


Dear Trade Partners,


GA Guidelines for name element in PNR

Please find below GA Guidelines for name element in PNR.

General guidelines: GA name element in PNR is created based on English alphabet. Name element should be constructed using passenger's surname followed by a slash, and the given name(s) including middle name(s) if applicable and/or title.

Name field format of passport varies across different issuing countries. Both booking and ticketing agents are requested to consult GA office before PNR creation. Herewith some common examples:

<p>Example 1: In the case when passenger's passport read a single name, name element should be constructed by repeating the single name both as surname and given name followed by title.</p>	<p>Name element in PNR should read as:</p>
	<p>MARY/MARY MS</p>
<p>Example 2: In the case when passenger's passport does not read specifically surname or given name, name element should be constructed using the first word in the name field as surname followed by the remaining name(s) in the name field (all names should be included) and title.</p>	<p>Name element in PNR should read as:</p>
	<p>SITI/MARY STEPHANIE MS</p>

<p>Example 3: In the case when passenger's passport read clearly surname and given name(s) including middle name(s) if applicable, name element should be constructed as per corresponding name fields show on passport (all names should be included).</p>	<p>Name element in PNR should read as:</p>
	<p>CHUNG/KWOK SUM MS</p>

1. **Effective date:** Effective for PNR created on/after 22 September 2017.
2. **Maximum character of name element in GA PNR:** 59*.
 *Varies across different GDS providers, please consult your GDS providers for more information.
3. **Applicable routing:** All GA operating routing.
4. **Special Notes:** Please ensure name element in GA PNR is constructed as per passenger's passport. GA strongly recommend both booking and ticketing agents to double check name field on passenger's passport before ticketing.
 No name change and/or amendment of GA ticket after ticketing. Subject to normal refund procedures and new PNR shall be created based on current seat availability.

In case of any dispute arising from this name element guidelines, the decision of Garuda Indonesia shall be final.

Please disseminate this information to all related departments.

Should you need more information, please contact Garuda Indonesia at the following numbers:
 2840 0000 (Reservation/Ticketing) or email to enquiry@garudaindonesia.com.hk
 2846 4338 (Sales Department) or email to sales@garudaindonesia.com.hk
 Thank you.

Passengers Sales Department , P.T. Garuda Indonesia (Persero) Tbk – Hong Kong Branch Office
 Reference: GARUDA/HKGSS-20014/17
 Supersede: GARUDA/HKGSS-20013/17
 Date: 22 September 2017