

1. Availability Display (HE AN)

- > AN01DECCGKJOG1500
- > AN01DECCGKPLM*14DEC – Dual city pair with return journey
- > AN1A10DEC MDCMIA/AGA,*S to display availability of alliance, exp: Sky Team
- > SN01JANCGKSUB – schedule display
- > TN30SEPCGKMES – timetable display
- > MD - Move Down
- > MU - Move Up

2. Segment Sell (HE SS)

- > SS1C2 - Sell 1 seat C Class on line no. 2
- > SS1Y1*Y11 - Sell 1 seat Y class on line no. 1 and line no. 11 (Dual city pair)
- > SS1V1/PE - Sell 1 seat V class on line no.1 on priority PE waiting list
- > SSGA206C23SEPCGKJOG1 - long-sell entry

3. Segment Rebook & Cancel (HE SB, HE XE)

- > SBY - change booking class of all segments
- > SB15DEC 2 - change the date of segment 2
- > XI – cancel whole itinerary
- > XE3 – cancel single segment

4. Arrival unknown (HE SI)

- > SI ARNK - add arrival unknown segment

5. Name Information (HE NAME)

- > NM1HENDRA/HENDRAMR - single name
- > NM1UU/SALLYMS - name with 1 character on last name, exp: Sally U
- > NM1RAI/IGUSTINGURAHMR – adult passenger
- > NM2LUBIS/KENNYMR/RATRIMRS – adult passengers with same surname
- > NM1ARFAN/POCUTMISS(CHD/10APR05) - Child name with date of birth
- > NM1PITALOKA/DIANAYUMRS (INF/RENO/10JAN12) - Adult + Infant same surname
- > NU1/1LUBIS/KEN MR - to update name element 1 to LUBIS/KEN MR

6. Contact Information(HE AP)

- > APH-JKT 62 21 500 888 - home contact
- > APM-PLM 62 81234567890 - mobile contact
- > APB-MES 62 61 420 555 - business contact
- > APA-BDO 62 22 540 5012 - Agency contact

- > APM-JKT 6281800008/P1 - associate to pax 1
- > APE-mike@gmail.com/P1 - email contact

Mandatory Element:

- Notification information (APN) in case of Flight Modification/Irregularities (HE APN)
- > APN-GA/E+emailaddress/P1 - for GA ATO/CTO
- > APN-E+emailaddress/P1 - for Travel Agent

7. Ticketing Arrangement (HE TK)

- > TKOK - tickets have been issued
- > TKTL19SEP/1200 - specify date & time
- > TKXL20AUG/0900 - automatic cancellation at specific time

8. Received From Information(HE RF)

- > RFMRIWAN 628123456789
- > RFPAX

9. End of Transaction (HE ET)

- > ET - End Transaction
- > ER - End Transaction & Redisplay PNR
- > IG - Ignore
- > IR - Ignore and Redisplay PNR
- > ERK - change status from TK to HK & redisplay PNR

10. PNR Retrieval (HE RT)

- > RT1234AB to retrieve PNR by record locator
- > RT/NASUTION to retrieve PNR by surname
- > RTGA207/20SEP-ALKAFF to retrieve PNR by flight, date, and surname
- > RTM/GA-12345678 to retrieve PNR by FF nbr.

11. Special Service Request (HE SR)

- > SR VGML - special service request, exp: VGML
- > SRBSCT/S1-2/P2 - request bassinet for INF under P1 (ADT) name

12. Other Service Information (HE OS)

- > OS YY FREE-FLOW TEXT - add other service information (Replace YY with Airline Code)

13. Seat Map & Seat Request (HE SM, HE ST)

- > SM3 - request a seat map for a specific segment from a retrieved PNR
- > ST/W - request a window seat

14. Remarks (HE RM)

- > RM FREE-FLOW TEXT - add general remarks
- > RC DPSGA0111/VIP PLS ASSIST – add confidential remarks

15. PNR Handling (HE PNR)

- > RH - display PNR history (HE RH)
- > LP/GA866/30JAN - retrieve passenger list by flight and date (HE LP)
- > WRA/RT - print a displayed PNR (HE WRA)
- > IEP-EML-email@address.com - email an itinerary (HE EML)
- > SP3 – split pax 3 (HE SP)
- > OP/TEXT – add option element (HE OP)

16. Frequent Flyer (HE FF)

- > FFDGA-123456789 - display a Frequent Flyer Name from The Airline's Database
- > FFAGA-123456789 - create a FF SSR & Name Element
- > FFNGA-123456789 - create an SSR FQTV automatically if the Name Element is already entered in the PNR
- > SRFQTV GA-GA123456789 - add SSR FQTV manually

17. Itinerary Pricing (HE FQ, HE FXP, HE PRICE)

- > FQDCGKDPS - Basic fare quote display
- > FQDCGKBDJ/R,-IN – fare display for infant
- > FQN10 - display fare notes from a fare display
- > FXA - display lowest Available for an Itinerary
- > FXP Price all passenger & segment with TST creation
- > FQQ2 - display the fare component for fare on line 2

18. Itinerary Pricing (HE FQ, HE FXP, HE PRICE)

- > TQT - display TST or TQT/T1 to display TST 1
- > FXT2- select and store TST on line 2
- > FQC100USD/IDR - convert specific amount, using a currency code

19. Form of Payment (HE FP)

- > FPCASH - payment by cash
- > FPCCCAcreditcardnumber/1013/IDR550000/N1234567 – payment by credit card, 1013 is the card validity and N1234567 is approval code from bank

20. Issue Ticket (HE TTP)

- > **TTP** - basic entry to issue ticket
- > **TTP/RT** - issue and re-display PNR
- > **TTP/ITR** - issue ticket and print ET ITR
- > **TWD** - display ticket when there is only one FA or FHE element in the PNR
- > **TWD/L10** - display ticket on FA line 10
- > **TWD/TKT126-1234567890** - display ticket by ticket number

21. Ticket Re-Issue (HE REISSUE)

After making the necessary itinerary changes, to re-issue with no additional collection, enter:

- 1) **TTE/ALL** to remove TST
- 2) **FXP** to reprice
- 3) **TTK/EXCH/Tx** to process the exchange TST no X
- 4) **TTK/L1/VXX10JUN** to update ticket validity
- 5) **FO 126-9699001071 E1JKT01MAY13 /15058607** to add original ticket number and additional ticketing information
- 6) **RF PAX**
- 7) **TTP/RT**

22. Ticket Revalidation (HE REVAL)

After updating the PNR, to revalidate ticket enter:

- > **TTP/ETRV/L10/S5-6/E3-4** to revalidate e-ticket
- L_ (line number from FA or FHE from that ticket number)*
- S_ (line number from segment in PNR)*

! Revalidation can only be performed by GA ATO/CTO.

23. Electronic Miscellaneous Document (HE EMD)

- 1) **SR XBAG** - add SSR Excess Baggage
- 2) **TMC** - create TSM-P
- 3) To view TSM enter **TQM**
- 4) **TMI/FIDR50000/CV-50000/FP-CASH** to add fare, coupon value and FOP
- 5) **TMI/KG-5/ER-IDR10000** - update XBAG amount
- 6) **TTM/RT** - issue EMD

24. Refund (HE REFUND)

- > **TRF126-1234567890** to display refund record
- > **TRFU/CP100A** to insert charges
- > **TRFP** to process the refund

25. Void Ticket (HE TRDC)

After displaying e-ticket with **TWD** entry, to void ticket enter: > **TRDC**

26. Encode/Decode (HE DECODE)

- > **DNA GA** or **DNA GARUDA** - encode/decode airline name
- > **DAN MEDAN** - encode a location name
- > **DAC PLM** - decode a location name
- > **DC FRANCE** or **DC FR** - encode/decode country

27. Queue Handling (HE QUEUE)

- > **QE1C0** - place queue to 1 Category 0
- > **QTQ** - display total queue count
- > **QC8** - display queue 8
- > **QS8C1D1** - start queue 8 category 1 date range 1
- > **QI** - ignore queue
- > **QD** - delay queue and move to next queue without actioning

28. Convert Date / Time (HE DD)

- > **DD** - display time
- > **DD JKT** - display local time
- > **DD ZZZ 1500/ JKT** - convert GMT time to Local time
- > **DD 25DEC/-30** - find date 30 days prior
- > **DD 25DEC/45** - find 45 days in future

29. Flight Information (HE DO)

- > **DO 3** - display flight information from sector 3
- > **DO GA822/20Jul** - display flight information for specific flight or date

30. Minimum Connecting Time (HE MCT)

- > **DM3/4** - show connecting time between sector 3 & 4
- > **DMDPS** - show connecting time in DPS airport
- > **DMGA/AMS/KL** - show connecting time in LHR from GA to KL

31. HELP

- > **HE/** - Help for the last transaction entered
- > **HE ELECTRONIC** - Help for a specific topic
- > **HE STEPS** - Help for Step INDEX
- > **HE FQD** - for a specific transaction

32. Amadeus Information Pages

- > **GG AIS** - display AIS INDEX
- > **GGAIR GA** - display airline information



<http://gate.garuda-indonesia.com/howto>

Reservation System Quick Card

