



Implementation of Booking Audit, Update Booking and Ticketing Policy

Kepada Mitra Yang Terhormat,

Dengan ini kami sampaikan terhitung mulai tanggal 1 Juli 2023 Garuda Indonesia akan memberlakukan Booking Audit kepada Travel Agent berdasarkan *Booking and Ticketing Policy for Travel Agents* yang terupdate saat ini yang tersedia pada website GA <https://www.garuda-indonesia.com/id/id/terms-and-conditions/adm>.

Adapun *Booking and Ticketing Policy* telah berlaku sejak 15 September 2019, perubahan Booking Policy tahun 2023 meliputi perubahan subjek *booking audit*, bentuk pelanggaran, serta besaran biaya per masing-masing pelanggaran.

Secara singkat, *Booking and Ticketing Policy* sebagai berikut :

NO	SUBJECT	DESCRIPTION	CHARGES	
			POS NON ID	POS ID
1	Duplicate Bookings	Duplicate segment or PNR for the same passenger with non-flyable itinerary that simultaneously	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
2	Training, Fictitious, and/or Speculative Bookings	Reservation created without the intention of making a trip, names entered incorrectly/incompletes names with high probability of not being a name of real passenger, booking made for testing purposes and blocking inventory	USD 30 per passenger per segment	IDR 300,000 per passenger per segment
3	Un-cancelled Inactive Segments	All inactive segments such as (but not limited to) HX, that's not cancelled before flight departure	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
4	Churning	Repeated Booking-Cancel-Rebooking-Cancel more than 5 times for the same name on the same flight data to circumvent ticketing time limits and or achieving GDS productivity targets	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
5	Un-cancelled Waitlist	Any waitlist segment which remains after departure	USD 15 per passenger per segment	IDR 150,000 per passenger per segment



NO	SUBJECT	DESCRIPTION	CHARGES	
			POS NON ID	POS ID
6	Passive Booking	Passive booking that's not for ticketing purpose individual PNR, or other reasons such as satisfying GDS productivity requirement	USD 15 per passenger per segment	IDR 150,000 per passenger per segment
7	Minimum Connecting Time (MCT) Violation	Booking that violate minimum connecting time	USD 300 per GA finding	IDR 4,500,000 per GA finding
8	Invalid Ticket	e.g restricted ticket number, non-existent ticket number, ticket with non-confirmed booking, etc.	USD 15 per passenger per segment	IDR 150,000 per passenger per segment

Note:

- ADM will be issued on a monthly basis through BSP/ARC
- 1 ADM will be issued for each subject for each Agent (USD 15 per ADM issued fee applied)

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Demikian disampaikan, atas perhatian dan kerja samanya kami ucapkan terima kasih.

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

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