2 OSIN GA 825	N 17MAR1000	OK NEE6MID/PERT	O 13AUG 30K
CGK			
FARE N IDR	2908000	P IDR	2908000
TOTALTAX IDR	1761400		
TOTAL IDR	4669400	IDR	4669400
/FC JKT GA SIN102.82GA JKT102.82NUC205.64END ROE14139.80000			
FE NO ENDORSE CONDITIONS APPLY POS ID - EXCH RATE REF TO DATE OF TRANSACTION			
FP CASH			
FT CA01PERT16			
NON-ENDORSABLE			
FOR TAX/FEE DETAILS USE TWD/TAX			
NET REPORTING IT/BT			
>TWD/TAX			
TOTALTAX	IDR	1761400	
TX01 IDR	839600YQ	TX02 IDR	203600YR TX03 IDR 230000D5
TX04 IDR	111500L7	TX05 IDR	630000P TX06 IDR 313700SG



2. Initiate refund process.

Entry : TRF126-2105823923

3. Check refund details (fare return, taxes, and penalties) and update accordingly.

Entry : TRFU/U1569000

REFUND RECORD		AGT-15386803 FZ/13FEB23 L TKT-Y	
NM	NAME	BAGUS/INDAH	
I	ISSUED	13FEB23	
D1	DOCUMENT	126 2105823923 3 CPNS 1200	
F	FARE PAID	IDR	2908000
U	FARE USED		1569000
	FARE REFUND		1339000
XT	TAX REFUND		1761400 >TRFT
	REFUND TOTAL		3100400
FM	COMMISSION		0 0.00P
NF	NET REFUND	NR	2908000
FP1	CASH		4669400
S	ITINERARY	INTERNATIONAL	
TC	TOUR CODE	CA01PERT16	
INVALID NET FARE AMOUNT			
>TRFT			
REFUNDABLE TAXES			
BAGUS/INDAH			
126 2105823923 - 923			
UNUSED TAXES			

T1	839600	YQ	
T2	203600	YR	
T3	230000	D5	
T4	111500	L7	
T5	63000	OP	
T6	313700	SG	
REFUNDABLE TAX TOTAL		IDR	1761400 XT



>TRFU/TU1-419800
REFUNDABLE TAXES
BAGUS/INDAH
126 2105823923 - 923
UNUSED TAXES

T1	419800	YQ
T2	203600	YR
T3	230000	D5
T4	111500	L7
T5	63000	OP
T6	313700	SG

REFUNDABLE TAX TOTAL IDR 1341600 XT
INVALID NET FARE AMOUNT

>TRFU/TU2-93800 → updated YR code (1339000*7%)
REFUNDABLE TAXES
BAGUS/INDAH
126 2105823923 - 923
UNUSED TAXES

T1	419800	YQ
T2	93800	YR
T3	230000	D5
T4	111500	L7
T5	63000	OP
T6	313700	SG

REFUNDABLE TAX TOTAL IDR 1231800 XT
INVALID NET FARE AMOUNT

>TRFU/TX3
REFUNDABLE TAXES
BAGUS/INDAH
126 2105823923 - 923
UNUSED TAXES

T1	419800	YQ
T2	93800	YR
T3	111500	L7
T4	63000	OP
T5	313700	SG

REFUNDABLE TAX TOTAL IDR 1001800 XT
INVALID NET FARE AMOUNT



GA INFO

No : 036/GA/JKT/V/23
Date : 25 May 2023

4. Update for element Net Refund and FP Amount

Entry : **TRFU/NF1339000**

*TRFU/NF as mandatory entry to update net refund

*1339000 as NET REFUND value, it must be the same with FARE REFUND

REFUND RECORD		AGT-15386803 FZ/13FEB23 M TKT-Y		
NM	NAME	BAGUS/INDAH		
I	ISSUED	13FEB23		
D1	DOCUMENT	126 2105823923 3 CPNS 1200		
F	FARE PAID	IDR	2908000	
U	FARE USED		1569000	
	FARE REFUND		1339000	
XT	TAX REFUND		1001800 >TRFT	
	REFUND TOTAL		2340800	
FM	COMMISSION		0	0.00P
NF	NET REFUND	NR	1339000	
FP1	CASH		4669400	
S	ITINERARY	INTERNATIONAL		
TC	TOUR CODE	CA01PERT16		

Entry : **TRFU/FPA12340800**

*TRFU/FPA1 as mandatory entry to update FP amount

*2340800 as FP value, it must be the same with REFUND TOTAL

REFUND RECORD		AGT-15386803 FZ/13FEB23 M TKT-Y		
NM	NAME	BAGUS/INDAH		
I	ISSUED	13FEB23		
D1	DOCUMENT	126 2105823923 3 CPNS 1200		
F	FARE PAID	IDR	2908000	
U	FARE USED		1569000	
	FARE REFUND		1339000	
XT	TAX REFUND		1001800 >TRFT	
	REFUND TOTAL		2340800	



5. Process the refund and print refund notice.

Entry : TRFP

6. Check flight coupon status in ticket display after finishing refund process.

TKT-1262105823923	RCI-	1A	LOC-SP2N05
OD-JKTJKT SI-	FCPI-N	POI-JKT	DOI-13FEB23
1.BAGUS/INDAH	ADT	S	I
1 OCGK GA 846	N 13FEB1815	OK NEE6MID/PERT	F 13AUG 30K
2 OSIN GA 825	N 17MAR1000	OK NEE6MID/PERT	R 13AUG 30K
CGK			
FARE	N IDR	2908000	P IDR 2908000
TOTALTAX	IDR	1761400	
TOTAL	IDR	4669400	IDR 4669400
/FC JKT GA SIN102.82GA JKT102.82NUC205.64END ROE14139.80000			
FE NO ENDORSE CONDITIONS APPLY POS ID - EXCH RATE REF TO DATE OF TRANSACTION			
FP CASH			
FT CA01PERT16			
NON-ENDORSABLE			
FOR TAX/FEE DETAILS USE TWD/TAX			
NET REPORTING IT/BT			
SAC- 1266SY36858KZ			



5.2.4 Refund for document with foreign currency

1. Display e ticket and ensure the ticket status is Open for use.

Entry : **TWD/TKT126-3006683501**

```

TKT-1263006683501          RCI-                          1B LOC-QJAXKJ
OD-ICNCGK SI-              FCPI-4   POI-SEL   DOI-04MAR23   IOI-17327450
  1.WIHARJO/WIHARJOMR      ADT                S I
  1 ICN GA 879      V 14FEB1035 OK VKOXDLKR/DL   O          31MAR 30K
    CGK
FARE      F KRW           361200
TOTALTAX KRW              66100
TOTAL      KRW           361200
/FC SEL GA JKT322.29NUC322.29END ROE1120.69577
FE NON END/RBKGFFEE KRW 50000
FP CASH
FT RZTI261417DL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX

```

Ticket is in Korean Won (KRW), but refund will be performed in JKT. Therefore, refund will be processed in IDR.

2. Initiate refund process.

Entry : **TRF126-3006683501**

```

REFUND RECORD          AGT-15386803 FZ/04MAR23 F TKT-Y
NM NAME                WIHARJO/WIHARJOMR
I   ISSUED              04MAR23
D1 DOCUMENT             126 3006683501 6 CPNS 1000
F   FARE PAID           KRW           361200
U   FARE USED           0
   FARE REFUND           361200
XT TAX REFUND           66100 >TRFT
   REFUND TOTAL          427300
FP1 CASH                427300
S   ITINERARY           INTERNATIONAL
TC TOUR CODE            RZTI261417DL

```

3. Check currency conversion rate of the currency used in the ticket into the local currency where refund will be processed.

```

>FQC1KRW/IDR
BSR CONVERSION OF KRW TO IDR
IDR 1000 - ROUNDED AS FARES
IDR 100 - ROUNDED AS OTHER CHARGES
IDR 12 - AMOUNT TRUNCATED
BSR USED 1 KRW = 12.576286 IDR EFF 02FEB19
ROUNDING OF FARES UP TO 1000 IDR
ROUNDING OF OTHER CHARGES UP TO 100 IDR
KRW - S.KOREAN WON
IDR - INDO RUPIAH

```



GA INFO

No : 036/GA/JKT/V/23
Date : 25 May 2023

```
>TRFU/CURIDR12.576286
REFUND RECORD AGT-15386803 FZ/04MAR23 L TKT-Y
NM NAME WIHARJO/WIHARJOMR
I ISSUED 04MAR23
D1 DOCUMENT 126 3006683501 6 CPNS 1000

F FARE PAID IDR 4542555
U FARE USED 0
FARE REFUND 4542555
XT TAX REFUND 831293 >TRFT
REFUND TOTAL 5373848

FP1 CASH 5373848
CUR IDR/KRW 12.5763
S ITINERARY INTERNATIONAL
TC TOUR CODE RZTI261417DL
```

4. Update necessary element

```
>TRFU/CP25
REFUND RECORD AGT-15386803 FZ/04MAR23 L TKT-Y
NM NAME WIHARJO/WIHARJOMR
I ISSUED 04MAR23
D1 DOCUMENT 126 3006683501 6 CPNS 1000

F FARE PAID IDR 4542555
U FARE USED 0
FARE REFUND 4542555
CP CANX FEE 1135639 25.00P
XT TAX REFUND 831293 >TRFT
REFUND TOTAL 4238209

FP1 CASH 4238209

CUR IDR/KRW 12.5763
S ITINERARY INTERNATIONAL
TC TOUR CODE RZTI261417DL
```

5. Confirm Refund

```
>TRFP
OK ETKT RECORD UPDATED SAC- 1266SLC6YBA0D
OK - REFUND PROCESSED
```



Garuda Indonesia
The Airline of Indonesia

GA INFO

No : 036/GA/JKT/V/23
Date : 25 May 2023

```
TKT-1263006683501          RCI-          1B LOC-QJAXKJ
OD-ICNCGK SI-          FCPI-4      POI-SEL  DOI-04MAR23  IOI-17327450
  1.WIHARJO/WIHARJOMR          ADT          S I
1 ICN GA 879      V 14FEB1035 OK VKOXDLKR/DL  R          31MAR 30K
  CGK
FARE      F KRW          361200
TOTALTAX KRW          66100
TOTAL      KRW          361200
/FC SEL GA JKT322.29NUC322.29END ROE1120.69577
FE NON END/RBKG FEE KRW 50000
FP CASH
FT RZTI261417DL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 1266SLC6YBA0D
```

Please be informed accordingly.
Thank you for your kind attention and cooperation

Happy Selling...

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

Corporate & Channel Management (JKTNT) Unit Agency Sales (JKTNTA)
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