Related to GA New PSS Implementation Project, herewith is notification to provide a standard knowledge of GA Frequent Flyer Reservation Procedure. This will be effective on of 30th June 2013.

**FREQUENT FLYER VALIDATION**

Garuda Indonesia Frequent Flyer product allows you to have information validated by GA’s database, when entered in a PNR. The validated Special Service Requirement item (FQTV/FQTR/FQTU) is displayed in the PNR with an asterisk (*), giving the officer complete confidence in the information which they have been given. The validated SSR FQTV, FQTR and FQTU can be used with confidence for the purpose of mileage accrual and redemption approval. By containing information related to individuals, easing the booking creation and better servicing the customer. The information is to stream line the reservation processes.

The Frequent Flyer information is sent to the external airline systems at end of transaction (EOT) time of the booking in the TTY out message. The interline agreements between the airline owning the segment and the airline owning the card are checked before sending a Frequent Flyer number in the TTY out. The Frequent Flyer information is sent to the airline only at EOT. GA can send Frequent Flyer information over the airline at the time of segment sell and interactive seat requests. This enables you to identify its most valued customers at sell or seat request time and react accordingly.

**FREQUENT FLYER PROFILE**

A Frequent Flyer profile is a record containing information about customer. This record belongs to GA owning the Frequent Flyer card. Profiles are used to store and maintain customer data such as PNR information data (passenger contact and any type of data stored in the PNR section), passenger preferences (special meals, seats. This information may be used in an interactive manner by transferring the PNR.

There are three entries to retrieve Customer Profile

1. **By Frequent Flyer NUMBER**
   
   - **Full Profile** – complete information will be displayed and apply only for GA office  
     Entry: PDFF / FFP number  
     E.g. PDFF/GA–123456789
   - **Limited Profile** – limited information will be displayed.  
     Entry: FFDGA - FFP number  
     E.g. FFDGA–123456789
2. **By Frequent Flyer NAME**

Entry: `PDFN/LAST NAME/FIRST NAME`
E.g. `PDFN/GREEN/JANE`

3. **By searching from passenger list**

Displaying the customer list by name using entry: `PDFN/NAMES`. System will be showing a list of passenger with first name RUDI. Then you can view the profile by selecting the list number.
E.g. `PDFN/RUDI PD10` *(select passenger number 10 from the list)*

**FREQUENT FLYER TRANSACTIONS**

There are four Frequent Flyer PNR entries available:

1. **Frequent Flyer Name and SSR FQTV creation**

Entry: `FFA<FFP Airline Code - < FFP number`
E.g. `FFAGA-123456789`

This entry enables the system to create passenger name and SSR FQTV automatically. The Frequent Flyer number is validated. The SSR will be prefixed by an asterisk (*) in the PNR display, showing that the Frequent Flyer information has been validated. The name with which the number is associated in the database is used to build a PNR name element.
The SSR FQTV indicates that the passenger will be accruing miles under that card number for the segments being flown.

2. **Frequent Flyer SSR FQTV creation**

Entry: `FFN<FFP Airline Code - < FFP number / Px<Passenger associated`
E.g. `FFNGA-123456789/P1` *(associated to passenger number one)*

This enables the system to validate the card number entered and the existing passenger name automatically and creates an SSR FQTV. Passenger association is mandatory when more than one passenger exists in the PNR. The Frequent Flyer number is checked and the name with which it is associated is used to match the name already entered into the PNR. The SSR will be prefixed by an (*) in the PNR display showing that the Frequent Flyer information has been validated. The SSR FQTV indicates that the passenger will be accruing miles under that card number for the segments being flown.
“For Frequent Flyer who does not have a complete Frequent Flyer database in GA, there is no validation of the name or number, but SSR FQTV is still generated”.
Entry: SR FQTV GA – GA123456789

3. Frequent Flyer SSR FQTR creation

Entry: FFR<FFP Airline Code><FFP number
E.g. FFRGA-123456789

This enables the system to validate the card number entered and create an SSR FQTR. If the number is successfully validated SSR FQTR is generated. The SSR will be prefixed by an asterisk (*) in the PNR display, showing that the Frequent Flyer information has been validated. The SSR FQTR indicates that the passenger will be redeeming miles, which were accrued under that card number, for the segments to be flown.
For Frequent Flyer who does not have a complete Frequent Flyer database in GA, there is no validation of the name or number, but SSR FQTR is still generated.

The free flow text can be used to include the card holder’s name, if the passenger is someone other than the card holder (Companion). The Frequent Flyer number is checked against the card-owner in GA database, but there is no validation of the name, since a card holder may redeem his points in favor of someone else.
Entry: FFR<FFP airline code>-<status code>CARDHOLDER<FF name>/Px
E.g. FFRGA-123456789 (HK)-CARDHOLDER BUDIYANTO K MR/P2

4. Frequent Flyer SSR FQTU creation

Entry:
FFU<FFP airline code>-<status code>CARDHOLDER<FF name>/Sx>/Px
E.g. FFUGA-123456789(HK)-BUDIYANTO K MR/S2/P1 (associated to segment two and passenger number one).

This enables the system to validate the card number entered and create an SSR FQTU. If the number is successfully validated SSR FQTU is generated. The SSR will be prefixed by an asterisk (*) in the PNR display, showing that the Frequent Flyer information has been validated. The SSR FQTU indicates that the passenger will be accruing and redeeming miles, which were accrued under that card number, for the segments to be flown.
FREQUENT FLYER INTERLINE AGREEMENTS VALIDATION

Airlines who store their complete Frequent Flyer database in Amadeus can have their Interline agreements validated. The user can display the GA Frequent Flyer interline agreements contained in the Amadeus database by entering Frequent Flyer agreements display transaction code.

Entry: VFFDGA

FF AGREEMENTS                                 GA AGREEMENTS: 022
--------------------------------------------------------
GA. / AE. AF. AM. AR. AZ. CI. CZ. DL. EY. FM. KE. KL. KQ. ME.  
 MF. MU. OK. RO. SU. UX. VN. 9W.

This procedure must be done by all reservation/ticketing officer effectively on 30th June 2013. GA Frequent Flyer Quick Reference is attached to this notification.

Note:

Please be advised accordingly. Should there be any question please contact JKTRZSGA:
Phone = 021 25601600 (hunting)
SITA Code = JKTRZGA
E-mail = helpdesk.pss@garuda-indonesia.com

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- Please contact JKTDNQGA Phone: 021-25601244 / 021-25601248 or jidom: 1244/1248 or email: jktlgcga@garuda-indonesia.com for any incomplete / missing bulletin.
FFP QUICK REFERENCE ALTEA CRYPTIC
(For GA Office)

RETRIEVE CUSTOMER PROFILE

A. Retrieval by FFP Number

1. Retrieve Full Profile (GFF member only and it can be viewed at GA Office only)
   Basic Entry: PDFF/<airlinecode>-<FFP Number>
   Example: PDFF/GA-127856072

2. Retrieve Limited Profile and Tier Alliance from Member's Partner.
   Basic Entry: FFD<airlinecode>-<FFP Number>
   Example: FFDGA-127856072
   FFDKE-BL12345678

B. Retrieve by Name

1. Retrieve Member's profile by Name
   Basic Entry: PDFN/<last name>/<First Name><MidName>
   Example: PDFN/GREEN/PETER

Response:

> PDFN/GREEN/PETER
INPUT: PDFN/GREEN/PETER

SIMILAR FREQUENT FLYER NAME LIST

<table>
<thead>
<tr>
<th>FREQUENT FLYER NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 GREEN/PETER MR</td>
</tr>
<tr>
<td>2 GREEN/PETERDENNIS MR</td>
</tr>
</tbody>
</table>
2. Display profile from the list
   Basic Entry:
   PD<line number>

   Example:
   PD2 <enter> -> to display line 2 of GREEN/PETERDENNIS MR GA836041323

Response:

PD2
*PD* GREEN/PETERDENNIS MR TQ9991
----- FREQUENT FLYER INFORMATION
AIRCRAFT/Class: GA	CUSTOMER TYPE:
TIER/PRIORITY: BLUE/S ALLIANCE TIER:
EXPIRY DATE: FF NUMBER:836041323

-------- PER TRANSFERABLE DATA
  1 A NM 1GREEN/PETERDENNIS MR
  2 A PTN GA-836041323-5
  3 A ST /M
  4 A AP H- +61899475931
  5 A AP E- PETER.GREEN6180PTUSNET.COM.AU
  6 A RMA //10APR1949
  7 A RMA //LANGUAGE-EN
  8 A RMA //18 BAGUS RISE GRENLLUP
  9 A RMA //PERTH
 10 A RMA //AU
 11 A RMA //6018
 12 A RMA //PERON

-------- PROFILE NOTES
  1 A MALE
  2 B 29/06/2012
END OF DISPLAY
RESERVATION

BOOKING ACCRUAL (EARN MILES) FOR GFF MEMBER & FFP PARTNERS MEMBER

a. Creating a Frequent Flyer Name Element and SSR Element.

Condition:
Member Profile is already existing in FFP Database.

Basic Entry:
FFA<Airline Code>-<FFP Number>

Example 1:
FFAKE-BL18310858

FFA : Transaction Code
KE : Airlines Code
-BL18310858 : Dash, Frequent Flyer Number

Response:

> FFAKE-BL18310858
RP/JKTRGA0111/
  1.JO/HYUN KEE MR
  2 *SSR P0PV YY HK/ KEBL18310858/0

Example 2:
FFAGA-327957044

Response:

> FFAGA-327957044
RP/JKTRGA0111/
  1.KURNIA/SONNY FEROSA MR
  2 *SSR P0PV YY HK/ GA327957044 ELITE PLUS/PLAT
b. Input Frequent Flyer SSR Element Only.

Condition:
- a. The name element is already entered in the PNR
- b. Member Profile is already existing in FFP Database.

Basic Entry:
FFN<Airline Code>-<FFP Number>[/P<Pax Association>]

Example 1:
Entry:
FFNKE-BL18310858/P1

FFN : Transaction Code  
KE : Airlines Code  
-BL18310858 : Dash, Frequent Flyer Number  
/P1 : Slash, Passenger Association (optional)

Response:
> FFNKE-BL18310858/P1
RP/JKTRG0111/ 
1. JO/ HYUNKEE MR 2. KURNIA/ SONNYFAROZA MR 
 3 *SSR FQTV YY HK/ KEKL18310858/0/P1 

Example 2:
Entry:
FFNGA-327957044/P2

Response:
> FFNGA-327957044/P2
RP/JKTRG0111/ 
1. JO/ HYUNKEE MR 2. KURNIA/ SONNYFAROZA MR 
 3 *SSR FQTV YY HK/ KEKL18310858/0/P1  
 4 *SSR FQTV YY HK/ GA327957044 ELITE PLUS/FLAT/P2 

C. Input Frequent Flyer SSR Entries Manually

Condition:
1. If The Name Element and itinerary are already input in the PNR.
2. There is no existing profile in FFP Database or the name on Customer profile is different with passport (for International Flight)
Basic Entry:
SR FQTV <Airlinecode> - <Airlinecode><FFP Number>[/P<Pax Association>]
Example:
1. Input Skypass Number of FAROZA/SONNY MR on Garuda Flight
   Entry: SR FQTV GA–KEBL12345678/P1
   
   SR: Transaction code
   FQTV: Frequent Flyer Service Code
   GA: Mandatory Airline code, dash
   KEBL123456789: Airline code and, Frequent Flyer information
   /P1: Slash, passenger association (optional)

2. Input GFF Number of SATRIO/BUDI MR on KE flight
   Entry: SR FQTV KE-GA112349876/P1
   
   SR: Transaction code
   FQTV: Frequent Flyer Service Code
   KE: Mandatory Airline code, dash
   GA112349876: Airline code and, Frequent Flyer information
   /P1: Slash, passenger association (optional)

---

**How to book**

---

1. **Booking For GFF Member (1 pax):**

   Steps:
   1. Enter FFP number
   2. Create Itinerary
   3. Ticketing Time Limit
   4. Received From
   5. End of Transaction

   Example:
   1. FFAGA-327957044
   2. AN29JUNCGBKSUB
      SS1Y1
   3. TKOK
   4. RF PAX
   5. ER
      ER
Response:

--- RMA KLF ---
RP/JKTOA00111/JKTOA00111  AA/SU 12MAR13/0635  8QXUJH
1. CHIJA/SONNY METHOA MR
2. GA 302 Y 29JUN 6 CANSUB HK1 2 0530 0705 "1A/E"  
3. APR  +62341764808
4. APE RANDY_KUUNG@GMAIL.COM
5. APR  +62341766900
6. APR  +62341251239
7. APR  +623125850267
8. TK OR2MAR/JKTOA00111  
9. EER SUMY GA MR/ GA327957044 ELITE PLUS/FLAT
10. OBF JKTOA00111-10APR:1300/127/GA REQUIRES TICKET ON OR BEFORE
11. OBF JKTOA00111-11APR:1300/13B/GA CANCELLATION DUE TO NO TICKET/82

2. Booking for FFP Partner member (2 pax):

Steps:  

1. Enter FFP Partner number  
   BJ06874334

2. Create Itinerary  
   AN27APRCGKSUB

3. Phone Field  
   3. APM-08782356256/P1
      APM-0212356256/P2

4. Email Field  
   4. APE- huynke.jo@yahoo.com/P1
      APE- hisatoshi@gmail.com/P2

5. Ticketing Time Limit  
5. TKOK

6. Received From  
6. RF PAX

7. End of Transaction  
7. ER

JKTRVGA
Response:

--- RLR ---

RP/JKTRGA0111/JKTRGA0111  AA/SU 12MAR13/0810Z  6XK4UR
1. JO/HYUNKIK MR 2. KANAZAKA/HISATOSHI MR
3. GA 306 K 27APR 6 CGS/KUB KK2 2 0745 0920 "1A/E"
4. APE HYUNKIK.JO@YAHOO.COM/F1
5. APE HISATOSHI@GMAIL.COM/F2
6. APN 06782356256/F1
7. APN 0212356256/P2
8. TR CO.K12MAR/JKTRGA0111
9. "SR FQTV GA HR/ KEB306874334/F2
10. "SR FQTV GA HR/ KEBL189180858/F11
11. OPE JKTRGA0111-15MAR:1500/107/GA REQUIRES TICKET ON OR BEFORE 19MAR:1500/S3
12. OPE JKTRGA0111-15MAR:1500/108/GA CANCELLATION DUE TO NO TICKET/S3

3. GFF Member travelling with Infant

Entry:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Based on name, enter Pax Name with Infant</td>
</tr>
<tr>
<td>2.</td>
<td>Entry:</td>
</tr>
<tr>
<td>3.</td>
<td>1. NM1YUSNIWATI/ARIN/13MAY12</td>
</tr>
<tr>
<td>4.</td>
<td>2. FFNGA-127772632</td>
</tr>
<tr>
<td>5.</td>
<td>3. AN27APRCGKSUB</td>
</tr>
<tr>
<td>6.</td>
<td>4. TKOK</td>
</tr>
<tr>
<td>7.</td>
<td>5. RF PAX</td>
</tr>
<tr>
<td>8.</td>
<td>6. ER</td>
</tr>
<tr>
<td>9.</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td></td>
</tr>
</tbody>
</table>

Example:
Response:

--- RLR RLP ---
RP/JKTGA0111/JKTGA0111 AA/SU 12MAR13/08312 6XK6Y5
1. YUNI SETIAWATI/ADE MRS (INF/RINA/13MAY12)
2. GA 308 D 27APR 6 CGKSUB HL1 2 0845 1020 *1A/E*
3. AP2 AYUNI180@GMAIL.COM
4. APH +6276153556
5. AEM +6281378449340
6. TK OR12MAR/JKTGA0111
7. SSR INFT GA HK1 YUNI SETIAWATI/RINA 13MAY12/82
8. *SSR FQTV GA HK/ GA1277732632 ELITE/GOLD

4. Booking for GFF member if Name on customer profile different with passport (Int’l flight)

Steps:

1. NM1TANG/ OSHIN MRS
2. AN27APRCGKSIN
3. Enter SSR FQTV manually
4. Phone Field
5. Ticketing Time Limit
6. Received From
7. End of Transaction

Example:

Enter Passenger Name based on passport

1. NM1TANG/ OSHIN MRS
2. AN27APRCGKSIN

3. SS1Y3
4. SR FQTVGA-GA 103097621
5. APH-JKT 02120002000
6. TKOK
7. RF PAX
8. ER
9. ER

Response:

--- RLR ---
RP/JKTGA0111/JKTGA0111 AA/SU 14MAR13/03262 6XY3WH
1. TANG/ OSHIN MRS
2. GA 826 Y 27APR 6 CGKSUB HK1 2 0835 1125 *1A/E*
3. APH 02120002000
4. TK OR14MAR/JKTGA0111
5. SSR FQTV GA HK/ GA103097621
6. OPW JKTGA0111-20MAR:1000/1C7/GA REQUIRES TICKET ON OR BEFORE 21MAR:1000/82
7. OPC JKTGA0111-21MAR:1000/1C8/GA CANCELLATION DUE TO NO TICKET/82
5. Booking for new member GFF or Customer Profile not found

Entry:
1. Enter passanger name manually.  
   NM1YUNISNAWATI/ADE MRS
2. Create Itinerary
3. Enter SSR FQTV manually
4. Ticketing Time Limit
5. Received From
6. End of Transaction

Example:
1. AN27APRCGKSUB SS1N1
2. SR FQTVGA-GA127772632
3. TKOK
4. RF PAX
5. ER
6. RF

Response:

--- RLR RLP ---
DP/JKTRGA0111/JKTRGA0111 AA/SU 14MAR13/0227Z 6XTC93
1 YUNISNAWATI/ADE MRS
2 GA 302 M 27APR 6 CGKSUB HK1 2 0530 0700 "1A/E"
3 AFE AYUNIS18908GH.COM
4 APH +628761435756
5 APN +6281378449430
6 TK ORI4MAR/JKTRGA0111
7 SSR NSST GA HK1 CGKSUB/07F,P1/8Z SEE RTSTR
8 *SSR FQTV GA HK/ GA127772632 ELITE PLUS/GOLD
9 OPW JKTRGA0111-ZOMAR:0000/107/GA REQUIRES TICKET ON OR BEFORE
   ZIMAR:0900/8Z
10 OPC JKTRGA0111-ZOMAR:0000/108/GA CANCELLATION DUE TO NO
   TICKET/8Z

6. Booking for GFF Junior Member Traveling with Adult

Steps:
1. Enter FFP number
   127856072 ➔ Adult
2. Enter passenger adult name
3. Create Itinerary
4. Entry FD CHD element for Fare Discount
5. Ticketing Time Limit

Example:
1. FFAGA-
2. FFAGA-161390460 ➔ Child
3. AN29JUNCGKSUB SS2Y1
4. FD CH01JAN05/P2
5. TKOK
6. Received From
7. End of Transaction

Response:

--- RLP RLP ---
R3/JKTRGA/0111/JKTRGA/0111
1. HENRY/WINGMANTO MR 2. GABELLACAP/TOMASALEXANDER MTR(CHD)
3. GA 302 X 25JUN 6 CHKMD N2 2 0530 0705 *in/e*
4. APE PATRION.J.CAPUANG2MAIL.COM/P2
5. APN +628133228998/P1
6. APN +628119791288/P2
7. TK OS14MAR/JKTRGA0111
9. SSR BSSP GA N2 QSUB/05E,P1/05F,P2/S3 SEE RFS/VR
9. SSR CHLD GA N2/P2
10. SSR FGTV GA N2/ GA127856072 ELITE PLUS/PLAT/P1
11. SSR FGTV GA N2/ GA161390460/BLD/PLD/P2
12. OSW JKTGGA0111-12APR:1400/1C7/GA REQUIRES TICKET ON OR BEFORE
13. 12APR:1400/S3
13. FDC JKTGGA0111-12APR:1400/1C8/GA CANCELLATION DUE TO NO
14. TICKET/S3
16. FD CH013RN05/08TRP/P3

7. Booking For GFF Junior Member Traveling as UM

1. Enter FFP number
2. Create itinerary
3. Enter SSR UM Entry
4. FD CHD element for Fare Discount
5. Enter Additional Information (OSI) for UM information
6. Ticketing Time Limit
7. Received From
8. End of Transaction

Example:

1. FFAGA-161460585
2. AN23APRCGKSUB
   SS1Y1
3. SR UMNRR-UM09
4. FD CH04SEP04/P1
5. OS GA UMNDEPC1/CGK/FATHER OF ALIF/62 218930232323/P
   OS GA UMNR/DEPC2/JL. PINANG RANTE JAKARTA PUSAT
8. Booking for passenger whose holding GFF membership and Other Partner Membership.

Example:
If a member want to add GFF membership number on GA Flight and add other FFP number on other airlines.

Entry:
1. Enter FFP Number
2. Create Itinerary for GA Flight
3. Create Itinerary for other airlines
4. Enter other FFP number manually on partner Flight
6. Ticketing Time Limit
7. Received From
8. End of Transaction

Example :
1. FFAGA-103097621
2. AN29JUNCGKICN SS1Y1
3. AN30JUNICNHKG/AKE SS1Y2
4. SRQTVKE-KEBL12987656/S3
6. TKOK
7. RF PAX
8. ER
ER
REDEMPTION AWARD TICKET

CREATING A FREQUENT FLYER SSR TO REDEEM ACCRUED MILES

1. Award Ticket For GFF Member

Basic Entry:
FFR<airlinecode>-<FFPNUMBER>

Example 1:
FFRGA-323727261

FFR  : Transaction Code
GA   : Airlines Code
-323727261  : Dash, Frequent Flyer Number

Response :

> FFRGA-323727261
RP/JKTRZGA0111/
  1. YAMADA/YOSHIMINE KR
    2  GA 400 Y 30JUN 7 CGKDFS HK1 2 0850 0855 738 E 0
    S3 RUSVC
    3 -SSR PQTR GA HK1 GA323727261 ELITE/GOLD/S2
>

2. Award Ticket for Companion (1 pax)

Basic Entry :

FFR <airlinecode>-<FFPNUMBER>-[CARDHOLDER<PAX NAME>] / S<segment association>/P<pax association>
Example:

**FFRGA-103097621-CARDHOLDER SAYUNI WULAN MRS/S1/P1**

- **FFR**: Transaction Code
- **GA**: Airlines Code
- **-323727261**: Dash, Frequent Flyer Number
- **/S1**: Slash, segment association (optional, mandatory or restricted, depend on the airline)
- **/P1**: Slash, passenger association (mandatory when there are multiple passenger in the PNR)

How To Book Award Ticket

1. Booking Redemption For GFF Member (Card Holder) 1 Pax

   **Steps:**
   1. Enter Name Element (GFF Member)
      - Example: 1.NM1YAMADA/YOSHIMUNE MR
   2. Create Itinerary
      - Example: 2.AN30JUNCGKDPS SS1X1
   3. Enter SSR FQTR number
      - Example: 3. FFRGA-323727261
   4. Phone Field
      - Example: 4. APM-08782356256
   5. Ticketing Time Limit
      - Example: 5. TKOK
   6. Received From
      - Example: 6. RF PAX
   7. End of Transaction
      - Example: 7. ER

   **Response:**

   ```
   -- RLR --
   RP/JKTGA0111/JKTGA0111 AA/SU 14MAR13/08532 6KN2EM
   1.YAMADA/YOSHIMUNE MR
   2 GA 400 X 30JUN 7 CGKDF8 HK1 2 0550 0855 *1A/E*
   3 APM 08782356256
   4 TF 08MAR/JKTGA0111
   5 *6SR PQFR GA HK1 GA323727261 ELITE/GOLD/S2
   6 OFW JKTGA0111-12APR:1500/1C7/GA REQUIRES TICKET ON OR BEFORE 13APR:1500/S2
   7 OPC JKTGA0111-13APR:1500/1C8/GA CANCELLATION DUE TO NO TICKET/S2
   ```
2. Booking Redemption For GFF Member (Card Holder) & 1 Companion (2 pax):

Steps:
1. **NM1SAYUNI/WULAN MRS**
2. **NM1CHANDRA/NUANSA MR**
3. **AN29JUNCGKLP**
4. **103097621/S3/P1**
5. **Phone Field**
6. **Ticketing Time Limit**

Example:
1. **NM1SAYUNI/WULAN MRS**
2. **NM1CHANDRA/NUANSA MR**
3. **AN29JUNCGKLP**
4. **FFRGA-103097621-CARDHOLDER SAYUNI WULAN MRS/S3/P2**
5. **APM-08782356256/P1**
6. **APM-0212356256/P2**

Received From
7. **RF PAX**

End of Transaction
8. **ER**

--- RLR ---

<table>
<thead>
<tr>
<th>RF/JKTRGA0111/JKTRGA0111</th>
<th>AA/SU 14MAR13/09202 6XW6RF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.CHANDRA/NUANSA MR 2.SAYUNI/WULAN MRS</td>
<td></td>
</tr>
<tr>
<td>3 GA 438 X 29JUN 6 CGKLP 9R2 2 0715 1020 <em>1A/B</em></td>
<td></td>
</tr>
<tr>
<td>4 APM 08782356256/P1</td>
<td></td>
</tr>
<tr>
<td>5 APM 0212356256/P2</td>
<td></td>
</tr>
<tr>
<td>6 TK 014MAR/JKTRGA0111</td>
<td></td>
</tr>
<tr>
<td>7 *SSR FQTR GA HK1 GA103097621/BLUE/S3/P2</td>
<td></td>
</tr>
<tr>
<td>8 *SSR FQTR GA HK1 GA103097621/BLUE/CARDHOLDER SAYUNI WULAN MRS/S3/P1</td>
<td></td>
</tr>
<tr>
<td>9 CGW JKTGA0111-12APR:1600/107/GA REQUIRES TICKET ON OR BEFORE 13APR:1600/S3</td>
<td></td>
</tr>
<tr>
<td>10 CPC JKTGA0111-13APR:1600/108/GA CANCELLATION DUE TO NO TICKET/S3</td>
<td></td>
</tr>
</tbody>
</table>
3. Award Ticket for GFF Junior as UM

Entry:
1. Enter Name Element (Junior Member)
2. Create Itinerary
3. Enter SSR FQTR
4. Phone Field
5. SSR CHLD
6. SSR UMNR
7. OSI GA
8. Ticketing Time limit
9. Received From
10. End of Transaction

Example:
1. NM1PRICILIA/GRACE MS
2. AN25MAYCGKJOG
   SS1X1
3. FFRGA-790054123
4. APM-JKT 0212002000
5. SR CHLD-14MAY05
6. SR UMNR-UM08
7. OS GA UMNR/DEPC1/CGK/FATHER/0218930232323/P
   OS GA UMNR/ARRC1/JOG/MOTHER/0274235656/P
8. TKOK
9. RF PAX
10. ER
   ER

Response:

```
RP/JKTRGA0111/JKTRGA0111 AA/3U 15MAR13/07122 6X2732
  1. PRICILIA/GRACE MS
  2 GA 202 X 25JUN 2 CGKJOG MK1  2 0530 0650 *1A/E*
  3 APM 0212002000
  4 TK OK15MAR/JKTRGA0111
  5 SSR FQTR GA HR1 GA790054123/BLUE/S2
  6 SSR CHLD GA MK1 14MAY05
  7 SSR UMNR GA MN1 UM08/S2
  8 OSI GA UMNR/DEPC1/CGK/FATHER/0218930232323/P
  9 OSI GA UMNR/ARRC1/JOG/MOTHER/0274235656/P
 10 OPW JKTRGA0111-12APR:1400/1C7/GA REQUIRES TICKET ON OR BEFORE
   14APR:1400/S2
 11 OPC JKTRGA0111-14APR:1400/1CS/GA CANCELLATION DUE TO NO TICKET/S2
```
4. Award Ticket for GFF Member on Partner

Entry:
1. Enter Name Element
2. Create Itinerary on Partner Airlines (ex : KE)
3. Enter SSR FQTR
4. Phone Field
5. Ticketing Time limit
6. Received From
7. End of Transaction

Example:
1. NM1FAROSA/SONNYKURIA MR
2. AN25MAYCGKICN/AKE SS1X1
3. FFRGA-327957044
4. APM-0211001000
5. TKOK
6. RF PAX
7. ER

5. Award Ticket for GFF Member with Infant

Entry:
1. Based on Name, Entry Pax Name with Infant
2. Enter FFP Number of Pax
3. Create Itinerary
4. Phone Field
5. Ticketing Time Limit
6. Received From
7. End of Transaction

Example:
1. NM1YUNISNAWATI/ADERS(INF/RINA/13MAY12)
2. FFRGA-127772632
3. AN27APRCGKSUB SS1O2
4. APM-0211001000
5. TKOK
6. RF PAX
7. ER
REDEMPTION FOR UPGRADE AWARD

1. Upgrade Award Booking for Card Holder

Condition:
1. GFF membership number already input for original ticket (paying ticket)
2. PNR only consists of passenger who will be upgraded.

Basic Entry:

**FFU<airlinecode>-<FFP#> / S<segment association>/P<pax association>**

Example:

FFUGA-123456789/S2/P1

<table>
<thead>
<tr>
<th>FFU</th>
<th>Transaction code</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA</td>
<td>Airline code</td>
</tr>
<tr>
<td>-123456789</td>
<td>Dash, FF number</td>
</tr>
<tr>
<td></td>
<td>Dash, free flow text (optional)</td>
</tr>
<tr>
<td>/S2</td>
<td>Slash, segment association (optional, mandatory or restricted depend on the airline)</td>
</tr>
<tr>
<td>/P1</td>
<td>Slash, passenger association (mandatory when more than one passenger in the PNR)</td>
</tr>
</tbody>
</table>

3. Transfer Upgrade Award Booking (Companion)

Basic Entry :

**FFU<airlinecode>-<FFP Number> (HK) – Name Card Holder/ S<segment association>/ P<pax association>**

Example :

FFUGA-103097713 (HK)-CHANDRA NUANSA MR/S1/P1

<table>
<thead>
<tr>
<th>FFU</th>
<th>Transaction code</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA</td>
<td>Airline code</td>
</tr>
<tr>
<td>-103097713</td>
<td>Dash, FF number</td>
</tr>
</tbody>
</table>
How to Book Upgrade Award

Steps :

- Ensure GFF membership number already input for original ticket (paying ticket)
- Make the new booking for higher award booking class in the same PNR with paying ticket (ticket to upgrade)
- Cancel the confirmed segment of the original ticket.
- Enter the SSR-FQTU

1. Booking Upgrade by Mileage for Member GFF (1 passenger)

Example for this case:

Passenger is a GFF member and want to upgrade by his own mileage.

Steps:

1. Retrieve Economy Original Ticket Booking Code
2. Book For Upgrade Redemption class
3. Cancel the original ticket segment
4. Enter the SSR-FQTU
5. Received From
6. End of Transaction

Example:

1. RT 6XZ7SU
2. AN29JUNCGKDPS SS1O1

FFUGA-327957044

5. RF PAX
6. ER

ER
2. **Transfer Upgrade Award Booking (Companion)**

Example for this case:
Mrs. Wulan Sayuni is GFF member and holding economy ticket. She wants to upgrade her ticket by mileage using someone GFF member from Mr. Nuansa Chandra mileage.

Steps:
1. Retrieve Economy Original Ticket Booking Code
2. Book For Upgrade Redemption class
3. Cancel the original ticket segment
4. Enter the SSR-FQTU Member who gives the mileage
5. Received From
6. End of Transaction

Example:
1. RT 6X2BA4
2. AN27JUNCGKLOP
3. XE3
4. FFUGA-103097713 (HK)-CHANDRA NUANSA MR/S2/P1
5. RF PAX
6. ER
Response:

--- RLA RLP ---
RP/JKTRGA0111/JKTRGA0111 AA/SU 15MAR13/05023 6X2BA4
1.SATUNT/MULAN MRS
2 GA 432 O 17JUN 1 CGKLOP HK1 2 1910 2115 *IA/E*
3 AFE WULANS_GIRLS@YAHOO.COM
4 APH ++62283689821111
5 TK OK1MAR/JKTRGA0111
6 SSR NSST GA HK1 CGKLOP/01A.P1/S2 SEE RSTR
7 *SSR FQTV GA HR/ GA103097621/EL118
8 *SSR FQTV GA HK1 GA103097713/BLUE/CHANDRA NAHSA MR/S2
9 OPW JKTRGA0111-14APR:1100/107/GA REQUIRES TICKET ON OR BEFORE
14APR:1100/S2
10 OPC JKTRGA0111-14APR:1100/108/GA CANCELLATION DUE TO NO
TICKET/S2

3. Upgrade Award For Junior as UM

Steps:
1. Retrieve Economy Original Ticket Booking Code
2. Book For Upgrade Class Redemption
3. Cancel the original ticket segment
4. Enter the SSR-FQTV Junior
5. Entry SR UMNR
6. Received From
7. End of Transaction

Example:
1. RT 6NYAIQ
2. AN23APRCCGKSUB
3. XE2
4. FFUGA-161460585
5. SR UMNR-01JAN05
6. RF PAX
7. ER
8. ER

----------------------------------------------- End -----------------------------------------------