



PREPAID BAGGAGE PIECE CONCEPT

Dear Partners,

We would like to inform you about **Prepaid Baggage Piece Concept** with details as follows:

1. PREPAID BAGGAGE: PIECE CONCEPT POLICY

1.1 EMD Definition

A payment document for miscellaneous charges such as excess baggage, penalty fee, etc.

1.2 What is EMD for Prepaid Baggage

- Miscellaneous : charge/fee collected for other than ticket
- Prepaid Baggage : pre journey facility provided as passenger conveniencies in excess baggage ticket purchasing at any appointed point of sales at the latest 6 hours before flight departure.

1.3 Type of EMD & Service

Comments	EMD Type	Service Type	Reason for Issuance Code (RFIC)	Reason for Issuance Sub Code (RFISC)	Service Code	Remark
PREPAID BAGGAGE	A	SSR	C	OCC	ABAG	1 st piece sold to all channel
				OCD	BBAG	2 nd piece sold to all channel
				OCE	CBAG	3 rd piece sold to all channel
				OCF	DBAG	4 th piece sold to all channel
				OCG	EBAG	For Special Baggage Entitlement (only selected OID)
				OCH	FBAG	Special purpose such as for group booking (require an approval)

✓ 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 (Prepaid Baggage)**
RFIC qualifies 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): Refer to table EMD & Service**
Qualifies a service inside this group: Industry defined + airline specific (3 alpha-numeric)
- ✓ **SERVICE CODE: ABAG, BBAG, CBAG, DBAG, EBAG, FBAG** (4 characters code used to prepare SERVICES IN PNR)
Service Code Usage:
 - **ABAG–DBAG:** Used for standard Prepaid Baggage purchase across applicable sales channels (1st – 4th piece). This service can only be issued once per-SSR.
 - **EBAG:** Used to accommodate additional baggage benefits for FFP and eligible corporate partner members. This service can only be issued once per-SSR.
 - **FBAG:** Used to accommodate additional baggage benefits granted based on management approval, special requests, or service recovery. This service can be issued more than once.

1.4 General Information of Prepaid Baggage

- Related to Prepaid Baggage purchasing, checked baggage items remain subject to size and weight limitations as ruled in GA INFO for Baggage Information.
- Related to Prepaid Baggage purchasing, carried baggage remains subject to GA's "Conditions of Carriage" and "Baggage Requirements". Passengers must follow Garuda Indonesia restrictions on prohibited and unacceptable items.

1.5 Rules

- In accordance with implementation of piece concept baggage, Prepaid Baggage rates available in 1 piece package only.
- Per passenger is eligible to request:
 - Piece concept: maximum of 4 pieces per passenger



- Prepaid baggage is only available for passengers flying on GA operated flights with GA ticket stock (126)
- Prepaid Baggage may be purchased for adults and children only.
- Prepaid baggage charges are applied per BTU (Baggage Travel Unit) as indicated on the passenger's ticket :
 - **Transit with connecting flight within 24 hours**
 - Journeys with a transit time of less than 24 hours are considered as a single BTU.
 - Example:
For the route SUB–CGK–DPS, if the connection time is within 24 hours, the applicable charge will follow the SUB–DPS sector.
 - **Transit within 24 hours – Return Journey / Different Arrival Point**
 - Journeys where the passenger travels outbound and returns to a different arrival point (not the original departure city) are treated as multiple BTUs, even if all connecting times are within 24 hours.
 - Example:
For the route CGK–SIN–DPS, the journey will be treated as multiple BTUs, and charges will be applied accordingly.
 - **Connecting more than 24 hours**
 - Journeys with a connecting time more than 24 hours are treated as separate BTUs.
 - Example:
For the route SUB–CGK–DPS, the journey will be divided into two BTUs: SUB–CGK (BTU 1) and CGK–DPS (BTU 2), with charges applied to each BTU accordingly.
 - **Round-trip (VV) journeys**
 - For round-trip journeys, each leg is treated as a separate BTU, even if the total travel time is within 24 hours.
 - Example:
For the route SUB–CGK–SUB, there are two BTUs: SUB–CGK (BTU 1) and CGK–SUB (BTU 2), and charges are applied to each BTU respectively.

1.6 Flight Application

Valid only for GA operated flights (domestic & international). GA marketing flights (GA 8500-9999) are not applicable.

1.7 Time Limit

- SSR ABAG–FBAG (Prepaid Baggage service) is bookable at least 6 hours before departure, then EMD Prepaid Baggage should be issued no later than 6 hours before departure. Otherwise, the SSR status of ABAG-FBAG or Prepaid Baggage service will be “NO” and cannot be issued.
- SSR FBAG special for OID CS GarudaMiles will be available until 2 hours before departure. This is to accommodate special requests, yet subject to approval.



1.8 Rates

- Garuda Indonesia reserves the right to publish Prepaid Baggage rates for certain period and to change the rates, terms and conditions of the Prepaid Baggage facility at any time prior to purchase with or without notice.
- Prepaid Baggage rates formulation:
 - Domestic Routes:

Prepaid Baggage uses piece-based packages and allows the purchase of multiple pieces. The applicable rates up to a 25% discount from the prevailing Excess Baggage rates.
 - International Routes:
 - Outbound & Inbound Indonesia

Prepaid Baggage uses piece-based packages and allows the purchase of multiple pieces. The applicable rates up to a 25% discount from the prevailing Excess Baggage rates.
- Pricing method for Prepaid Baggage service is Auto Pricing.
 - For domestic routes, VAT shall apply to basic fare.

1.9 Distribution Channel

Prepaid Baggage service can be requested & purchased until 6 hours before flight at:

- Call Center Service (0804 1807 807 / (021) 2351 9999) WhatsApp Service (+628 112 807 807) City Ticketing Office (CTO),
- Airport Ticketing Office (ATO),
- GA Online Channel (GA Website & Mobile Apps)

1.10 Changes and Refund

1.10.1 For Voluntary case:

- **Reschedule**
 - If passenger reschedule the flight, EMD Prepaid Baggage shall be reissued by following these conditions
 - Before flight schedule of existing EMD & the status is not flown yet
 - Before limit time (6 hours before departure) of the new preferred flight schedule
 - No changes or penalty fee shall apply in case of reissue due to reschedule flight
- **Reroute**
 - 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 changes or penalty fee shall apply in case of reroute and reissue.
 - Reroute shall be submitted by following these conditions
 - Before flight schedule of existing EMD & the status is not flown yet
 - Before limit time (6 hours before departure) of the new preferred flight schedule



- **Refund is only allowed for:**
 - **Totally unused EMD Prepaid Baggage** (Refund shall not be applied for partly 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 6 (six) hours from the date of departure. EMD coupon status must still in Open "O", so check-in/ticketing staff need to disassociate the EMD first to keep the coupon status in Open.
 - e.g : pax has flight schedule on 05.00 pm – October 17th, 2026,
 - the request shall be submitted maximum on 11.00 am - October 17th, 2026.
- **25% penalty** from basic fare of **Prepaid Baggage** rate shall be implied for **refund**.
- Requests may be submitted at the respective Point of Issue (POI).
- Refund requests shall be processed based on the EMD issuing channel.
- If the EMD is issued by Garuda Indonesia, the refund may be processed by Garuda Indonesia through both online and offline channels.
- If the EMD is issued by a Travel Agent, the refund shall be processed by the respective Travel Agent. For information, Travel Agents currently authorized to issue EMD Prepaid Baggage are those using GDS Amadeus/Altea.

1.10.2 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:

a) Flight cancellation	e) Offloading
b) Flight schedule change	f) Misconnection
c) Failed on re-accommodating	g) Safety or legal reason
d) Over or under carriage	h) Force majeure
- Involuntary refund, including cases caused by system errors, such as:
 - Double-issued EMDs: change the duplicate EMD to "refund" status without providing a cash refund or any other FOP
 - SSR is not confirmed status but the payment has been collected by System.
- EMD mishandling by staff, resulting in the Prepaid Baggage EMD being disassociated from the ticket.
 - Full refund is allowed as long as, EMD Prepaid Baggage is totally unused and pax purchase an excess baggage at airport
- Involuntary refund when there is a condition refund of unused EMD due to reroute condition caused by Airline, user is allowed to do refund or reissue with no additional cost.



1.11 Scenario to Issue EMD Prepaid Baggage (SSR ABAG-DBAG)

1. Retrieve PNR

Entry : RT DUM5W9

Description :

RT as mandatory entry, followed with GA PNR

```

--- TST RLR ---
RP/JKTGA08NL/JKTGA08NL      HH/GS 13AUG26/0640Z  DUM5W9
1.TEST/SATU MR
2 GA 402 Y 25SEP 5 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK13AUG/JKTGA08NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 FA PAX 126-2145155136/ETGA/IDR2556420/13AUG26/JKTGA08NL/1539
  6544/S2
7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
8 FE PAX CONDITION APPLIES/S2
9 FP CASH
10 FT PAX OTHRZT11150/S2
11 FV PAX *F*GA/S2
  
```

2. Input Service ABAG-DBAG

Entry : SR ABAG/SX

Description :

SR ABAG : as Mandatory Entry,

/ : slash, followed by

SX : Segment followed by number, example S2

Example entry for ABAG-DBAG:

SR ABAG/S2

SR BBAG/S2

SR CBAG/S2

SR DBAG/S2



Response :

```

--- TST RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 14AUG26/0330Z  DZL4SI
1.TEST/SATU MR
2 GA 402 Y 25SEP 5 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK14AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 /SSR BBAG GA HK1/S2
8 /SSR CBAG GA HK1/S2
9 /SSR DBAG GA HK1/S2
10 FA PAX 126-2145162252/ETGA/IDR2556420/14AUG26/CGKGA00NL/1538
    6803/S2
11 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
12 FE PAX CONDITION APPLIES/S2
13 FP CASH
14 FT PAX OTHRZT11150/S2
15 FV PAX *F*GA/S2
  
```

Note :

The available Prepaid Baggage options are based on piece and are limited to:

- 1st Piece (ABAG)
- 2nd Piece (BBAG)
- 3rd Piece (CBAG)
- 4th Piece (DBAG)

Additional baggage pieces must be issued sequentially. For example:

- If a passenger purchases **1 additional baggage piece**, the ticketing staff should issue **ABAG**.
- If a passenger purchases **2 additional baggage pieces**, the ticketing staff should issue **ABAG** and **BBAG**.
- If a passenger purchases **3 additional baggage pieces**, the ticketing staff should issue **ABAG**, **BBAG**, and **CBAG**.
- If a passenger purchases **4 additional baggage pieces**, the ticketing staff should issue **ABAG**, **BBAG**, **CBAG**, and **DBAG**

EBAG and **FBAG** are reserved for specific business scenarios (e.g., corporate partner benefits or management-approved baggage requests) and are not used for standard Prepaid Baggage purchases.



3. Pricing Prepaid Baggage Service

Entry : FXG/LX

Description :

FXG : as Mandatory entry,
/ : Slash, followed by
LX : Line number of ABAG-/DBAG service will be priced, example L6-9

Response :

```
> FXG/L6-9
FXG/L6-9
PASSENGER      PTC -----
OC SRV  NP PR FLGT DATE (IDR)FARE  TAX      TOTAL
01 TEST/SATU MR  ADT
OCC ABAG  1 GA402  25SEP IDR550000          IDR500000
OCD BBAG  1 GA402  25SEP IDR500000          IDR500000
OCE CBAG  1 GA402  25SEP IDR500000          IDR500000
OCF DBAG  1 GA402  25SEP IDR500000          IDR500000
```

4. Insert EMD form of Payment

Entry : TMI/FP-XXXX

Description :

TMI/FP- : as Mandatory entry, followed by
XXXX : form of payment being used, example: CASH, CCVI, etc.

5. Input receive from using RF entry and end the transaction with ER entry

Entry : RFPAX;ER

Description :

RF as mandatory followed with free text, and **ER** is also mandatory to end-of-transaction and retrieve the PNR

6. Issued the EMD

Entry : TTM/RT

Response : OK EMD

7. Display the EMD

Entry : EWD/LX

Description :

EWD as mandatory entry and followed by Line Number of FA element. Example L11



Response :

```
> EWD/L11
EMD-1264557605469   TYPE-A           SYS-1A LOC-DZL4SI
INT-D      FCI-0 0    POI-CGK      DOI-14AUG26   IOI-15386803
PAX- TEST/SATU MR           ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CC GA CGKDPS S-O
DESCRIPTION-1ST ADDITIONAL BAG
PRESENT TO-
PRESENT AT-
ICW-1262145162252E1      (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-IDR      0
SERVICE REMARKS-B1
FARE F IDR      450400
EXCH VAL IDR     500000 RFND VAL
TAX-01 X ID      49600
TOTAL IDR       500000
/FC JKT GA DPS450400IDR450400END
FP CASH
FOID-
```

TIPS :

Staff can use **FXK/G-BF** entry to make sure how many BTU on the reservation.

Result for 1 BTU (please check how many part

```
FXK/G-BF
PASSENGER PR FROM-TO C SC SRV PTC BKM ( )TOTAL AV
BAGGAGE REGULATIONS: IAT
BAGGAGE INFORMATION PART 1 OF 1: TKG-CGK-DPS
001*P1      GA TKG*DPS A 0DF ADT
FBA FREE BAGGAGE ALLOWANCE 1PC -
002*P1      GA TKG*DPS C 0GO ADT
FBD UP TO 1 UPTO50LB 23KG AND62LI 158LCM -
```



Result for 2 BTU (please check how many part on the yellow mark):

```

FXK/G-BF
PASSENGER PR FROM-TO C SC SRV PTC BKM ( ) TOTAL AV
BAGGAGE REGULATIONS: IAT
BAGGAGE INFORMATION PART 1 OF 2: DPS-CGK
001*P1 GA DPS-CGK A ODF ADT
FBA FREE BAGGAGE ALLOWANCE 1PC -
002*P1 GA DPS-CGK C OGO ADT
FBD UP TO 1 UPTO50LB 23KG AND62LI 158LCM -
003*P1 GA DPS-CGK B OLN ADT
COA CARRYON HAND BAGGAGE ALLOWANCE 1PC -
004*P1 GA DPS-CGK C OM3 ADT
COD UP TO 1 CARRY7KG 15LB UPTO45LI 115LCM -
BAGGAGE INFORMATION PART 2 OF 2: CGK-SIN
005*P1 GA CGK-SIN A ODF ADT
FBA FREE BAGGAGE ALLOWANCE 2PC -
006*P1 GA CGK-SIN C OGO ADT
FBD UP TO 2 UPTO50LB 23KG AND62LI 158LCM -
007*P1 GA CGK-SIN B OLN ADT
COA CARRYON HAND BAGGAGE ALLOWANCE 1PC -
008*P1 GA CGK-SIN C OM3 ADT
COD UP TO 1 CARRY7KG 15LB UPTO45LI 115LCM -
  
```

Example BTU:

a) Single Pax – multi segment (TKG-CGK-DPS) - Transit in 24 hours (1 BTU)

Expected Result:

The price will be counted for TKG-DPS, not per sector.

But if Pax wants to buy prepaid for TKG-CGK only, the price will be counted as the same as TKG-DPS.

Sample PNR:

```

--- TST RLR MSC ---
RP/CGKGA00NL/CGKGA00NL HH/GS 6AUG26/0416Z FOFRWV
1.TEST/SATU MR
2 GA 075 Y 10OCT 6 TKGCGK HK1 1345 1415 1515 *1A/E*
3 GA 428 Y 10OCT 6 CGKDPS HK1 1540 3 1625 1920 *1A/E*
4 APE TEST@GARUDA-INDONESIA.COM
5 APM 08123456789
6 TK OK06AUG/CGKGA00NL//ETGA
7 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
8 SSR CTCM GA HK1 08123456789
9 /SSR ABAG GA HK1/S2
10 FA PAX 126-2145162170/ETGA/IDR3209050/06AUG26/CGKGA00NL/1538
6803/S2-3
  
```



Price will be taken as Origin and Destination eventhough pricing is doing per segment as follows:

FXG/L9							
PASSENGER	PTC	-----					
OC	SRV	NP	PR	FLGT	DATE (IDR)	FARE	TAX TOTAL
01	TEST/SATU	MR	ADT				
0CC	ABAG	1	GA75	10OCT	IDR500000		IDR500000

> TQM
TSM 1 TYPE P CGKGA00NL HH/06AUG 00 INT D EMD-A CARR GA
1.TEST/SATU MR
RFIC-C/B BAGGAGE
1. RFISC-0CC 1ST ADDITIONAL BAG L 9
OPERATING CC-GA FEE OWNER-GA ORIGIN-TKG DEST-CGK
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ICW-1262145162170E1
ADD INF/RKS:

FARE F IDR 450400
EXCH VAL IDR 500000

TX001 X IDR 49600-ID

TOTAL IDR 500000
FC TKG GA JKT450400IDR450400END

b) Single Pax – multi segment – Connecting more than 24 hours (2 BTU), CGK–DPS–YIA

Expected Result:

The price will be counted for CGK-DPS and DPS-YIA

Sample PNR:

--- TST RLR ---
RP/CGKGA00NL/CGKGA00NL HH/GS 6AUG26/0718Z FP5SXD
1.TEST/DUA MR
2 GA 402 Y 10OCT 6 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 GA 253 Y 13OCT 2 DPSYIA HK1 1135 D 1205 1245 *1A/E*
4 APE TEST@GARUDA-INDONESIA.COM
5 APM 08123456789
6 TK OK06AUG/CGKGA00NL//ETGA
7 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
8 SSR CTCM GA HK1 08123456789
9 /SSR ABAG GA HK1/S2
10 /SSR ABAG GA HK1/S3
11 FA PAX 126-2145162171/ETGA/IDR4535611/06AUG26/CGKGA00NL/1538
6803/S2-3



FXG/L9-10						
PASSENGER		PTC				
OC	SRV	NP	PR	FLGT	DATE (IDR)	FARE TAX TOTAL
01	TEST/DUA	MR	ADT			
OCC	ABAG	1	GA402	10OCT		
OCC	ABAG	1	GA253	13OCT	IDR1000000	IDR1000000

> TQM
TSM 1 TYPE P CGKGA00NL HH/06AUG 00 INT D EMD-A CARR GA
1. TEST/DUA MR
RFIC-C/B BAGGAGE
1. RFISC-OCC 1ST ADDITIONAL BAG L 9
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
2. RFISC-OCC 1ST ADDITIONAL BAG L 10
OPERATING CC-GA FEE OWNER-GA ORIGIN-DPS DEST-YIA
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:

FARE F IDR 900800
EXCH VAL IDR 1000000

TX001 X IDR 99200-ID

TOTAL IDR 1000000
FC JKT GA DPS450400 GA JOG450400IDR900800END

Retrieve the PNR to check the EMD number:

```
> RT
--- TST TSM RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 6AUG26/0723Z  FP5SXD
1.TEST/DUA MR
2 GA 402 Y 10OCT 6 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 GA 253 Y 13OCT 2 DPSYIA HK1 1135 D 1205 1245 *1A/E*
4 APE TEST@GARUDA-INDONESIA.COM
5 APM 08123456789
6 TK OK06AUG/CGKGA00NL//ETGA
7 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
8 SSR CTCM GA HK1 08123456789
9 /SSR ABAG GA HK1/S2
10 /SSR ABAG GA HK1/S3
11 FA PAX 126-2145162171/ETGA/IDR4535611/06AUG26/CGKGA00NL/1538
    6803/S2-3
12 FA PAX 126-
4557605391/DTGA/IDR1000000/06AUG26/CGKGA00NL/1538
    6803/E9-10
13 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2-3
14 FB PAX 0000000000 TTM/RT OK EMD/E9-10
15 FE PAX CONDITION APPLIES/S2-3
16 FP CASH
17 FT PAX OTHRZT11115/S2-3
18 FV PAX *F*GA/S2-3
```



1.12 Handling Rules for Piece Concept During Service Code Transition

Scenario	Condition	EMD Treatment	Penalty / ADC
Voluntary Reschedule / Reroute	Pax has ABAG and/or BBAG and/or CBAG and/or DBAG and reschedule /reroute after 01 Sep 2026	Reissue EMD ABAG and/or BBAG and/or CBAG and/or DBAG	✓ ADC if price is higher r No refund if price is lower
Involuntary Reschedule / Reroute*	Pax has ABAG and/or BBAG and/or CBAG and/or DBAG and Airline reschedule /reroute after 01 Sep 2026	ABAG and/or BBAG and/or CBAG and/or DBAG remains unchanged, ensure EMD remains associated to the ticket	✓ No ADC r No refund if price is lower
	Pax has ABAG and/or BBAG and/or CBAG and/or DBAG and Airline reschedule /reroute after 01 Sep 2026	Reissue ABAG and/or BBAG and/or CBAG and/or DBAG following the updated BTU	

Scenario	Condition	EMD Treatment	Penalty / ADC
Voluntary Refund	Passenger cancel service	Refund EMD	✓ 25% penalty applied
Involuntary Refund	Flight disruption	Refund EMD	r No penalty

Note :

*) For involuntary reschedule/reroute cases where the flight is re-accommodated by GA, the EMD for prepaid baggage does not need to be reissued, as the Service of SSR will remain in the PNR. However, staff should check and ensure that the EMD is still associated with the new segment.

1.13 Step to Reissued the EMD Prepaid Baggage

1.13.1 Voluntary

Example SCENARIO :

Passenger voluntarily reschedules the flight from 20 Sep to 30 Sep with existing ABAG and BBAG. Staff must process the ticket reissue and EMD exchange. The new ABAG EMD value is higher than the original ABAG EMD value, so the passenger must pay the difference through ADC. The passenger want to refund the BBAG EMD, so BBAG EMD is no longer required for the new itinerary and shall be refunded, subject to a 25% refund penalty.



1. Retrieve Original PNR

```

--- TST TSM RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0944Z  EPMVRK
1.TEST/EXCH MR
2 GA 402 Y 20SEP 7 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 /SSR BBAG GA HK1/S2
8 FA PAX 126-2145162286/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
9 FA PAX 126-4557605492/DTGA/IDR500000/18AUG26/CGKGA00NL/15395
  332/E6
10 FA PAX 126-4557605493/DTGA/IDR500000/18AUG26/CGKGA00NL/15395
  332/E7
11 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
12 FB PAX 0000000000 TTM/RT OK EMD/E6
13 FB PAX 0000000001 TTM/RT OK EMD/E7
14 FE PAX CONDITION APPLIES/S2
15 FP CASH
16 FT PAX OTHRZT11150/S2
17 FV PAX *F*GA/S2
  
```

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

```

--- TST RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0945Z  EPMVRK
1.TEST/EXCH MR
2 GA 402 Y 30SEP 3 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 FA PAX 126-2145162287/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
7 FHD PAX 126-4557605492
8 FHD PAX 126-4557605493
9 FHE PAX 126-2145162286
10 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
11 FE PAX CONDITION APPLIES/S2
12 FP CASH
13 FT PAX OTHRZT11150/S2
14 FV PAX *F*GA/S2
  
```



3. Input new package of Prepaid Baggage which passenger wants to buy. Select the piece package of Prepaid Baggage requested by passenger.

-> In this example, pax only want to exchange the 1st piece package of Prepaid Baggage, so the staff must input new EMD only for ABAG.

Entry : **SRABAG/S2**

Description :

SR ABAG : as Mandatory Entry,

SX : Segment followed by number, example S2

Response:

```

--- TST RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0945Z  EPMVRK
1.TEST/EXCH MR
2 GA 402 Y 30SEP 3 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 FA PAX 126-2145162287/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
8 FHD PAX 126-4557605492
9 FHD PAX 126-4557605493
10 FHE PAX 126-2145162286
11 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
12 FE PAX CONDITION APPLIES/S2
13 FP CASH
14 FT PAX OTHRZT11150/S2
15 FV PAX *F*GA/S2
  
```

4. Exchange the EMD

a. Entry : **FXG/LX**

Description :

FXG : as Mandatory Entry,

/ : Slash, followed by

LX : Line number of ABAG service will be priced, example L6

Response :

```

FXG/L6
PASSENGER      PTC -----
OC SRV  NP PR FLGT DATE (IDR)FARE  TAX      TOTAL
01 TEST/EXCH MR  ADT
OCC ABAG  1 GA402  30SEP IDR500000          IDR500000
  
```



b. Prepare exchange mode for TSM, ABAG lower price to ABAG higher price

Entry : **TMI/EXCH**

Description :

TMI : as Mandatory entry,

/ : Slash, followed by

EXCH : Mandatory entry

Response :

```
> TMI/EXCH
TSM 4 TYPE P CGKGA00NL HH/18AUG 11 INT D EMD-A CARR GA
1.TEST/EXCH MR
RFIC-C/B BAGGAGE
1. RFISC-OC 1ST ADDITIONAL BAG L 6
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:

FARE R IDR 495400
EXCH VAL IDR 550000

TX001 O IDR 54600-ID

TOTAL IDR 0
FC JKT GA DPS450400IDR450400END
```

c. Entry : **TMI/RIDRXXXX/OIDRXXXX/WIDRXXXX**

Description :

TMI : as Mandatory entry, followed by

/ : Slash, followed by

RIDRXXXX : new fare for Prepaid Baggage, example : RIDR495400

OIDRXXXX : total tax, example : 54600ID

WIDRYYYY : Total additional collection, example : WIDR50000

-> Since the passenger ask to to the higher package, so need to pay the price difference.



Response :

```
> TMI/RIDR495400/OIDR54600ID/WIDR50000
TSM 4 TYPE P CGKA00NL HH/18AUG 11 INT D EMD-A CARR GA
1.TEST/EXCH MR
RFIC-C/B BAGGAGE
1. RFISC-OCC 1ST ADDITIONAL BAG L 6
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:

FARE R IDR 495400
EXCH VAL IDR 550000

TX001 O IDR 54600-ID

TOTAL IDR 50000
FC JKT GA DPS450400IDR450400END
```

d. Entry : TMI/FO-126-4557605492M1JKT18AUG26/15395332

Description :

/ : Slash, followed by
FO : indicator for adding original EMD number
M1 : indicator for coupon number
JKT : original EMD place of issued
18AUG26 : date of original EMD issuance
15395332 : IATA number that used to issue the original EMD

Response :

```
> TMI/FO-126-4557605492M1JKT18AUG26/15395332
TSM 4 TYPE P CGKA00NL HH/18AUG 11 INT D EMD-A CARR GA
1.TEST/EXCH MR
RFIC-C/B BAGGAGE
1. RFISC-OCC 1ST ADDITIONAL BAG L 6
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:

FARE R IDR 495400
EXCH VAL IDR 550000

TX001 O IDR 54600-ID

TOTAL IDR 50000
FC JKT GA DPS450400IDR450400END
FO 126-4557605492JKT18AUG26/15395332/126-45576054922M1
```



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

Description :

TMI : as Mandatory Entry,
/ : Slash, followed by
FP-O/CASH : original form of payment
+/CASH : new form of payment

Response :

```
> TMI/FP-O/CASH+/CASH
TSM 4 TYPE P CGKGA00NL HH/18AUG 11 INT D EMD-A CARR GA
1.TEST/EXCH MR
RFIC-C/B BAGGAGE
1. RFISC-0CC 1ST ADDITIONAL BAG L 6
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:

FARE R IDR 495400
EXCH VAL IDR 550000

TX001 O IDR 54600-ID

TOTAL IDR 50000
FC JKT GA DPS450400IDR450400END
FO 126-4557605492JKT18AUG26/15395332/126-45576054922M1
FP O/CASH+/CASH
```

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

g. Issued the EMD using **TTM/RT** entry Response: **OK EMD**



5. Display EMD

a. Display the PNR

```

--- TST TSM RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0956Z  EPMVRK
1.TEST/EXCH MR
2 GA 402 Y 30SEP 3 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 FA PAX 126-2145162287/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
8 FA PAX 126-4557605494/DTGA/IDR50000/18AUG26/CGKGA00NL/153953
  32/E6
9 FHD PAX 126-4557605492
10 FHD PAX 126-4557605493
11 FHE PAX 126-2145162286
12 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
13 FB PAX 0000000000 TTM/RT OK EMD/E6
14 FE PAX CONDITION APPLIES/S2
15 FP CASH
16 FT PAX OTHRZT11150/S2
17 FV PAX *F*GA/S2
  
```

b. Display EMD. Entry : **EWD/L8** (L8 : line indicator for EMD information on the PNR)

```

> EWD/L8
EMD-1264557605494  TYPE-A      SYS-1A LOC-EPMVRK
INT-D      FCI-1 1      POI-CGK      DOI-18AUG26      IOI-15395332
PAX- TEST/EXCH MR      ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-OCC GA CGKDPS S-O
DESCRIPTION-1ST ADDITIONAL BAG
PRESENT TO-
PRESENT AT-
ICW-1262145162287E1      (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-IDR      0
SERVICE REMARKS-B1
FARE R IDR      495400
EXCH VAL IDR      550000 RFND VAL
TAX-01 O ID      54600

/FC JKT GA DPS450400IDR450400END
FO 126-4557605492JKT18AUG26/15395332/126-4557605492
FP O/CASH+/CASH
FOID-
  
```



c. Original EMD coupon status will change to E.

EMD-1264557605492	TYPE-A	SYS-1A LOC-EPMVRK
INT-D FCI-0 0	POI-CGK DOI-18AUG26	IOI-15395332
PAX-TEST/EXCH MR	ADT	
RFIC-C BAGGAGE		
REMARKS-		
CPN-1 RFISC-0CC GACGKDPS S-E SAC-126XT98IBYWZ8		
DESCRIPTION-1ST ADDITIONAL BAG		
PRESENTTO-		
PRESENTAT-		
ICW-1262145162286E1 (D)		
EXCESS BAGGAGE- 1 N RATE PER UNIT-IDR 0		
SERVICE REMARKS-B1		
FARE F IDR 450400		
EXCH VAL IDR 500000 RFND VAL		
TAX-01 X ID 49600		
TOTAL IDR 500000		
/FC JKT GA DPS450400IDR450400END		
FP CASH		
FOID-		

6. Additional scenario, passenger want to refund the BBAG (Penalty 25%)

a. Display the PNR

```

--- TST TSM RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0956Z EPMVRK
1.TEST/EXCH MR
2 GA 402 Y 30SEP 3 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 FA PAX 126-2145162287/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
8 FA PAX 126-4557605494/DTGA/IDR50000/18AUG26/CGKGA00NL/153953
  32/E6
9 FHD PAX 126-4557605492
10 FHD PAX 126-4557605493
11 FHE PAX 126-2145162286
12 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
13 FB PAX 0000000000 TTM/RT OK EMD/E6
14 FE PAX CONDITION APPLIES/S2
15 FP CASH
16 FT PAX OTHRZT11150/S2
17 FV PAX *F*GA/S2
  
```



b. Entry : TRF/LX

Description :

TRF : as Mandatory Entry,
/ : Dash, original form of payment
LX : line number

Response :

```
> TRF/L10
REFUNDRECORD          AGT-15386803 HH/14AUG26 F TKT-Y
NM NAME      TEST/EXCH MR
I ISSUED     14AUG26
D1 DOCUMENT  126 4557605478 2 CPNS 1000
F FARE PAID   IDR   450400
U FARE USED           0
  FARE REFUND      450400
ID TAX REFUND      49600 >TRFT
  REFUND TOTAL      500000
FP1 CASH              500000
S ITINERARY      DOMESTIC
```

c. Perform refund with 25% penalty to the EMD

Entry : TRFU/CP25

Description :

TRFU : as Mandatory Entry,
/ : Dash, followed by
CP25 : mandatory Entry for 25% penalty

Rersponse :

```
> TRFU/CP25
REFUNDRECORD          AGT-15395332 HH/18AUG26 A TKT-Y
NM NAME      TEST/EXCH MR
I ISSUED     18AUG26
D1 DOCUMENT  126 4557605493 3 CPNS 1000
F FARE PAID   IDR   450400
U FARE USED           0
  FARE REFUND      450400
CP CANX FEE    112600      25.00P
ID TAX REFUND      49600 >TRFT
  REFUND TOTAL      387400
FP1 CASH              387400
S ITINERARY      DOMESTIC
```



1.13.2 Involuntary

SCENARIO :

Airline reschedules the flight from 10 Sep to 20 Sep for a passenger with ABAG. Staff must process the reissue for both the ticket and ABAG EMD. The new ABAG EMD value is higher than the original EMD value; therefore, no ADC is applied.

1. Retrieve Original PNR

```

--- TST TSM RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0844Z  EPFE6D
1.TEST/EXCH MR
2 GA 402 Y 10SEP 4 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 FA PAX 126-2145162283/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
8 FA PAX 126-4557605489/DTGA/IDR500000/18AUG26/CGKGA00NL/15395
  332/E6
9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FB PAX 0000000000 TTM/RT OK EMD/E6
11 FE PAX CONDITION APPLIES/S2
12 FP CASH
13 FT PAX OTHRZT11150/S2
14 FV PAX *F*GA/S2
  
```

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

```

--- TST RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0846Z  EPFE6D
1.TEST/EXCH MR
2 GA 402 Y 20SEP 7 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 FA PAX 126-2145162285/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
7 FHD PAX 126-4557605489
8 FHE PAX 126-2145162283
9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FE PAX CONDITION APPLIES/S2
11 FP CASH
12 FT PAX OTHRZT11150/S2
13 FV PAX *F*GA/S2
  
```



3. Input new package of Prepaid Baggage which passenger wants to buy. Select the piece package of Prepaid Baggage requested by passenger.

Entry : SRABAG/S2

Description :

SR ABAG : as Mandatory Entry,

SX : Segment followed by number, example S2

Response :

```

--- TST RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0846Z  EPFE6D
1.TEST/EXCH MR
2 GA 402 Y 20SEP 7 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 FA PAX 126-2145162285/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
8 FHD PAX 126-4557605489
9 FHE PAX 126-2145162283
10 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
11 FE PAX CONDITION APPLIES/S2
12 FP CASH
13 FT PAX OTHRZT11150/S2
14 FV PAX *F*GA/S2
  
```

4. Exchange the EMD

a) Entry : **FXG/LX**

Description :

FXG : as Mandatory Entry,

/ : Slash, followed by

LX : Line number of ABAG service will be priced, example L6

Response :

```

FXG/L6
PASSENGER      PTC -----
OC SRV NP PR FLGT DATE (IDR)FARE  TAX      TOTAL
01 TEST/EXCH MR  ADT
OCC ABAG 1 GA402 20SEP IDR500000      IDR550000
  
```



- b) Prepare exchange mode for TSM, ABAG lower price to ABAG higher price Entry : TMI/EXCH

Description :

TMI : as Mandatory entry,
/ : Slash, followed by
EXCH : Mandatory entry

Response :

```
> TMI/EXCH
TSM 2 TYPE P CGKGA00NL HH/18AUG 11 INT D EMD-A CARR GA
1.TEST/EXCH MR
RFIC-C/B BAGGAGE
1. RFISC-0CC 1ST ADDITIONAL BAG L 6
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:

FARE R IDR 495400
EXCH VAL IDR 550000

TX001 O IDR 54600-ID

TOTAL IDR 0
FC JKT GA DPS450400IDR450400END
```

- c) Since this is involuntary case, passenger doesn't have to pay the price difference (No ADC), no required to update the total additional collection

- d) Entry : TMI/FO-126-4557605489M1JKT18AUG26/15395332

Description :

/ : Slash, followed by
FO : indicator for adding original EMD number
M1 : indicator for coupon number
JKT : original EMD place of issued
18AUG26 : date of original EMD issuance
15395332 : IATA number that used to issue the original EMD



Response :

```
> TMI/FO-126-4557605489M1JKT18AUG26/15395332
TSM 2 TYPE P CGKGA00NL HH/18AUG 11 INT D EMD-A CARR GA
1.TEST/EXCH MR
RFIC-C/B BAGGAGE
1. RFISC-OCC 1ST ADDITIONAL BAG L 6
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:

FARE R IDR 495400
EXCH VAL IDR 550000

TX001 O IDR 54600-ID

TOTAL IDR 0
FC JKT GA DPS450400IDR450400END
FO 126-4557605489JKT18AUG26/15395332/126-45576054896M1
```

e) Entry : TMI/FP-O/CASH

Description :

TMI : as Mandatory Entry,
/ : Slash, followed by
FP-O/CASH : original form of payment

Response :

```
> TMI/FP-O/CASH
TSM 2 TYPE P CGKGA00NL HH/18AUG 11 INT D EMD-A CARR GA
1.TEST/EXCH MR
RFIC-C/B BAGGAGE
1. RFISC-OCC 1ST ADDITIONAL BAG L 6
OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-DPS
SERVICE REMARKS-B1
EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
ADD INF/RKS:
FARE R IDR 495400
EXCH VAL IDR 550000
TX001 O IDR 54600-ID
TOTAL IDR 0
FC JKT GA DPS450400IDR450400END
FO 126-4557605489JKT18AUG26/15395332/126-45576054896M1
FP O/CASH
```



- f) Insert "receive from" using RFPAX entry
- g) Issued the EMD using TTM/RT entry Response: OK EMD

5. Display EMD

- a) Display the PNR

```

--- TST TSM RLR ---
RP/CGKGA00NL/CGKGA00NL      HH/GS 18AUG26/0859Z  EPFE6D
1.TEST/EXCH MR
2 GA 402 Y 20SEP 7 CGKDPS HK1 0620 3 0705 1010 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK18AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 FA PAX 126-2145162285/ETGA/IDR2556420/18AUG26/CGKGA00NL/1539
  5332/S2
8 FA PAX 126-4557605491/DTGA/IDR0/18AUG26/CGKGA00NL/15395332
  /E6
9 FHD PAX 126-4557605489
10 FHE PAX 126-2145162283
11 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
12 FB PAX 0000000000 TTM/RT OK EMD/E6
13 FE PAX CONDITION APPLIES/S2
14 FP CASH
15 FT PAX OTHRZT11150/S2
16 FV PAX *F*GA/S2
  
```

- b) Display EMD. Entry : EWD/L8 (L8 : line indicator for EMD information on the PNR)

```

> EWD/L8
EMD-1264557605491      TYPE-A      SYS-1A LOC-EPFE6D
INT-D      FCI-1 1      POI-CGK      DOI-18AUG26      IOI-15395332
PAX- TEST/EXCH MR      ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CC GA CGKDPS S-O
DESCRIPTION-1ST ADDITIONAL BAG
PRESENT TO-
PRESENT AT-
ICW-1262145162285E1      (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-IDR      0
SERVICE REMARKS-B1
FARE R IDR      495400
EXCH VAL IDR      550000      RFND VAL
TAX-01 O ID      54600
TOTAL      IDR      NO ADC
/FC JKT GA DPS450400IDR450400END
FO 126-4557605489JKT18AUG26/15395332/126-4557605489
FP O/CASH
FOID-
  
```



c) Original EMD coupon status will change to E.

```

EMD-1264557605489  TYPE-A          SYS-1A LOC-EPFE6D
INT-D      FCI-0 0      POI-CGK      DOI-18AUG26      IOI-15395332
PAX-TEST/EXCH MR                      ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-OCC GA CGKDPS S-E SAC-126XT98IBYWZ5
DESCRIPTION-1ST ADDITIONAL BAG
PRESENT TO-
PRESENT AT-
ICW-1262145162283E1      (D)
EXCESS BAGGAGE- 1 N RATE PER UNIT-IDR      0
SERVICE REMARKS-B1
FARE F IDR      450400
EXCH VAL IDR      500000      RFND VAL
TAX-01 X ID      49600
TOTAL      IDR      500000
/FC JKT GA DPS450400IDR450400END
FP CASH
FOID-
  
```

2. EMD HANDLING DUE TO WEIGHT TO PIECE MIGRATION

Only applicable to passengers with FBA under the Weight Concept who reissue their tickets (e.g., due to rescheduling, rerouting, etc.) after the implementation date of the Piece Policy, September 1, 2026.

Category		Special Policy During WTP Concept Migration
Voluntary	Reschedule (Schedule Change)	- If the new Prepaid Baggage fare (in piece concept) is lower than the original fare, the difference in fare shall be refunded. - If the new Prepaid Baggage fare is higher than the original fare, the passenger shall be required to pay the fare difference (additional charge). - No change fee or penalty shall be imposed for the reroute and reissuance process.
	Reroute (Route Change)	
	Refund	No penalty shall apply when the passenger performs an EMD reissuance under the Piece Concept solely for the purpose of replacing the EMD. Accordingly, a waiver of the 25% refund penalty shall be granted.
Involuntary	Reschedule / Reroute	- Full refund of EMD Prepaid Baggage in weight concept - If pax still needs additional FBA in piece concept, then issue EMD Prepaid Baggage in piece concept & collect the payment
	Refund	The existing applicable terms and conditions shall apply



2.1 Handling Rules During & After Service Code Transition (Weight to Piece Concept)

Due to the different SSR Prepaid Baggage codes applicable to each piece, one existing EMD may need to be converted into more than one new EMD. This cannot be accommodated through the standard exchange process.

Therefore, the required process shall be as follows:

	Refund Original Issuing Channel	Issued by Travel Agent Refund via GA's channel
Definition	The refund must be processed through original issuing channel. - Issued at GA's channel, then refund at GA's channel - Issued at Travel Agent, then refund at Travel Agent	The exception applies to passengers who were issued EMD Prepaid Baggage under the Weight Concept through a Travel Agent but, due to urgent circumstances, need to have the EMD refunded and a new EMD issued through GA channels (e.g., on the day of departure at the airport).
Steps of Refund & Issue EMD	- Refund the existing EMD under the Weight Concept without penalty. - The refund can be processed to the original FOP - Issue new EMD(s) under the Piece Concept & collect the payment	- Refund the existing EMD under the Weight Concept without penalty. - The refund must be processed via an EMD Voucher - Tour code : <u>"WTPREFUNDTA"</u> - Validity EMD Voucher is one year from issuing voucher date - EMD voucher is non-refundable - Issue a new EMD(s) under the Piece Concept and collect the payment.
Remarks	- There will be no time limit for EMD Prepaid Baggage issuance through the CS GarudaMiles channel. In urgent situations, under 6 hours until 2 hours before departure, please contact CS GarudaMiles to change the service status of SSR to be HK status. BO will then proceed with pricing. - In cases where passengers report within 2 hours before departure, EMD Prepaid Baggage can no longer be processed. If passengers still require additional baggage allowance, staff must process using EMD Excess Baggage at the Airport.	



2.2 Step to Refund & Issue EMD Prepaid Baggage Weight to Piece (Voluntary), Issued by Travel Agent & Refund via GA's channel

1. Retrieve PNR

Entry : RT DUM5W9

Description :

RT as mandatory entry, followed with GA PNR

In this PNR, contains the original ticket and emd with weight concept that has been canceled

```

--- TST RLR ---
RP/JKTGA08NL/JKTGA08NL      HH/GS 12AUG26/0823Z DP92W2
1.TEST/AJA MR
2 GA 304 Y 25SEP 5 CGKSUB HK1 0605 3 0650 0825 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK12AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 FA PAX 126-2145162236/ETGA/IDR0/12AUG26/CGKGA00NL/15386803
  /S2
7 FHD PAX 126-4557939211
8 FHE PAX 126-2145155130
9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FE PAX CONDITION APPLIES/S2
11 FO 126-2145155130JKT12AUG26/15396544/126-21451551302E1
12 FP PAX O/CASH/S2
13 FT PAX OTHRZT11150/S2
14 FV PAX *F*GA/S2
  
```

2. Process Refund for EMD weight concept

Entry : TRF/LX

Description :

TRF : as Mandatory Entry,
/ : Dash, followed by
LX : Line followed by number, example L7



Response :

```
> TRF/L7
REFUND RECORD          AGT-15386803 HH/12AUG26 F TKT-Y
NM NAME      TEST/AJAMR
I ISSUED     12AUG26
D1 DOCUMENT  126 4557939211 3 CPNS 1000
F FARE PAID   IDR   2161600
U FARE USED           0
  FARE REFUND      2161600
ID TAX REFUND      238400 >TRFT
  REFUND TOTAL      2400000
FP1 CCVXXXXXXXXXXXX2222/0327   2400000
S ITINERARY      DOMESTIC
```

3. If the refund is to be changed to cash, the Form of Payment (FOP) must be changed accordingly. This applies to all applicable payment types

Entry : **TRFU/FP1XXXX**

Description :

TRFU/FP1 : as Mandatory entry,

XXXX : form of payment being used, example : CASH, CCVI, etc.

-> In this refund scenario, pax want to use CASH

Example entry :

TRFU/FP1CASH

Response :

```
> TRFU/FP1CASH
REFUND RECORD          AGT-15386803 HH/12AUG26 L TKT-Y
NM NAME      TEST/AJAMR
I ISSUED     12AUG26
D1 DOCUMENT  126 4557939211 3 CPNS 1000
F FARE PAID   IDR   2161600
U FARE USED           0
  FARE REFUND      2161600
ID TAX REFUND      238400 >TRFT
  REFUND TOTAL      2400000
FP1 CASH          2400000
S ITINERARY      DOMESTIC
```



4. Process Refund

Entry : TRFP

Description :

TRFP : as Mandatory Entry

Response :

> TRFP
OK EMD RECORD UPDATED SAC- 126XR4SQOTQ8B
OK - REFUND PROCESSED

5. After Refund, Retrieve PNR

Entry : RT DUM5W9

Description :

RT as mandatory entry, followed with GA PNR

```

--- TST RLR ---
RP/JKTGA08NL/JKTGA08NL      HH/GS 12AUG26/0825Z  DP92W2
1.TEST/AJA MR
2 GA 304 Y 25SEP 5 CGKSUB HK1 0605 3 0650 0825 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK12AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 FA PAX 126-2145162236/ETGA/IDR0/12AUG26/CGKGA00NL/15386803
  /S2
7 FHE PAX 126-2145155130
8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
9 FE PAX CONDITION APPLIES/S2
10 FO 126-2145155130JKT12AUG26/15396544/126-21451551302E1
11 FP PAX O/CASH/S2
12 FT PAX OTHRZT11150/S2
13 FV PAX *F*GA/S2
  
```

6. Issued the new EMD Prepaid Baggage with Piece Concept

Entry : SRABAG/SX

Description :

SR ABAG : as Mandatory Entry,

/ : Slash, followed by

SX : Segment followed by number, example S2



Response :

```

--- TST RLR ---
RP/JKTGA08NL/JKTGA08NL      HH/GS 12AUG26/0825Z  DP92W2
1.TEST/AJA MR
2 GA 304 Y 25SEP 5 CGKSUB HK1 0605 3 0650 0825 *1A/E*
3 APE TEST@GARUDA-INDONESIA.COM
4 TK OK12AUG/CGKGA00NL//ETGA
5 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
6 /SSR ABAG GA HK1/S2
7 FA PAX 126-2145162236/ETGA/IDR0/12AUG26/CGKGA00NL/15386803
  /S2
8 FHE PAX 126-2145155130
9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FE PAX CONDITION APPLIES/S2
11 FO 126-2145155130JKT12AUG26/15396544/126-21451551302E1
12 FP PAX O/CASH/S2
13 FT PAX OTHRZT11150/S2
14 FV PAX *F*GA/S2
  
```

7. Pricing Prepaid Baggage Service

Entry : FXG/LX

Description :

FXG : as Mandatory Entry,
/ : Slash, followed by
LX : Line followed by number, example L6

Response :

FXG	PASSENGER	PTC -----
OC	SRV	NP PR FLGT DATE (IDR)FARE TAX TOTAL
01	TEST/AJA MR	ADT
OCC	ABAG 1 GA304 25SEP	IDR500000 IDR500000

8. Insert EMD Form of Payment

Entry : TMI/FP-XXXX

Description :

TMI/FP-XXXX : as Mandatory entry, followed by
 : form of payment being used, example : CASH, CCVI, etc.



Response :

> TMI/FP-CASH
 TSM 2 TYPE P CGKGA00NL HH/12AUG 11 INTD EMD-A CARR GA
 1.TEST/AJA MR
 RFIC-C/B BAGGAGE
 1. RFISC-0CC 1ST ADDITIONAL BAG L 6
 OPERATING CC-GA FEE OWNER-GA ORIGIN-CGK DEST-SUB
 SERVICE REMARKS-B1
 EXCESS BAGGAGE-1 PC RATE PER UNIT IDR 0
 ADD INF/RKS:
 FARE E IDR 450400
 EXCH VAL IDR 500000
 TX001 X IDR 49600-ID
 TOTAL IDR 500000
 FC JKT GASUB450400IDR450400END
 FP CASH

9. Add EMD Voucher

a) Entry : IUGANN1VOURCGK/XXXX

Description :

IUGANN1	: as Mandatory Entry,
VOUR	: service SVC for EMD Voucher
CGK	: point of issued
/	: Slash, followed by
XXXX	: date of issued

Example entry :

IUGANN1VOURCGK/12AUG



Response :

```
> IUGANN1VOURCGK/12AUG
--- TST TSM RLR ---
RP/JKTGA08NL/JKTGA08NL      HH/GS 12AUG26/0836Z  DP92W2
1.TEST/AJA MR
2 SVC GA HK1 VOOR CGK 12AUG
3  GA 304 Y 25SEP 5 CGKSUB HK1 0605 3 0650 0825 *1A/E*
4 APE TEST@GARUDA-INDONESIA.COM
5 TK OK12AUG/CGKGA00NL//ETGA
6 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
7 /SSR ABAG GA HK1/S3
8 FA PAX 126-2145162236/ETGA/IDR0/12AUG26/CGKGA00NL/15386803
  /S3
9 FA PAX 126-4557605448/DTGA/IDR500000/12AUG26/CGKGA00NL/15386
  803/E7
10 FHE PAX 126-2145155130
11 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S3
12 FB PAX 0000000000 TTM/RT OK EMD/E7
13 FE PAX CONDITION APPLIES/S3
14 FO 126-2145155130JKT12AUG26/15396544/126-21451551302E1
15 FP PAX O/CASH/S3
16 FT PAX OTHRZT11150/S3
17 FV PAX *F*GA/S3
```

b) Entry : **TMC/LX**

Description :

TMC : as Mandatory entry,
/ : Slash, followed by
LX : Line number of SVC, example L2

Response :

```
> TMC/L2
TSM 3 TYPE P CGKGA00NL HH/12AUG 11 EMD-S CARR GA
1.TEST/AJA MR
RFIC-F/A MERCHANDISE
1. RFISC-OLA VOUCHER OR GIFT CARD L 2
OPERATING CC-GA ORIGIN-CGK
ADD INF/RKS:
```



- c) Input the remaining difference between the old EMD and the new EMD amount.

Entry : **TMI/FIDRXXXX/CV-XXXX**

Description :

TMC : as Mandatory entry,
/FIDRXXX : Slash followed by, FIDR entry, followed by EMD price
difference
/CV-XXXX : Slash followed by, CV entry followed by Dash, followed
by EMD price difference

Example entry :

TMI/FIDR1900000/CV-1900000

Response :

```
> TMI/FIDR1900000/CV-1900000/M3
TSM 3 TYPE P CGKGA00NL HH/12AUG 11 EMD-S CARR GA
1.TEST/AJA MR
RFIC-F/A MERCHANDISE
1. RFISC-OLA VOUCHER OR GIFT CARD L 2
OPERATING CC-GA CPN VALUE-1900000 ORIGIN-CGK
NVA-12AUG26
ADD INF/RKS:

FARE F IDR 1900000
EXCH VAL IDR 1900000

TOTAL IDR 1900000
```

- d) Manually update the voucher validity to one year from the voucher issuance date.

Entry : **TMI/NA-XXXX**

Description :

TMI : as Mandatory Entry,
/NA- : Slash followed by, NA entry followed by Dash
XXXX : date of EMD voucher validity (one year ahead the from issued date)

Example entry :

TMI/NA-12AUG27



Response :

```
> TMI/FIDR1900000/CV-1900000/M3
TSM 3 TYPE P CGKGA00NL HH/12AUG 11 EMD-S CARR GA
1.TEST/AJA MR
RFIC-F/A MERCHANDISE
1. RFISC-OLA VOUCHER OR GIFT CARD L 2
OPERATING CC-GA CPN VALUE-1900000 ORIGIN-CGK
NVA-12AUG26
ADD INF/RKS:

FARE F IDR 1900000
EXCH VAL IDR 1900000

TOTAL IDR 1900000
```

- e) Input the original ticket number into the EMD voucher
Entry : **TMI/IC-TKT1262145155130**

Description :

TMI : as Mandatory Entry,
/IC- : Slash followed by, IC entry followed by Dash
TKT1262145155130: TKT followed by original ticket number

```
> TMI/IC-TKT1262145155130/M3
TSM 3 TYPE P CGKGA00NL HH/12AUG 11 EMD-S CARR GA
1.TEST/AJA MR
RFIC-F/A MERCHANDISE
1. RFISC-OLA VOUCHER OR GIFT CARD L 2
OPERATING CC-GA CPN VALUE-1900000 ORIGIN-CGK
NVA-12AUG27
ICW-1262145155130
ADD INF/RKS:

FARE F IDR 1900000
EXCH VAL IDR 1900000

TOTAL IDR 1900000
```



f) Input Endorsement

Entry :

**TMI/FE-NON REFUNDABLE/VALID UNTIL 12AUG27 EMD BALANCE 126-4557939211
WEIGHT TO PIECE**

Description :

12AUG27

: validity EMD voucher, 1 year ahead from date of issued

EMD 126-4557939211

: Original EMD that has connection with the EMD Voucher

Response :

```
> TMI/FE-EMD BALANCE IN CONNECTION WITH EMD 126-4557939211 WEIGHT TO
PIECE/M3
TSM 3 TYPE P CGKGA00NL HH/12AUG 11 EMD-S CARR GA
1.TEST/AJA MR
RFIC-F/A MERCHANDISE
1. RFISC-OLA VOUCHER OR GIFT CARD L 2
OPERATING CC-GA CPN VALUE-1900000 ORIGIN-CGK
NVA-12AUG27
ICW-1262145155130
ADD INF/RKS:

FARE F IDR 1900000
EXCH VAL IDR 1900000

TOTAL IDR 1900000
FE *M*NON REFUNDABLE/VALID UNTIL 12AUG27 EMD BALANCE 126-
4557939211 WEIGHT TO PIECE
```

g) Input Tourcode

Entry : **TMI/FT-*WTPREFUNDTA**

Description :

TMI

: as Mandatory entry,

/

: Slash followed by,

FT-

: FT entry followed by Dash,

***WTPREFUNDTA**

: Asterisk followed by, **WTPREFUNDTA** entry as a Tourcode for all

EMD vouchers



Response :

```
> TMI/FT-*WTPREFUNDTA/M3
TSM 3 TYPE P CGKGA00NL HH/12AUG 11 EMD-S CARR GA
1.TEST/AJA MR
RFIC-F/A MERCHANDISE
1. RFISC-OLA VOUCHER OR GIFT CARD L 2
OPERATING CC-GA CPN VALUE-1900000 ORIGIN-CGK
NVA-12AUG27
ICW-1262145155130
ADD INF/RKS:

FARE F IDR 1900000
EXCH VAL IDR 1900000

TOTAL IDR 1900000
FE *M*NON REFUNDABLE/VALID UNTIL 12AUG27 EMD BALANCE 126-
4557939211 WEIGHT TO PIECE
FT *WTPREFUNDTA
```

- h) Insert EMD form of payment
Entry : **TMI/FP-XXXX**

Description :

TMI/FP-XXXX : *Mandatory Entry, followed by
form of payment being used, example : CASH, CCVI, etc*

```
> TMI/M3/FP-CASH
TSM 3 TYPE P CGKGA00NL HH/12AUG 11 EMD-S CARR GA
1.TEST/AJA MR
RFIC-F/A MERCHANDISE
1. RFISC-OLA VOUCHER OR GIFT CARD L 2
OPERATING CC-GA CPN VALUE-1900000 ORIGIN-CGK
NVA-12AUG27
ICW-1262145155130
ADD INF/RKS:

FARE F IDR 1900000
EXCH VAL IDR 1900000

TOTAL IDR 1900000
FE *M*NON REFUNDABLE/VALID UNTIL 12AUG27 EMD BALANCE 126-
4557939211 WEIGHT TO PIECE
FP CASH
FT *WTPREFUNDTA
```



No : 092/GA/JKT/IX/26
Date : 11 September 2026

- i) Insert "receive form" using **RFPAX** entry
 - j) Issued the EMD using **TTM/RT** entry
- Response : **OK EMD**

10. Display the EMD

- a) Display the PNR

```

--- TST TSM RLR ---
RP/JKTGA08NL/JKTGA08NL      HH/GS 12AUG26/0904Z DP92W2
1.TEST/AJA MR
2.SVC GA HK1 VOUR CGK 12AUG
3 GA 304 Y 25SEP 5 CGKSUB HK1 0605 3 0650 0825 *1A/E*
4 APE TEST@GARUDA-INDONESIA.COM
5 TK OK12AUG/CGKGA00NL//ETGA
6 SSR CTCE GA HK1 TEST//GARUDA./INDONESIA.COM
7 /SSR ABAG GA HK1/S3
8 FA PAX 126-2145162236/ETGA/IDR0/12AUG26/CGKGA00NL/15386803
  /S3
9 FA PAX 126-4557605448/DTGA/IDR500000/12AUG26/CGKGA00NL/15386
  803/E7
10 FA PAX 126-4557605449/DTGA/IDR1900000/12AUG26/CGKGA00NL/1538
  6803/S2
11 FHE PAX 126-2145155130
12 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S3
13 FB PAX 0000000000 TTM/RT OK EMD/E7
14 FB PAX 0000000001 TTM/RT OK EMD/S2
15 FE PAX CONDITION APPLIES/S3
16 FO 126-2145155130JKT12AUG26/15396544/126-21451551302E1
17 FP PAX O/CASH/S3
18 FT PAX OTHRZT11150/S3
>
  
```

- b) Display EMD. Entry : **EWD/L10** (L10 : line indicator for EMD information on the PNR)

```

> EWD/L10
EMD-1264557605449 TYPE-S      SYS-1A LOC-DP92W2
INT- FCI-1 1 POI-CGK DOI-12AUG26 IOI-15386803
PAX- TEST/AJA MR ADT
RFIC-F MERCHANDISE
REMARKS-
CPN-1 RFISC-OLA GA CGK S-O VALUE-1900000
DESCRIPTION-VOUCHER OR GIFT CARD
PRESENT TO-
PRESENT AT-
ICW-1262145155130
+SERVICE REMARKS-
FARE F IDR 1900000
EXCH VAL IDR 1900000 RFND VAL
TAX-
TOTAL IDR 1900000
/FC
FE NON REFUNDABLE/VALID UNTIL 12AUG27 EMD BALANCE 126-4557939211
WEIGHT TO PIECE
FP CASH
FT *WTPREFUNDTA
FOID-
  
```



3. PREPAID BAGGAGE RATES

3.1 Piece Concept

Zone	Additional Piece
	Prepaid Baggage
DOMESTIC (ID to ID)	IDR 500.000
ID to ASA (Singapore, Malaysia, and Thailand) / JPK (Japan and Korea) / MEA (Middle East) or Vice Versa	USD 50
ID to CTH (China and Hong Kong) / SWP (Australia) / EUR (Europe) or Vice Versa	USD 75
<i>Rest of the World</i> <i>Int-to-Int via ID</i>	USD 100

Notes:

- Domestic rates already include applicable taxes.
- The additional baggage rates listed in the table above apply to the purchase of **1 (one) additional baggage piece**. The maximum weight limit for each additional piece follows the Free Baggage Allowance (FBA) provisions according to the passenger's cabin class, namely:
 - Economy Class: maximum **23 kg per additional piece**.
 - Business Class and First Class: maximum **32 kg per additional piece**.
- The rate charged for each additional piece refers to the applicable rate table.
- Purchase of **Prepaid Baggage** for FIT passengers only applies to **purchases of up to 4 (four) additional baggage items** at the price according to the table above.
- Special provisions regarding the purchase quantity limit for **Prepaid Baggage** may be granted for baggage containing **sports equipment, musical instruments, mobility aids, medical equipment, diplomatic baggage, or group booking**. Granting such special provisions must obtain approval from the Authorized Officer or Duty Manager of Garuda Indonesia authorized to handle special requests, accompanied by a formal request for approval submitted to the JKTNL unit.
- The rate for **Prepaid Baggage** applies to O/D.
- The rate for **Rest of the World via Indonesia** for GA Prime Flight applies to travel between **two international points transit through Indonesia within less than 24 hours** (if a direct flight is not available). Example: SIN–CGK–AMS.
- Flights with a **stopover (more than 24 hours)** will be charged per flight sector.
- For tickets with **Free Baggage Allowance (FBA) Weight Concept**, please refer to the **Weight Concept** rates in effect. The same condition applies to Interline Excess Baggage Rates and additional baggage benefits for Non-Standard Passenger FBA.
- Implementation of Prepaid Baggage rates for interline itineraries will follow system readiness.
- If there are special provisions in an SPA, codeshare, or agreement with a partner airline, then those provisions will be used.



12. The **Rest of the World for interline itineraries** rate applies to international travel involving two or more airlines based on an interline agreement, with **origin and/or destination outside the ASA, CTH, MEA, JPK, SWP, and EUR zones**. Example: CGK-ICN-LAX

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/>. For further information, please contact your GA Sales account manager.

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

Ref: IOC JKTNL/066/AUG/2026 | September 02, 2026