THE ROLE OF RESERVATION AND TICKETING SECTION IN SRIWIJAYA AIR SOLO

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University

Winda Putri Ariestya
C9309098

ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
SEBELASMARETUNIVERSITY
SURAKARTA
2012
APPROVAL OF CONSULTANT

Approved to be examined before the Board of Examiners, English Diploma Program, Faculty of Letters and Fine Arts Sebelas Maret University

TITLE: THE ROLE OF RESERVATION AND TICKETING SECTION IN SRIWIJAYA AIR SOLO

NAME: Winda Putri Ariesty

NIM: C9309098

Supervisor

[Signature]

Dra. Rani Sugiarti, M. Tourism
NIP. 19630530199032001
APPROVAL OF THE BOARD OF EXAMINERS

Report Title: THE ROLE OF RESERVATION AND TICKETING SECTION IN SRIWIJAYA AIR SOLO

Student’s name: Winda Putri Ariesty
NIM: C9309098
Examination date: July 24th, 2012

Accepted and Approved by the Board of Examiners,
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

The Board of Examiners

1. Drs. Agus Hari Wibowo, M.A., Ph.D
   Chairman
   NIP: 196708301993021001

2. Karunia Purna K, S.S., M.Si
   Secretary
   NIP: 196111242009122002

3. Dra. Rara Sugianti, M.Tourism
   Main Examiner
   NIP: 196305301990032001

Faculty of Letters and Fine Arts,
Sebelas Maret University

Dean,

Drs. Rivadi Santosa, M.Ed., Ph.D.
NIP: 196003281986011001
MOTTO

“Forget about all the reasons why something may not work. You only need to find one good reason why it will.”

~ Dr. Robert Anthony

“Don’t give up because there is no eternal suffering in this world”

~ Winda P. Ariestya
DEDICATION

This final project is dedicated to:

- My Parents
- My Brother
- My Soulmate
- and All of my friends

commit to user
PREFACE

First, I would like to say thank to ALLAH SWT for all the blessing and the chance given to me. I would also like to say thank to all people who support and encourage me in writing and finishing this final research report entitled "THE ROLE OF RESERVATION AND TICKETING SECTION IN SRIWIJAYA AIR SOLO" can be finished by the writer with limited knowledge and information held by the writer.

The final project was made as one of the requirements in obtaining the English Diploma Program. The final project describes the role of reservation and ticketing section in Sriwijaya Air Solo. The writer realizes that the report is far from perfect. The writer appreciates advices and suggestion to construct this report.

The Writer
ACKNOWLEDGEMENT

Alhamdulillahi birobi’alamin, the first of all I would say a lot of thank to Allah SWT, Who has given me everything to finish this final project. In conducting this report, I got some helps from many people. As a result, I would like to say my appreciation to:

1. Drs. Riyadi Santosa, M.Ed, Ph.D, as a dean of Faculty of Letters and Fine Arts, Sebelas Maret University.
2. Yusuf Kurniawan, S.S, M.A., as the Head of the English Diploma Program.
3. Dra. Rara Sugiarti, M. Tourism, as my supervisor, thank you for the highest dedication and guidance to finish this final report. Thank you so much for your time, patience, and advices.
4. Muh. Farkhan Md, S.Ag., M.Ag., as my academic consultant.
5. All of the lecturers of English Diploma program for guidance, motivation and lecture.
6. Harnoko as District Manager, thank you so much for chance given to me to have the job training in Sriwijaya Air Solo.
7. Suci Puji, Tika Aryati, Eni Krisnadi, Dwi Wulan, Jiyanto, Idris Koprit, Dani, Adrian Krisnadi, Bayu and all staffs in Sriwijaya Air Solo. I will never forget your joke and laugh.
8. All of my friends in TTO SJ SOC, especially Mirza, Tiwi, Lia, Arifa, and Wahyu thank you for your time to assist me when I was a new trainee in the Reservation and ticketing section.

9. My beloved parents and brother. Thanks for everything given to me. Your loves, prayer, guidance, support and advice makes me stronger.

10. I am especially thankful to Herru Santosa Budiono, thanks for standing by me.

11. Yani Suryaningsih, Siska Azhari, My brother Tri Wibowo, Ummul Azzim, Yona Yulistyaningrum, Tri Penta, Pradita Budi, Cem"an Teh Cokelat and Dinasti Ming thanks for unforgettable moments.

12. All of staffs in English Diploma Program.

The writer
ABSTRACT

Winda Putri Ariestya. 2012. THE ROLE OF RESERVATION AND TICKETING SECTION IN SRIWIJAYA AIR SOLO. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project is based on the job training in the reservation and ticketing section of Sriwijaya Air Solo. The objectives of this final project report are to describe the job of reservation and ticketing staff section in Sriwijaya Air Solo and to explain the process of handling reservation and ticketing in Sriwijaya Air Solo using Gabrielle System.

Based on the observation, job shift in Sriwijaya Air Solo is divided into three shifts. They are morning shift, evening shift and night shift. The staffs have several duties, such as: preparing the stationary tools on the desk, turning on the computer, printer and telephone, setting the documents of reservation and ticketing, handling city check-in done by direct passenger, handling reservation directly, by phone, email and fax, handling the issue of ticket, the cancellation ticket, the change of ticket schedule, the refund ticket, making invoice. The process of handling reservation in Sriwijaya Air Solo uses Gabrielle System where the staff must input their own Sign In code, to make a PNR. Firstly the staff showed the available display, book seat, after that put the passengers name, then put the contact person and to save the reservation data use action *R/WIN. Procedure of issuing ticket uses Gabrielle System is divided into two processes. They are manual and computerized. Both processes have several steps. The manual system are completing the blank column in paper ticket such as: column from/to, carrier, origin/destination, booking references, name of passenger, flight, class, date of flight, time of flight, status, fare basis, not valid after, allow, tour code, fare, tax, IWJR, form of payment, date and issue place, total price, endorsement restriction. The computerized system includes retrieve a PNR using booking reference code or passenger name, enter >TKT:, then ETK:XX/ALL or ETK:XX/INF for issuing infant ticket, after that complete the several blank information, such as: PASSWD,AXB, AXT, FOP, AXC, AXV, AXF, AXE, AXG.
TABLE OF CONTENTS

TITLE PAGE.................................................................................................................. i
APPROVAL OF CONSULTANT.................................................................................. ii
APPROVAL OF THE BOARD OF EXAMINERS ................................................. iii
MOTTO......................................................................................................................... iv
DEDICATION............................................................................................................... v
PREFACE..................................................................................................................... vi
ACKNOWLEDGEMENT.............................................................................................. vii
ABSTRACT................................................................................................................... ix
TABLE OF CONTENTS............................................................................................. x
CHAPTER I: INTRODUCTION..................................................................................... 1
  A. Background.......................................................................................................... 1
  B. Objectives.......................................................................................................... 3
  C. Benefits.............................................................................................................. 4
CHAPTER II : LITERATURE REVIEW.......................................................................... 5
  A. Aviation Industry.................................................................................................. 5
  B. Reservation......................................................................................................... 5
  C. Ticketing............................................................................................................ 6
CHAPTER III : DISCUSSION....................................................................................... 11
  A. Sriwijaya Air....................................................................................................... 11
  B. The Job Description of Reservation and Ticketing Staffs.................................. 12
  C. The Process of Handling Reservation and Ticketing in

*commit to user*
Sriwijaya Air Solo Using Gabrielle System................. 13

1. Procedure of Handling Reservation Using
   Gabrielle System.............................................. 13

2. Procedure of Issuing Ticket Using Gabrielle
   System.................................................................... 21
   a. Manual Process.................................................. 21
   b. Computerized Process........................................ 25

CHAPTER IV : CONCLUSION AND SUGGESTION......................... 27
   A. Conclusions...................................................... 27
   B. Suggestions..................................................... 29

BIBLIOGRAPHY

APPENDICES
CHAPTER 1

INTRODUCTION

A. Background

Tourism is temporary movement of people to destinations outside their normal places of work and residence, the activities undertaken during their stay at those destinations, and facilities created to cater to their needs. (Mathieson and Wall, 1992). Tourism is smokeless industry which consists of aviation or flight industry, hotel industry, restaurant industry, souvenir industry, and entertainment industry. These industries not only give income for some segments of business but also open job opportunities for many people.

Nowadays, tourism becomes a popular industry because there are many people who need some entertainments beside their ordinary activities. Solo, also known as Surakarta, is located in central Java which has many tourist attractions that can be the one of tourist destinations is chosen by the tourist for their laisure activities. Solo is a tourist’s delight. There are number of places to see in Solo. These include Radya Pustaka Museum, Surakarta Hadiningrat Palace, Mangkunegaran Palace, Triwindu Market, Klewer Market, Klitikan Market, Gedhe Market, Danar Hadi Museum, Srijedari Park, Balekambang Park and much more.
As one of tourist destinations, Solo becomes a place which will be visited by the tourist. The tourist not only comes from the local district but also from the outside districts. Its mean the transportation is a tool that plays an important role in travel services, as a means of transportation are needed by users of travel services to move from one place to another. Transport has a major influence on human life. One of transportations used to support the tourism activities is by aircraft. The means of the transport aircraft and well-known high-tech world. An Aircraft can travel thousands of miles in a short time, even aircraft can reach places that are in different continents in a matter of hours. Therefore the tourist from the outside Solo can reach Solo as their tourist destinations.

Aviation industry has many departments that support their activities. One of the departments is reservation and ticketing that has an important role as the first gate for passengers to enjoy the aviation services. Reservation is used to track and maintain records of flight schedules, passenger reservations and seat assignments, aircraft loading, flight inventory, ticket purchases and fare tariffs. Ticketing is used to issue the ticket for the passenger. The modern reservation system also serves customer needs from the beginning to the end of each customer's reserved flight, therefore laying out management tasks for each flight.

There are two offices that handle reservation and ticketing section in Sriwijaya Air Solo. They are Town Ticketing office (TTO) and Airport Ticketing Office (ATO). I choose reservation and ticketing section in Sriwijaya Air Ticketing Town office in Solo as the place for job training due to the fact that reservation and ticketing has a relation with the aviation industry and the tourism industry in

*commit to user*
giving the good services to the tourists in order to create good image of Solo city in the first meeting and the tourist activities. During the job training, I acted as one of the staffs of reservation and ticketing in Sriwijaya Air Solo. I interested to know more about the role of reservation and ticketing staff in handling the tourists. I have done the job training in the reservation and ticketing Sriwijaya Air for two months, starting from January 24 until March 24, 2012 to get necessary information. Based on the description, I have chosen a topic in the final project, i.e. “The role of reservation and ticketing section in Sriwijaya Air Solo”

B. Objectives

The objectives of this final project report are as follows:

1. To describe the job of reservation and ticketing staff.

2. To explain the process of handling reservation and ticketing in Sriwijaya Air Solo using Gabrielle System.

C. Benefits

This final project report is expected to give benefits to the following:

1. The writer

   The writer gets much knowledge about job description and the role of Reservation and Ticketing section in Sriwijaya Air Solo.

2. Students of English Diploma Program

   This job training activity is expected to become a reference for the English Diploma students, who are going to have job training at local
institution as a share of experience and a reference to improve their knowledge and skills.

3. Sriwijaya Air Solo

This report is expected to give an input to Sriwijaya Air Solo to increase their quality of service.
CHAPTER II

LITERATURE REVIEW

A. Aviation Industry

According to Darsono (2004: 18), aviation industry is industry which has regular schedule that accompanied by affixed flight number and types of classes are offered to prospective passengers.

According to Damardjati (2001: 6), an aviation is a private company or government that holds a special flight service for the passenger both scheduled service and non-scheduled service. A scheduled flight takes a route of flight based on time, destination and stopover cities. On the other hand, an unscheduled flight takes a route based on time, destination and shelters in accordance with the need and the request of the tenant.

B. Reservation

According to Darsono (2004: 17), in the context of aviation industry, reservation is booking seat in a plane which has several steps to do. The first step is reading the timetable (time schedule of the flight), knowing the call sign and alphabet, knowing the three letter codes in Indonesia.
According to Darsono (2004: 18), reservation is the provision of book keeping services for airline passengers along with a special request (if necessary), while the facilities offered to passengers, no relation to the needs required by a prospective passenger (OSI or Other Service Requirement).

1. Three letter codes of city code:

<table>
<thead>
<tr>
<th>Code</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>CGK</td>
<td>JAKARTA</td>
</tr>
<tr>
<td>TKG</td>
<td>TANJUNGKARANG</td>
</tr>
<tr>
<td>BPN</td>
<td>BALKIKPAPAN</td>
</tr>
<tr>
<td>TJQ</td>
<td>TANJUNGKARDAN</td>
</tr>
<tr>
<td>BDJ</td>
<td>BANJARMASIN</td>
</tr>
<tr>
<td>TNJ</td>
<td>TANJUNGPINANG</td>
</tr>
<tr>
<td>BTH</td>
<td>BATAM</td>
</tr>
<tr>
<td>TTE</td>
<td>TERNATE</td>
</tr>
<tr>
<td>BKS</td>
<td>BENGKULU</td>
</tr>
<tr>
<td>UPG</td>
<td>UIJUNGPANDANG</td>
</tr>
<tr>
<td>DPS</td>
<td>DENPASAR</td>
</tr>
<tr>
<td>AMQ</td>
<td>AMBON</td>
</tr>
<tr>
<td>DJB</td>
<td>JAMBI</td>
</tr>
<tr>
<td>BTJ</td>
<td>BANDA ACEH</td>
</tr>
<tr>
<td>JOG</td>
<td>YOGYAKARTA</td>
</tr>
<tr>
<td>BDO</td>
<td>BANDUNG</td>
</tr>
<tr>
<td>MLG</td>
<td>MALANG</td>
</tr>
<tr>
<td>KOE</td>
<td>KUPANG</td>
</tr>
<tr>
<td>MES</td>
<td>MEDAN</td>
</tr>
<tr>
<td>GTO</td>
<td>GORONTALO</td>
</tr>
<tr>
<td>MDC</td>
<td>MANADO</td>
</tr>
<tr>
<td>KDI</td>
<td>KENDARI</td>
</tr>
<tr>
<td>PDG</td>
<td>PADANG</td>
</tr>
<tr>
<td>PLW</td>
<td>PALU</td>
</tr>
</tbody>
</table>
2. The functions of reservation for passenger as follows:
   a. Setting schedule as soon as possible. The passengers will not be hurry with the exiting schedule.
   b. Guaranteeing the certainty of passenger traveling.
      1) The passengers will get a seat on a specific flight number with the class, time and date specified in advance.
      2) The passengers will easily get the special facilities required.

3. The benefits of reservation for the company as follows:
   a. Knowing the amount of food and beverage needs during the trip.
   b. Knowing the number of children and infants, in order of service and comfort can be maintained.
   c. Knowing the special facilities that are used are too large, small, or appropriate with the passenger requested.
   d. Selling the aviation products.

commit to user
e. Obtaining the maximum load factor.

f. Obtaining the maximum revenue.

g. Analysing marketing-trend on every number or route of flight.

h. Improving the aviation products.

4. The systems of reservation:

a. Manual reservation, the reservation which is done by manual procces.

b. CRS or Computerized Reservation System), the reservation which is done by computer procces.

C. Ticketing

According to Sahulata (1993, 50), ticketing is the last steps of the marketing process. The ticket is a contract of carriage between the aviation indusrty and the passenger. Ticket is also as invoice from the aviation industry to the passenger.

According to Darsono (2004: 76), the ticket is one of the travel documents issued by the airline, written contract containing the provisions which must be obeyed by the passengers who are using in flight services that have a specific time period.

From the definition above, it can be concluded that:

1. Ticket is travel document. It means without the ticket, the passenger cannot use the services provided by airlines.
2. Ticket is the written contract in one direction. It means there is the correlation between the aviation industry and passenger, where passengers must obey to the rules issued by the airlines.

3. Ticket contains the flight data of passengers:
   a. The name of passenger: a passenger is just listed on the ticket (in the name of the person concerned) who can use the facility provided by the airline. The ticket is non-transferable.
   b. The destinations, the ordered class, the schedule and the flight status of passenger.

4. Ticket has a certain period of time, adjusted by the ordered price.

According to Darsono (2004: 78), the forms of ticket is divided into two forms. They are:

1. Manual ticket or paper ticket is the ticket which is issued by manual process.

2. TAT (Transitional Automated Ticket) or E-ticket is issued by CRS process.

According to Darsono (2004: 78), the type of ticket is divided into three types. They are:

1. One flight coupon

   It is the manual ticket that can be used for one way flight coupon.

   Example: SOC - JKT
2. Two flight coupon

   It is the manual ticket that can be used for two way flight coupon

   (Return ticket). Example: BDO – SUB – BDO

3. Four flight coupon

   It is a manual ticket which can be used for four tour flight coupon.

   Example: JKT – JOG – SUB – UPG
CHAPTER III

DISCUSSION

A. Sriwijaya Air

Sriwijaya Air was founded on November 10th, 2003. Sriwijaya started its maiden flight by taking the route of Jakarta-Pangkal Pinang, Jakarta-Jambi, and Jakarta-Pontianak. All of them are return flight. As the young birds learn to fly, Sriwijaya Air confidently appears in flight business competition. In the first year, Sriwijaya Air improved rapidly. Therefore, in the middle of 2009 Sriwijaya Air operated 23 planes to serve more than 33 domestic routes and two regional routes.

The founders of Sriwijaya are Hendry Lie, Chandra Lie, Johannes Bundjamin, and Andi Halim. Those who participate in this aviation industry are Supardi Syahrial, capt. Kusnadi Yusuf, capt. Adil W., capt. Harwick L., Gabriela Sonia, Suwarsono, and Joko Widodo.

On April 15th, 2005, Sriwijaya Air opened the route Jakarta-Solo route. This new route is provided by Sriwijaya Air Solo headed by Harnoko as General Manager and assisted by Account Supervisor, Station Manager, Reservation and Ticketing Supervisor. The activity of Sriwijaya Air Solo is overseeing the ATO (Airport Ticketing Office) which is located at the Adi Sumarmo Solo Airport and TTO (Ticketing Town Office) which is located in Center Point Building Block A-10 Slamet Riyadi street, Purwosari, Solo.
B. The Job Description of Reservation and Ticketing Staffs

Reservation and Ticketing staffs have several duties. They are as follows:

1. Morning Shift
   a. Preparing the stationary tools on the desk.
   b. Turning on the computer, printer and telephone.
   c. Setting the documents of reservation and ticketing section, such as:
      receipt form, paper ticket (oneway, return, and MCO), boarding pass,
      city check-in list.
      MCO is document issued by an airline company that can be used as
      ticket payment, accommodation, tours, etc.
      Boarding pass is a kind of coupons used by the passenger before
      boarding on the plane.
      City check-in list is a list containing the passenger check-in data.
   d. Handling city check-in done by direct passenger with the provisions as
      follows:
      1). The ticket route is Solo–Jakarta or Jakarta-Solo.
      2). The departure date is one day before the day.
      3). The passenger must bring the identity card which is the same as the
         name written in the ticket.
      4). The ticket is not including infant.
   e. Handling Reservation directly, by phone, email and fax.
   f. Handling the issue of ticket, the cancellation ticket, the change of
      ticket schedule, the refund ticket.
g. Making invoice.

2. Evening shift
   a. Continuing the work of staff in the morning shift.
   b. Handling Reservation directly, by phone, email and fax.
   c. Handling the issue of ticket, the cancellation ticket, the change of ticket schedule, the refund ticket.
   d. Making invoice.

3. Night Shift
   a. Handling Reservation by phone, email and fax.

C. The Process of Handling Reservation and Ticketing in Sriwijaya Air Solo Using Gabrielle System

1. Procedure of handling Reservation using Gabrielle System
   a. Sign In

   The process of handling reservation using Gabrielle system in Sriwijaya Air needs Sign In code. Every staff has Sign In code to access the system in the computer. The Sign In code between one staff and another are different. This system can easily detect who makes the mistakes in the reservation and ticketing process.

   The example of Sign In code:
   
   Sign In = SI 321/321T/31/SOC001

   The information of the codes:

   SI = Sign in reservation staff
/ = Splash
321 = Agent number
321T = Account number
31 = User group
SOC001 = Office number

The other codes in work area control of reservation are:

DA = Display all of the screen monitor
SO = Sign Out
PN = See the next page
PB = See the previous page

b. Available Display

Available display is used to know the available seat in the schedule that is required.

The example of available display:

>AYSOCGK20JUN

The response:

1 SJ 211 / WA SA YA SUN20JUN SOCCGK 0700 0800 737 0S
BA HA KA LA MA NA QA TS VS GS EL XC RC PC AC

2 + SJ 213 / WA SA YA SUN20JUN SOCCGK 1100 1200 734 0S
BA HA KA LA MA NA QA TA VA GA EA XA RA PC AC

The contains are:

1 or 2 = Number of flight season

*commit to user*
In addition to the itineraries, there are some elements called Mandatory. They are:

- **SD** = Booking seat element
- **NM1** = Name element
- **CTHP** = Contact element

**c. Passenger Name Record (PNR)**

PNR is a record in the database of the computer reservation system (CRS) that contains the itinerary for a passenger. There are some elements called Mandatory. They are:

- **SD** = Booking seat element
- **NM1** = Name element
- **CTHP** = Contact element
TL = Time limit element
EOT = End of Transaction

1). Booking Seat

This action is used to choose the flight season, class and input the number of passengers.

Example:

>SD2R3
SD = Selling display
2 = Flight season
R = Require class
3 = Number of passengers

Responses:
SJ213 R SUN20JUN SOCCGK HK3 1100 1200 734 S0
HK = Holding confirmation
3 = The number of passengers

2). Name Element

This action is used to input the passenger name. The passenger name must be same as passenger identity card (KTP, SIM, etc). When writing the passenger name, it must be followed by the status like: MR, MRS, MS, CHD (2-12 years), INF (infant less than 2 years).

Example:

>NM1HERRU/SANTOSO B MR 1WINDA/ARIESTYA MS
1GANESHA/PUTRA CHD (5YRS)
For infant data is input in OSI (Other Service Information) element.

3). Contact Element

This action is used to input the phone number of the passenger.

>CTH/0271-852434 CO HERRU : home contact
>CTB/0271-722607 SANTOSA CO HERRU: Company contact
>CTHP/087836772552 CO HERRU : Hand phone contact
>CTT/SOC/0271-663322 NUSANTARA TRAVEL CO RIRIN :
Agent contact.

4). End of Transaction (EOT)

This is the end of element to finish the reservation process and to show the PNR and time limit.

>*R/ WIN(Initial)

The display of PNR:
SOC 001 156 0617 16 JUN/ID/PID 35691
1. 1HERRU/SANTOSO MR 2. WINDA/ARIESTYA MS
3. GANESHA/PUTRA CHLD (4YRS) JYW75
4. SJ 213 R SUN20JUN HK3 1100 1200

*ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*

5. HP/087836772552 HERRU
6. TL/X/1230/16JUN
7. TK/X/TL/1200/16JUN
8. SOC 001
Beside the several actions in the text above, there are some additional actions that can be used if there is something else happen beside the process. They are:

a. IG (Ignore)

IG action is used to keep the PNR mixed with the other PNR.

b. OSI (Other Service Information)

OSI gives some additional information. In Gabrielle system written in SSR or Special Service Requirement that uses to note the passenger request which must be followed up by aviation industry.

There are several data’s that can be notice in SSR:

1). The infant name:

`>SSR 3 INFT SJ NN1.ASHA /INF 20DES 11/P2`

3 = Flight segment

INFT = Action code for infant

SJ = Sriwijaya code

NN1 = Replay Code

ASHA = Infant name

20DES 11 = Infant birthday

P2 = Infant’s mother

2). Request seat

`>SSR=3 RQST SJ NNI. RQST SEAT 4C/P1`

3). Request wheelchair.

`> SSR=3 RQST SJ NNI. RQST WCHR P2`
c. Remarks (RMK)

Remarks is to input the other information in the PNR.

1). Correct the passenger name

>RMK =RC PSE CORRNAME P1 SHD BE---
HERRU/SANTOSA B MR-- -TQ

2.) Remark check-in

>RMK = ALDY CI 4ABC/P1/2/3
The passengers check-in on seat 4A, 4B, 4C

3). Remark rebook

>RMK = PAX RBK FRM SJ 213/RCIS TO SJ 211/MCIS INFO
BY PAX/NA/20JUN
The passengers rebook from SJ 213 class R to 211 class M.

d. Retrieve the PNR by booking code or passenger name

Example:

1). By booking code

>RTJYW75

2). By passenger name

>RTHERRU/213/20JUN

e. Reconfirm

After the passengers confirm the arrival date, the status in PNR must be changed from holding confirm (HK) to become reconfirm (RR).
Example:
3SJ213 R SUN20JUN HK3 1100 1200

Reconfirm format

>3RR

Then after the PNR is reconfirm, in the segment 3 change from HK3 to RR3.

Respon:
3SJ213 R SUN20JUN RR3 1100 1200

f. PNR Cancelling

When there are some changes in the PNR, the staffs can cancel the several segment or all of segments in the PNR.

There are kinds of cancellation segment as follows:

1). Cancelling PNR

>XEPNR /BY PAX/*

2). Cancelling Segment

>XE3

For cancel the PNR in segment three.

Cancel all of the PNR means that there is no more transaction or booking that relates with the ticket and reservation.

g. Prices data

The price of the one route with the other route is different, the action which use to show the prices of data. Such as below:

EZ4route/date, example: EZ4SOCCGK/20JUN

commit to user
2. Procedure of issuing ticket using Gabrielle System


Sriwijaya Air ticket has several columns to complete by the staffs. They are:

1) From/To

This column is in the upper left corner. It explains the origin-destination city by using TLC (Three Letter Codes) in the form of three capital letters, example: CGK for Jakarta, SOC for Solo.

2) Carrier

The column is located in the upper left corner close to the column of From/To, explain the ticket and aircraft that use by the passenger. The form of airline codes use two capital letters. Example: SJ to Sriwijaya.

3) Origin/Destination

The column is located above. It is to explain the passenger origin-destination, which is written with the three letter codes. Example: SOCCGK.

4) Booking References

The column is located between origin/destination columns and date, place of issue of this book contains the code obtained at the time of reconfirm / print out the results. Example: HKYX9, DGK57
5). Name of Passenger

The column explains the name of the passengers who are accompanied by status (MR, MRS, MISS, INF, CHD). The name is written in capital letters. Example: WINDA/MS, HERRU/SANTOSA MR

6). Flight

The column should be written clearly because it is among the class and carrier column. Consisting of three numbers and written based on the route, date and time of flight. Example: 211 or 213.

7). Class

The column describes the classes used by passengers, consisting of capital letters. It is for each different class of price and expiration, example: A, P, R, etc.

8). Date of Flight

The column shows the date and month of departure. For writing the name of the month with the first three letters of the month in English and written in capital block letters. Example: January to JAN, March to MAR

9). Time of Flight

The column shows the hour of departure which is based on the intended route. In other hand, the time of arrival are not written down and Sriwijaya Air uses the system clock 24 hours for writing. Example: 0700, 1100

commit to user
10). Status
The column shows the passenger status. the status of adult should be OK, while the infant status is NS (No Seat)

11). Fare Basis
The column contains the class code and the validity period of ticket. Example: R1D

12). Not valid after
The column shows the date and month of expiration ticket. The validity period is calculated according to the date and month of departure.

13). Allow
The column explains about the provision of free baggage that may be brought by passengers. For the adult passanger, it is about 20 kg and the infant ticket status NS (no seal) in the baggage column is not filled.

14). Tour Code
The column shows the code of class which is same as the fare, example: YR1

15). Fare
The column fare is located in the lower left corner, explaining the basic price (fare basis) passenger ticket. It is based on the route and class.
16). Tax

The column of tax shows the amount of taxes to be paid by the passenger in traveling. Sriwijaya Air set 10% to each ticket price, is not depend on the route and the class.

17). IWJR

IWJR (Iuran Wajib Jasa Raharja) means the cost which is paid by the passenger for the insurance of safety in the Jasa Raharja. The amount of IDR.5000 is per sector and per passenger.

18). Form of Payment

The column shows the details form of payment, example: CASH, CREDIT CARD.

19). Date and Issue Place

The column shows the date and place where the information on the issued ticket. Include the stamp of Sriwijaya Air Solo, the ticketing staff name and signature of staff who issued the ticket.

20). Total price

The column contains the total price to be paid by passengers. Total price is obtained from the basic fare, tax / PPN, and IWJR.

21). Endorsement restriction

The column describes about some special rules, such as: non-refundable, non-endorse, non-reroute.
b. Computerize procedure

There are several steps to issue ticket from the computerized system, such as:

1). Retrieve a PNR using booking reference code or passenger name

2). Enter >TKT:

3). ETK:XX/ALL

ETK:XX/INF for issuing infant ticket

4). Complete the several blank information, such as:
   a). PASSWD = completed with the ticket password
      example: L2IXP
   b). FARE BASIS (AXB) = completed with the class code and ticket validity period.
      example: YR1
   c). FARE AMOUNT (AXT) = completed with the fare basic, Tax and IWJR.
      example: 286364 IDR/ID 28636 IDR/ID 28636 IDR/IW 5000 IDR
      The result is 320000 IDR
   d). FOP = completed with form of payment
      example: CA = Cash
               CCVI = Visa

commit to user
CCCA = Master
DCMD = Mandiri
DCBC = BCA

e). AXC = completed with route and price.
example: SOC SJ CGK 320000IDR END

f). AXV = completed with expiration ticket.
example: 1NVA 20JUN

g). AXF = completed with the provision of free baggage.
Example: 20

h). AXE = completed with endorsement restriction.
example: NONENDORSE/NONREROUTE
For class A until V = NONENDORSE/NONREROUTE
For class T until Y = NONENDORSE

i). AXG = completed with invoice number.
example: KWT315182
CHAPTER IV

CONCLUSION AND SUGGESTIONS

A. CONCLUSIONS

Sriwijaya Air Solo has three job shifts. They are morning shift held from 6.00 am until 2.00 pm, evening shift held from 2.00 pm until 9.00 pm, and night shift held from 9.00 pm until 6.00 am. Every staff has his own duties. In the morning shift the reservation and ticketing staffs have several duties. They are preparing the stationary tools in the desk, turning on the computer, printer and telephone, setting the document-document reservation and ticketing, such as: (receipt form, paper tiket oneway, return, and MCO, boarding pass, city check-in list), handling city check-in by direct passenger, handling reservation directly by phone, email and fax, handling the issue of ticket, the cancellation ticket, the change of ticket schedule, the refund ticket, making receipt form. In evening shift, reservation and ticketing staff has several duties. They are continuing the work of staff in the morning shift, handling reservation directly by phone, email and fax, handling the issue of ticket, the cancellation ticket, the change of ticket schedule, the refund ticket, making receipt form. In the night shift, the staff only handles reservation by phone.
The procedure of handling reservation uses Gabrielle System. Firstly, staffs must input their own Sign In code (SI 1523/288A/33/SOC001 321/321T/31), secondly, to make a PNR the staff showed available display using the action AY route, date, month (AYSOCGK20 JUN), for booking seat using the action SD flight season, class, number of passenger (SD2R3), after that input the passenger name (NM1HERRU/SANTOSO B MR 1WINDA/ARIFESTYA MS 1GANESHA/PUTRACHD (5YRS)), and to save the reservation data use action EOT or End of Transaction (*R/WIN(initial)).

The procedure of issuing ticket uses Gabrielle System is divided into two processes. They are manual and computerized. Both processes have several steps. The manual process includes completing the blank column in a paper ticket such as: column from/to (Jakarta, Solo), Carrier (SJ), origin/destination (SOCCGK), booking reference (DGK57), name of passenger (HERRU/SANTOSA B MR, WINDA/ARIFESTYA MS), flight (SJ 213), class (R), date of flight (20JUN), time of flight (1100), Status (OK), while the infant status is no seat (NS), fare basis (YR1), not valid after (20JUN), allow (20), tour code (R1D), fare (286364IDR), tax (28636IDR), IWJR (5000 IDR, form of payment (CASH or CREDIT CARD), date and issue place (18JUN, SOLO), total price (3200000IDR), endorsement restriction (NONENDORSE / NONREROUTE). The computerized procedure includes retrieve a PNR using booking reference code or passenger name, enter >TKT: ETK:XX/ALL and ETK:XX/INF for issuing infant ticket, complete the several blank information, such as: PASSWD (L2IXP), AXB (YR1), AXT (286364IDR/28636IDR/5000IDR), FOP (CA = cash, CCVI = visa, CCCA =
master, DCMD = mandiri, DCBC = BCA, AXC (SOC SJ CGK 320000IDR END), AXV (1NVA 20JUN), AXF (20), AXE (NONENDORSE / NONREROUTE), AXG (KWT315182).

B. SUGGESTIONS

This report is expected to give some suggestions to Sriwijaya Air Solo. The suggestions as follows:

1. The reservation and ticketing section should increase the quality of services, such as the way to service more friendly, fast and correct.

2. The reservation and ticketing section has to make a good cooperation with the other staff. Therefore there are will not some error occur.

3. The reservation and ticketing section should increase coordination with other section in Sriwijaya Air Solo to give the best services to the consumers.