

Travel Agency User Manual BookaGroup



&

NDC for Groups Manual



= Please mouse over and click on the manual name to open specific manual

Travel Agency User Manual BookaGroup

v.10 November 2024

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01.08.2021	7.0	8.0	3	Complete new chapter added: Registration process for contracted and future IATA agencies
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01.08.2021	7.0	8.0	9.2.2	New Name Option – not available in BaG anymore, info deleted
01.08.2021	7.0	8.0	9.5	Series: A maximum of 60 PAX per departure may be requested
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01.08.2021	7.0	8.0	10.12	Hotel Bookings – action link not available
01.08.2021	7.0	8.0	14	Glossary: PRM added
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19.11.2024	9.0	10.0	all	General update due to EN integration

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1 Introduction

BookaGroup is the central web-based platform to book group travel with Austrian Airlines, Brussels Airlines, Lufthansa, SWISS and Air Dolomiti. The tool allows travel agencies and tour operators to request and book groups online, perform modifications and fulfillment of existing bookings. All group bookings for flights with the Lufthansa Group (LHG) airlines Austrian Airlines (OS), Brussels Airlines (SN), Lufthansa (LH), SWISS (LX) and Air Dolomiti (EN) are combinable and can be requested and booked in a few simple steps, resulting in a single, combined LHG group booking. In addition, conditions and pricing are harmonized, allowing for a fully harmonized LHG group product. Most of the transactions can be done in BookaGroup; some actions nevertheless must be performed in the respective GDS:

- Additional booking of feeders
- Rebooking
- Ticketing
- Booking of OAL (other airline segments in combination with a LHG flight)
- SSR-elements (e.g. xbag, wheelchair etc.)



Please be informed that **Side Trips** are not supported by BookaGroup. In such cases, separate requests must be made.
Requests of **Double Open-jaws** are only possible if allowed as per fare note.

All changes done in a GDS will be mirrored in BookaGroup as well.
In case your travel agency is not using Amadeus but any other GDS, all additional transactions not supported by BookaGroup (except ticketing) need to be performed by your LHG Group Service Team.



PNRs can be claimed via BookaGroup as soon as all names are inserted (the action "Claim PNR" becomes visible). **Please do not claim PNRs via GDS prior to having entered all names.** This may cause synchronization issues between the other GDS and LHGs Amadeus PNR resulting in incorrect transfer of names, cancellations or ticket numbers. Transactions done in a GDS might need a certain time to be reflected in BookaGroup. Therefore, please wait with further transactions until the updates are visible.

2 System Requirements

BookaGroup is optimized for the following **internet browsers**:

Internet Explorer:	IE11 and Edge latest version
Firefox:	Latest version and last 2 latest versions
Google Chrome:	Latest version and last 2 latest versions
Safari (MacOS only):	Latest version and last 2 latest versions

Following **screen resolutions** are supported by BookaGroup:

1920x1080
1366x768
1024x768

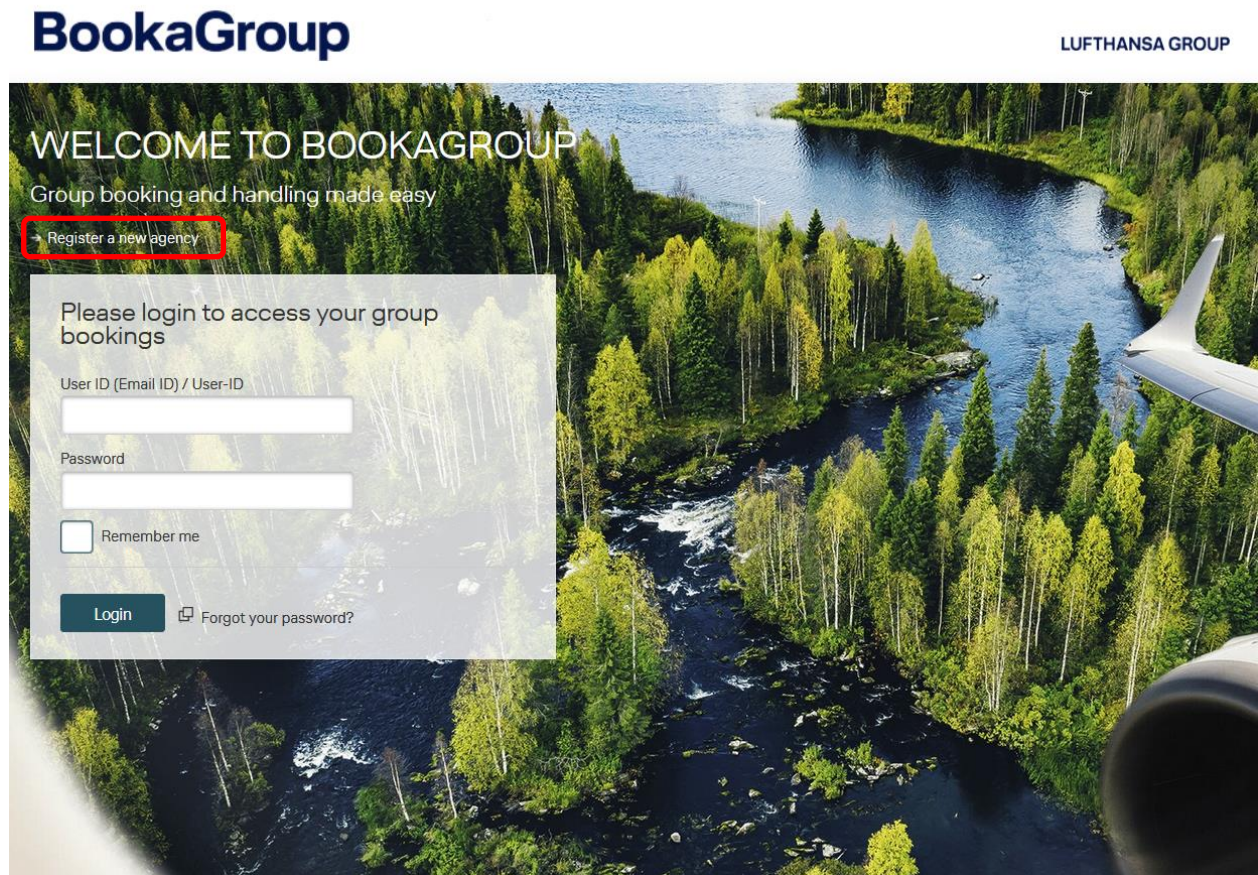


Avoid display or usability problems by using one of the recommended browsers above.

3 Registration process for contracted and future IATA agencies

3.1 New travel agency registration process

Travel agency opens the BookaGroup login page in his browser. Continue with the action: “Register a new agency”.



Proceed with entering all relevant information via the next steps:

Step 1:

Register travel agency

Add agency details

Create Local Admin Account

Please enter first basic information to register your travel agency

TRAVEL AGENCY REGISTRATION

IATA / ARC Number	<input type="text"/>	Office ID/ PCC	<input type="text"/>	GDS/NDC	<input type="text" value="Please select"/>
		<input type="button" value="Add Office ID/ PCC"/>			

Cancel

Next step

Step 2:

Register travel agency

Add agency details

Create Local Admin Account

Please enter travel agency details

AGENCY INFORMATION

Office information

Agency name	<input type="text"/>	IATA / ARC Number	<input type="text" value="23223454"/>
Agency Email Address*	<input type="text"/>	GDS/NDC	<input type="text" value="AMADEUS"/>
Office ID / PCC	<input type="text" value="XXXLH1234"/>		

Contact information

Address type	<input type="radio" value="Street"/> Street <input type="radio" value="P.O. Box Number"/> P.O. Box Number		
Street name and number*	<input type="text"/>	Lane*	<input type="text"/>
Building*	<input type="text"/>	Area*	<input type="text"/>
Address line 1*	<input type="text"/>	Address line 2*	<input type="text"/>
City	<input type="text"/>	Pin/Zipcode*	<input type="text"/>
State/Region*	<input type="text"/>	Country	<input type="text" value="Please select"/>
Phone Number	<input type="text" value="+49 (GERMAN..."/> <input type="text"/>		

General settings


Language for Correspondence	<input type="text" value="Please select"/>	Time zone	<input type="text" value="Please select"/>
-----------------------------	--	-----------	--

Cancel

Previous step

Next step

Step 3:


LUFTHANSA GROUP

Register travel agency
Add agency details
Create Local Admin Account

Please enter personal information of your local admin

LOCAL ADMIN REGISTRATION

i This information can be changed later in the individual user profile.

Personal information i

Title	<input type="text" value="Ms."/>		
First name	<input type="text" value="Susi"/>	Middle name*	<input type="text"/>
Last name	<input type="text" value="Sunshine"/>		
User ID (Email ID)	<input type="text" value="susi.sunshine@gmail.com"/> i	Worksign	<input type="text" value="SSU"/> i

Contact information


Phone Number

General settings

Language for display	<input type="text" value="ENGLISH"/> i	Time format	<input type="text" value="12h"/> <input type="text" value="24h"/>
Receive important offer or booking related notifications via email	<input type="text" value="No"/> <input type="text" value="Yes"/> i		
Receive information about product news, special promotions, etc	<input type="text" value="No"/> <input type="text" value="Yes"/> i	You can contact me via	
		<input checked="" type="checkbox"/> Email	
		<input type="checkbox"/> Telephone	

Security Check

Please enter the following text before continuing



→ I cant read this

Cancel
Previous step
Submit

“Admin user” or “regular user”?

The tool allows two different roles: “admin user” and “regular user”.

The regular user can use the full functionality of BookaGroup except functions related to user and tool administration.

Apart from the regular user rights, the admin user additionally has following rights and liabilities for his/ her related office and can:

- a. Accept the terms and conditions for the travel agency
- b. Create/ delete/ block users in his office
- c. Grant the role “admin user” or “regular user”
- d. Access all IATAs/ Office IDs & PCCs
- e. Initiate changes of IATAs/ Office ID & PCCs with LHG Group Service Team (chapter 3.3)
- f. Grant user access to IATA numbers (chapter 3.4)

It is possible to have more than one admin user, there is no limitation.


Within this initial travel agency registration process, the agent needs to have the role of an admin user. Therefore the admin user needs to complete his/her personal information and create a 3 letter work sign code for identification purposes. The User ID field requires a valid email address.

- Finally the agency user needs to select the preferred language and time format.
- When activating the “Email notification” the user will receive important notifications beside the information given in the tool. This might be useful when not working every day in BookaGroup.
- Finally enter the security/captcha text to continue.

Step 4:

BookaGroup

LUFTHANSA GROUP

 Thank you! Your registration request has been sent and is awaiting verification. We will get back to you shortly once the due process is complete.

Soon you will enjoy the full range of features of our group booking tool

Create new requests with ease Manage your requests with comfort In case of any doubt: Communicate instantly with Sales

Step 5:

Once the registration request is confirmed by the LHG Groups Service Team, you will receive a registration link via email. Please follow this link to complete your password settings.



You are just one click away from BookaGroup

Profile registration confirmation

Agency contract acceptance

Your agency registration request has been accepted. Please complete the missing data.

MS. INKEN MAY

Contact information

IATA 22345676



IATA 23232322



Password settings

i Please memorize your **User ID inken.may** **lh.de** for later login in. You can change your user ID in your profile settings.

Enter new password



Password security low.

Confirm new password

Cancel

Next step

The password details have to be entered in an acceptable format:

- Passwords have to be 8-30 characters long. Min. 8 characters containing at least one upper
- Case letter, one lower case letter, one numeric digit and one special character or min 14 characters if no special character used.
- See also chapter 5.4 Password Criterias

Step 6:

Profile registration confirmation
Agency contract acceptance

Please accept the applicable terms & conditions and submit to continue.

MS. SUSY SUNSHINE

SUNSHINE

Terms and Conditions

GERMANY

Yes, I accept the General Commercial T&C. English Deutsch

Yes, I accept the Legal and Technical T&C. English Deutsch

Yes, I have read and understood the privacy statement. [Privacy Statement](#)

I like to receive important offer or booking related notifications via email.

I like to receive notifications about product news, special promotions etc.

IATA/ARC number: 23222220

Office ID/ PCC: FRAXX12345

As an authorized representative I accept the Booking Related T&C which replace any prior terms & conditions on group bookings. English Deutsch

Cancel
Previous step
Submit

- The travel agency’s admin user needs to accept **General Commercial Terms & Conditions** and the **Legal and Technical Terms & Conditions** which relate to the technical use of the tool which you will find also on e.g. lh.com homepage.
- Under the **Group Terms & Conditions** the TA admin will find the agency’s **Booking Related T&C**.
- The admin user has to accept all applicable contracts, terms and conditions on behalf of the travel agency by checking each check box. It is mandatory for an agency to accept all T&Cs, otherwise the agency will not be able to use BookaGroup. If there are multiple Office IDs/ PCCs for an agency each Office ID/ PCC will be assigned with its own contract.



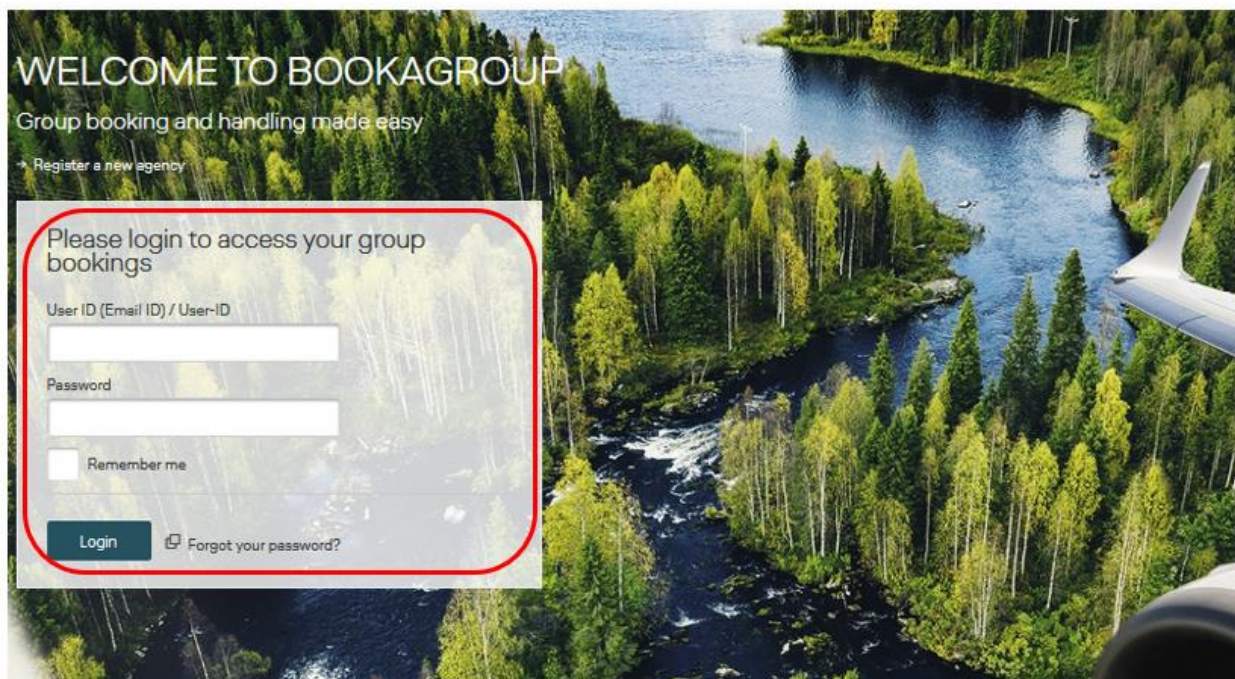
In the registration email to the travel agency it is pointed out that the admin user should have the authority to accept the contracts, terms and conditions on behalf of the travel agency!

After pressing [Submit](#) the admin user will be guided to the BookaGroup login screen and can log into the tool for the first time.

3.2 Update Profile of a Travel Agency User

3.2.1 Admin User

After accepting all contracts and the T&C the Travel Agency admin user logs into BookaGroup with his/her User/Email ID (email address) and his new password for the first time.



When logging into the BookaGroup tool, the user will be guided to the “Dashboard”, the starting page in BookaGroup which displays an overview of all functions and services.

Under “**My profile**” the user can add/amend personal contact details, select a time format and the language settings (see screenshot on the following pages) and update his/her profile by clicking on “Save Changes”.

- My profile
- Agency Profile
- Change IATA/ARC number
- Logout

MR. TEST USER

 ACTIVE

Agency details

Office information

Agency name: TEST AGENCY DE LHG Sales Office: BRU GG
Agency Email Address: sa: lh.de

IATA 23212243

Personal details

Personal Information

You may update your contact and profile details.

Title: Mr.
First name: Test Middle name*: Test
Last name: User
User ID (Email ID): ta.user.de.fux1@dh.de Worksign: SBR
User role: Regular User Admin

Contact information

Phone number: +49 (GERMAN... 11 1

General settings

Language for display: ENGLISH
Language for correspondence: ENGLISH
Time zone: (UTC +01:00) Amsterdam, Berlin, Bern, R...
Time format: 12h 24h
Receive important offer or booking related notifications via email: No Yes
Receive information about product news, special promotions, etc: No Yes

Cancel

Save changes

Actions

Change IATA/ ARC assignment View all groups of this user Change password

3.2.2 Regular User

To update a Regular User profile same steps to be followed as mentioned in chapter 3.3.1.

An overview of the different roles “Regular” and “Admin” can be found in chapter 3.1.

3.3 Update the Travel Agency Profile

After updating the user profile, the Travel Agency admin user can cross-check the stored travel agency data. If necessary he/she can amend/complete wrong or missing data under “**Agency Profile**” in the header.

Special attention should be given to the IATA numbers and the assigned Office IDs/PCCs. Please immediately contact your LHG Group Service Team in case of any errors / misspellings / typos.

If there should be also **any other errors** that are read only, please get in touch with your LHG Group Service Team.



TEST AGENCY DE

Active

Agency User (5) Terms & Condi...

Office information

Agency name	TEST AGENCY DE	LHG Sales Office	BRU GG
Agency Email Address	sa lh.de	TA Mode	ONLINE

IATA/ARC number data (23212243)

Contact information

Street name and number		Lane	
Building		Area	
Address line 1		Address line 2	
City	Frankfurt	Pin/Zipcode	
State/Region		Country	GERMANY
Phone Number	+49_ 1 1		

Office ID/ PCC

Add Office ID/ PCC

NUEAX2347 FRASB4711 FRAI12345 AH15P

GDS/NDC	AMADEUS
NDC Contact Details	
Published fare	<input checked="" type="checkbox"/>
Unpublished fare	<input type="checkbox"/> EDUCATIONAL FARES <input checked="" type="checkbox"/> TOUR OPERATOR <input checked="" type="checkbox"/> CRUISE
Tour operator countries	GERMANY
Special request types	Return flight outside flight plan Series Non-nego half return
Tour conductors	Yes
Series request check	No
Different name options	55 Days 30 Days
Maximum series departure	50

General settings

Language for Correspondence	ENGLISH	Time zone	(UTC +01:00) Amsterdam, Berlin, Bern, ...
Email Notification	No Yes		

Cancel Save changes

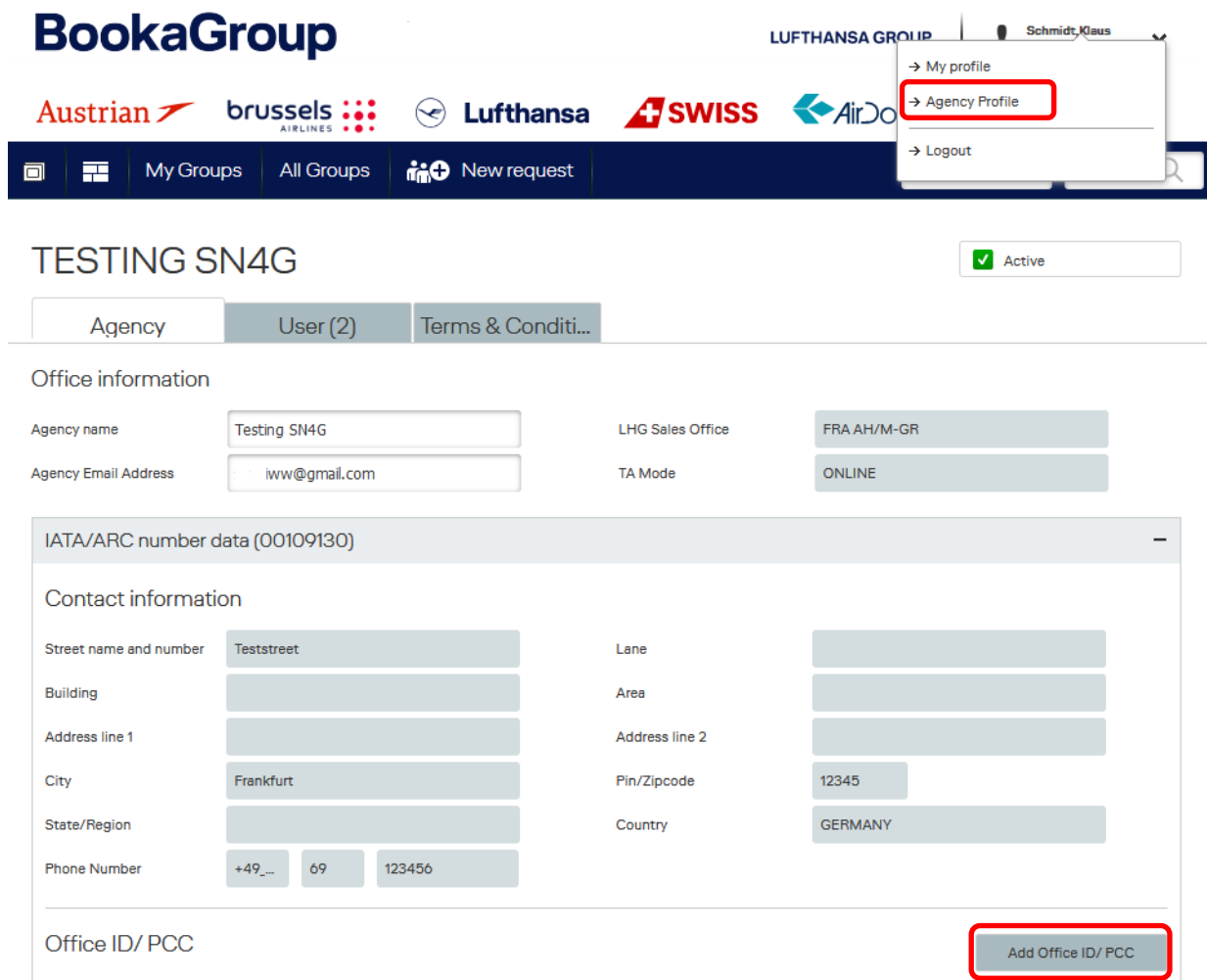
3.3.1 Add an additional Office ID/ PCC

a) Travel agency has one IATA only

If the travel agency’s admin wants to add an **additional office ID/ PCC** under the current IATA number, he/she needs to select the button “**Add office ID/PCC**” and follow the instructions. To avoid duplicates the tool automatically checks the new Office ID/ PCC.

 If the travel agency wants to **cancel an IATA number or an office ID/ PCC** the LHG Group Service Team needs to be contacted.

The user opens the Agency Profile:



The screenshot shows the BookaGroup interface for an agency profile. At the top, there are logos for Austrian Airlines, brussels AIRLINES, Lufthansa, SWISS, and AirDo. A user menu is open, showing options for 'My profile', 'Agency Profile' (highlighted with a red box), and 'Logout'. Below the navigation bar, the agency name 'TESTING SN4G' is displayed with an 'Active' status indicator. The page is divided into sections: 'Agency', 'User (2)', and 'Terms & Condi...'. The 'Office information' section includes fields for Agency name (Testing SN4G), Agency Email Address (iww@gmail.com), LHG Sales Office (FRA AH/M-GR), and TA Mode (ONLINE). The 'IATA/ARC number data (00109130)' section is expanded to show 'Contact information' with fields for Street name and number (Teststreet), Building, Address line 1, City (Frankfurt), State/Region, Phone Number (+49_... 69 123456), Lane, Area, Address line 2, Pin/Zipcode (12345), and Country (GERMANY). At the bottom, the 'Office ID/ PCC' section features a red-bordered button labeled 'Add Office ID/ PCC'.

The following pop-up needs to be completed:

+ ×

Register an Additional Office ID/ PCC

IATA/ARC number

Office ID/ PCC

GDS/NDC

Cancel
Send request

After sending the request, the TA admin user will get a confirmation in the header:

TEST AGENCY DE Active

✔ Your request for an additional Office ID/ PCC has been sent. Once verified, we will get back to you with the confirmation.

Agency

User (5)

Terms & Condi...

Office information

Agency name	<input type="text" value="TEST AGENCY DE"/>	LHG Sales Office	<input type="text" value="BRU GG"/>
Agency Email Address	<input type="text" value="sa lh.de"/>	TA Mode	<input type="text" value="ONLINE"/>

The LHG Group Service Team will again need to approve the new Office ID.

After the approval by LHG Group Service Team, the travel agency will receive a confirmation email to the email box of the travel agency.

Dear Travel Agency Partner,

Your request for the registration of **Office ID/ PCC FRAGCC345** has been approved.

You are just one step away from using it for your agency's account.

You can start the activation process by logging in to Book-a-Group and accepting the applicable terms and conditions.

Thank you and regards,
Your Book-a-Group team

The TA admin user needs to follow the instructions to accept the contracts, terms and conditions for the new Office ID/ PCC.

He/she then finds the new Office ID/ PCC listed in the agency profile.

b) Travel agency has more than one IATA

If the Travel Agency already has several IATA’s within its agency and wants to register an additional Office ID/PCC (e.g. a NON-IATA agency as the travel agency is the fulfiller for the NON-IATA), following needs to be observed when adding the new Office ID/PCC to the agency’s profile:

The Travel Agency admin user opens the Agency profile.

The IATA/ARC number - where the additional NON-IATA agency is to be added - in the Travel Agency’s profile needs to be selected by expanding the row. The user clicks on + in the IATA’s row:

TEST AGENCY DE Active

Agency | **User (5)** | Terms & Condi...

Office information

Agency name	<input type="text" value="TEST AGENCY DE"/>	LHG Sales Office	<input type="text" value="BRU GG"/>
Agency Email Address	<input type="text" value="sas ilh.de"/>	TA Mode	<input type="text" value="ONLINE"/>

IATA/ARC number data (23212243) +

The TA admin user then clicks on **“Add Office ID/PCC”**

IATA/ARC number data (23212243) ☰

Contact information

Street name and number	<input type="text"/>	Lane	<input type="text"/>
Building	<input type="text"/>	Area	<input type="text"/>
Address line 1	<input type="text"/>	Address line 2	<input type="text"/>
City	<input type="text" value="Frankfurt"/>	Pin/Zipcode	<input type="text"/>
State/Region	<input type="text"/>	Country	<input type="text" value="GERMANY"/>
Phone Number	<input type="text" value="+49_..."/> <input type="text" value="1"/> <input type="text" value="1"/>		

Office ID/ PCC Add Office ID/ PCC

A pop-up is opened for the new Office ID/PCC and the user fills out the necessary information accordingly:

Register an Additional Office ID/ PCC
✚ ✕

IATA/ARC number

Office ID/ PCC

GDS/NDC

Cancel
Send request

And clicks on “Send request”.

The screenshot shows the BookaGroup header with logos for Austrian, brussels AIRLINES, Lufthansa, SWISS, and AirDolomiti. The user profile is 'Schmidt, Klaus Testing SN4G'. The navigation bar includes 'My Groups', 'All Groups', and 'New request'. The main content area shows 'TEST AGENCY DE' with an 'Active' status indicator. A green confirmation message states: 'Your request for an additional Office ID/ PCC has been sent. Once verified, we will get back to you with the confirmation.'

The registration request is sent to LHG Group Service Team who will check and approve the registration request accordingly. The travel agency will receive a confirmation email (to the email box of the travel agency).

3.3.2 Add an additional IATA number

If the Travel Agency wishes to add an additional IATA number, the admin user opens the agency’s profile and needs to select the button “**Add IATA/ARC button**” (see link on next page):

Please observe: IATA number has always to correspond to the registered country of the Travel Agency in BookaGroup profile. No cross-border registration allowed.

BookaGroup

LUFTHANSA GROUP Schmidt, Klaus

[Austrian](#) [brussels AIRLINES](#) [Lufthansa](#) [SWISS](#) [AirDo](#)

[My Groups](#) [All Groups](#) [New request](#)

→ My profile
→ **Agency Profile**
→ Logout

TEST AGENCY DE

Active

Agency User (5) Terms & Condi...

Office information

Agency name	TEST AGENCY DE	LHG Sales Office	BRU GG
Agency Email Address	sa: lh.de	TA Mode	ONLINE

IATA/ARC number data (23212243)

Contact information

Street name and number		Lane	
Building		Area	
Address line 1		Address line 2	
City	Frankfurt	Pin/Zipcode	
State/Region		Country	GERMANY
Phone Number	+49_ 1 1		

Office ID/ PCC

[Add Office ID/ PCC](#)

NUEAX2347 FRASB4711 FRAI12345 AH15P

GDS/NDC	AMADEUS
NDC Contact Details	
Published fare	<input checked="" type="checkbox"/>
Unpublished fare	<input type="checkbox"/> EDUCATIONAL FARES <input checked="" type="checkbox"/> TOUR OPERATOR <input checked="" type="checkbox"/> CRUISE
Tour operator countries	GERMANY
Special request types	Return flight outside flight plan Series Non-nego half return
Tour conductors	Yes
Series request check	No
Different name options	55 Days 30 Days
Maximum series departure	50

General settings

Language for Correspondence	ENGLISH	Time zone	(UTC +01:00) Amsterdam, Berlin, Bern, ...
Email Notification	No Yes		

[Cancel](#) [Save changes](#)

Actions

Register new agent [Add IATA/ARC number](#) View all groups

On the next screen the Travel Agency admin user enters the **new IATA number**, the **assigned new Office ID/ PCC** and the related **GDS**.

After clicking "Next step" the Travel Agency admin user completes the registration on the following screen where he/she fills in missing information and then clicks on "Complete registration":

The Travel Agency's admin user receives a confirmation when he/she completes the registration:

After the new IATA number has been approved by the assigned LHG Group Service Team, the Travel Agency's email address will receive an email notification:

Dear Travel Agency Partner,

Your request for the registration of **IATA/ ARC Code 23558662** has been approved. You are just one step away from using it for your agencies account.

You can start the activation process by logging in to Book-a-Group and accepting the applicable terms and conditions.

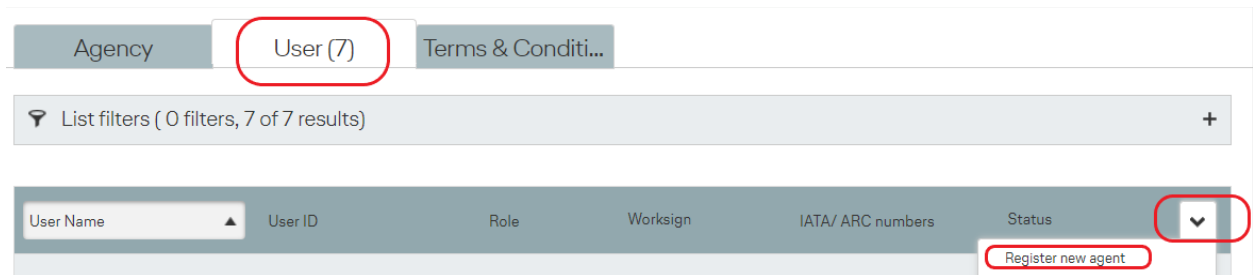
Thank you and regards,
Your Book-a-Group team

Also for the new IATA number, the Travel Agency's admin user needs to accept the contract, terms & conditions (see chapter 3.1) after signing into the tool and by following the described steps.

3.4 Register other users of the travel agency

The TA admin user has the possibility to register other users within his office if necessary and grant access to one or all IATA numbers and also to single or multiple Office ID's/PCC's.

He/ she needs to go to the **Agency Profile**, click on the tab **“User”** and select **“Register new agent”** in the drop-down menu of the user list.



On the next screen he/she will be asked to complete the profile data of the new user (same process when completing your own profile).

A The Travel Agency’s admin user can grant the role of **“Regular User”** or **“Admin”**. More details about the two roles can be found in chapter 3.1.

B Under “Assignments” he/she can assign one or multiple IATA numbers and one or multiple Office ID/PCCs to the new Travel Agent user. This selection determines the IATA number under which the user will be able to manage his/her group bookings.

Contact information

Phone number

Assignment

Assignment to IATA/ARC number

General settings

Language for display Time format

Receive important offer or booking related notifications via email

Receive information about product news, special promotions, etc

(*) Optional fields.

[^ Back to top](#)

After completing the registration process, automatically an email notification is sent to the new Travel Agency’s user.

The screenshot shows a navigation bar with 'LHG Groups', 'TA Groups', 'Administration', and 'New request'. Below the bar, there is a 'Back to list view' link. The main content area displays 'SUNSHINE LHG' with a status dropdown set to 'Approved'. A green confirmation message states: 'A confirmation email along with the activation link has been sent to the registered email address.'

If the link needs to be re-sent to the new user, then this can be done by returning to the **Agency Profile**, clicking on the **“User”** tab and selecting **“Send activation link”** in the drop-down menu of the new user.

Agency | **User (2)** | Terms & Condi...

List filters (0 filters, 2 of 2 results) +

User Name	User ID	Role	Worksign	IATA/ ARC numbers	Status
May, Inken	inken@gmail.com	Admin	IMR	All IATA/ARC number	▼
Travel, Louisa	louisa@gmail.com	Regular User	LOU	All IATA/ARC number	

- Register new agent
- Change status
- Booking related Email Notifications.
Change selection to:
- Product News, promotions related Email Notifications. Change selection to:
- Export all to excel
- Delete
- Send activation link

A STAR ALLIANCE MEMBER

The new Travel Agency’s user receives an email where he/she is asked to complete the registration for BookaGroup.

After clicking on the “**Register now**” button the user completes his/her contact data, password and general settings.

Profile registration confirmation | Agency contract acceptance

✔ Your agency registration request has been accepted. Please complete the missing data.

MS. INKEN MAY

Contact information

IATA 22345676 +

IATA 23232322 +

Password settings

Please memorize your **User ID inken.may** **lh.de** for later login in. You can change your user ID in your profile settings.

Enter new password Password security low.

Confirm new password

Cancel | **Next step**

Afterwards the new (regular) Travel Agency’s user needs to accept the General Commercial T&C and the Legal and Technical T&C (not the Booking Related T&C) to work in BookaGroup.

As well the user can select if to receive important offer and booking related email notifications which is strongly recommended to choose to establish a proper communication.

If user also wants to receive notifications about product news, promotions, etc. it can be selected here as well.

Profile registration confirmation **Agency contract acceptance**

Please accept the applicable terms & conditions and submit to continue.

MS. INKEN MAY
SUNSHINE TRAVEL AGENCY
Terms and Conditions

GERMANY

Yes, I accept the General Commercial T&C. English Deutsch

Yes, I accept the Legal and Technical T&C. English Deutsch

Yes, I have read and understood the privacy statement. [Privacy Statement](#)

I like to receive important offer or booking related notifications via email.

I like to receive notifications about product news, special promotions etc.

The registration process is the same for all new users. After the first login into BookaGroup with his/her personal email address and new password the user should always open his/her profile to cross-check the data and if necessary to complete his/her profile data and settings.

The screenshot displays the BookaGroup user interface. At the top, the BookaGroup logo is on the left, and the Lufthansa Group logo is on the right. Below the logos are the logos for Austrian Airlines, Brussels Airlines, Lufthansa, SWISS, and AirDolomiti. A navigation bar contains icons for home, a grid, 'My Groups', 'All Groups', and 'New request'. A user profile dropdown menu is open, showing options: 'My profile' (highlighted with a red box), 'Agency Profile', 'Change IATA/ARC number', and 'Logout'. The main content area is titled 'WELCOME TO YOUR BOOKAGROUP' and includes a 'News' section with a 'View all news' link. Below this is a 'Filters and Alerts' section with two tabs: 'My Groups' and 'All Groups'. The alerts are displayed in a grid of boxes:

Alert Type	Count
Penalty Period Warning	0
Grace Period	0
Schedule Changes	0
Name Options	1
Ticketing Time Limit	0
Communication Notes	0

Below the alerts is a 'Quick View File Status' section with four boxes:

File Status	Count
Sent Requests	2
New Offers	0
Saved Offers	2
Booked Files	5

At the bottom is a 'Quick Links' section with two buttons: 'Agreed Business' and 'Statistics'.

The status of the new Travel Agency's user has changed from registered to **active** after completing the registration.



My Groups

All Groups



New request

File ID



MX. KLAUS SCHMIDT

ACTIVE

Agency details

Office information

Agency name	Testing SN4G	LHG Sales Office	FRA AH/M-GR
Agency Email Address	ww@gmail.com		

IATA 00109130	+
IATA 23214520	+

Personal details

Personal Information i

i You may update your contact and profile details.

Title	Mx.		
First name	Klaus	Middle name*	
Last name	Schmidt		
User ID (Email ID)	klaus.schmidt@fake-box.com	Worksign	KLA
User role	Regular User Admin		

Contact information

Phone number +49 (GERMAN... 11 1

General settings

Language for display	ENGLISH i	Time format	12h 24h
Language for correspondence	ENGLISH	Receive important offer or booking related notifications via email	No Yes i
Time zone	(UTC +01:00) Amsterdam, Berlin, Bern, R...	Receive information about product news, special promotions, etc	No Yes i

Cancel

Save changes

Actions

Change IATA/ ARC assignment View all groups of this user Change password

Some information as the office information or the user role is read only and therefore greyed out as changes can be performed by Travel Agency Admin user only or even only by LHG Sales Service Team.

If changes are done on the screen, it needs to be completed by clicking on **“Save changes”**.

Also the current password can be changed by clicking on the link **“Change password”** in the Actions menu:

After entering the current password and the new password, the Travel Agency’s user clicks on **“Change password”** and is prompted with a success message:

4 General Definitions

A **group** exists when a minimum of **ten passengers**, booked in one or multiple compartments (Economy, Premium Economy, Business and First Class) travel together and have at least one **common main route**.

For routings including intercontinental segments, the common main route may be any of the booked long-haul segments; for Cont (short-haul) travel, it may be any booked segment irrespective of its length.

Passengers traveling/booked separately by the travel agency from the group are considered **individual bookings** and shall not count towards group utilization or Tour Conductor tickets. Groups will be designated with the ticket designator and passenger type code (PTC) – “GR” and will be requested altogether in one request.

Transfers of seats from a single PNR into a group PNR resp. from a group PNR into a single PNR or across different group PNRs are not permitted.

i

In the event the minimum group size is not met anymore the following conditions will apply:

- All conditions (e.g. Min Stay and Advance Purchase) of the used published or unpublished fare must be fulfilled.
- Individual pricing according to the applicable published or unpublished fare at time of ticketing applies – no group discount applies
- The ticket designator and passenger type code (PTC) – “GR” must not be included in the issued tickets.
- The newly quoted fare shall however not undercut the latest quoted group fare.

Minimum / maximum stay is defined as per the fare note of the applicable tariff.

Since April 1st, 2019 the **booking range** for group bookings is limited up to 344 days before departure for LHG flight.

!

Corporate Discount (CD) rates are not applicable for group travel.

5 Getting Started

5.1 Log-In

Upon accessing BookaGroup via www.LHG-BookaGroup.com, you will be directed to the log-in screen, where you can either register as a new agency (see also chapter 3) or log-in with your user credentials.

The screenshot shows the BookaGroup login interface. At the top left is the BookaGroup logo with the version 'preDelivery_10.1.7'. At the top right is the LUFTHANSA GROUP logo. The main heading is 'WELCOME TO BOOKAGROUP' with the tagline 'Group booking and handling made easy'. Below this is a link to 'Register a new agency'. The central part of the page is a login form with the text 'Please login to access your group bookings'. The form includes fields for 'User ID (Email ID) / User-ID' and 'Password', a 'Remember me' checkbox, and a 'Login' button. A link for 'Forgot your password?' is also present. The background of the page is an aerial view of a river flowing through a forest, with the wing and engine of an airplane visible in the foreground. Two green callout boxes provide instructions: one points to the 'Register a new agency' link, and the other points to the login form fields.

Callout 1: Please click here to **register** in case you have not used BookaGroup for your group business in the past.

Callout 2: If you are already registered for BookaGroup, please enter your user ID (email) and your password here and click on **Login** to proceed.

At the bottom of the page, there are links for 'eXperts', 'Terms & Conditions', 'Privacy statement', and 'Imprint'. A 'STAR ALLIANCE MEMBERS' logo is also visible in the bottom right corner.

After a certain time without any transactions in BookaGroup, your session will expire. When a session expires, you will be navigated to the login screen and the following message will be displayed:

 Your session has expired. Please login again

You will also get a confirmation when you logged out of the system:

✔ You have been logged out of the application successfully. Please log in again if you want to access the application again.

In case the application is undergoing maintenance, an error message will be displayed:

⚠ Please note: Due to maintenance access to LGT is currently restricted. System will be available soon. Thank you for your patience.

5.2 Password Reset

In case you need to reset your password, you can click the respective link on the log-in page and follow the steps required by the system.

Request a new password

Did you forget your password? Please enter your User ID (Email ID) as stored in your personal profile. A new reset password link will be automatically generated and sent to this email address.

User ID (Email ID)

Fill in your user ID (email) here and a password to request a new password.

Are you a LHG user? You cannot reset your password from here. Please contact your responsible help desk.

Cancel Send request

You will receive a confirmation message:

✔ A reset password link has been sent to your registered email address.

Once you open the email and click on the link provided, you will be directed to this window to enter a new password:

Reset password

You can reset the password for your account. Please fill the information in the form below:

Enter new password ⓘ
Password security high.

Confirm new password

Cancel Save

5.3 Change Password


Travel Agents find the “Change password” link in Actions – section of his BaG-profile:

The screenshot shows the BookaGroup user interface. At the top, there are logos for Austrian Airlines, brussels AIRLINES, Lufthansa, SWISS, and AirDo. A user profile dropdown menu is open, showing options: My profile, Agency Profile, Change IATA/ARC number, and Logout. Below the navigation bar, there are buttons for 'My Groups', 'All Groups', and 'New request'. A 'Cancel' button and a 'Save changes' button are visible. The 'Actions' menu is expanded, and the 'Change password' link is circled in green. At the bottom, there is a note: '(*) Optional fields.' and a 'Back to top' link.

Clicking “Change password” actions link leads to:

The screenshot shows the 'Change password' form. It has a title 'Change password' and a close button. Below the title, there is a message: 'Please enter your current password and set a new one.' The form contains three input fields: 'Current password', 'New password', and 'Confirm new password'. The 'New password' field has a red bar below it and a red text label: 'Password security low.' An information icon (i) is circled in green next to the 'New password' field. At the bottom, there are 'Cancel' and 'Change password' buttons.

“i” – icon (mouse-over info) =



Change password

Please enter your current password and set a new one.

Current password

Enter current password

New password

Enter new password

Confirm new password

Type your new password in the "New password" field, then type it again in the "Confirm new password" field. Please note that the new password cannot be one of the last 3 passwords. Passwords have to be 8-30 characters long and contain at least one upper case letter, one lower case letter and one numeric digit. Special characters may be included.

5.4 Password Criteria

i

Password creation criterias (in general for BookaGroup):

Mandatory characters: letters, numbers (min. one each, incl. min. 1 capital letter)

Optional characters: special characters (e.g.: @,.,-, etc.)

Minimum 8 characters (if no special character used: 14)

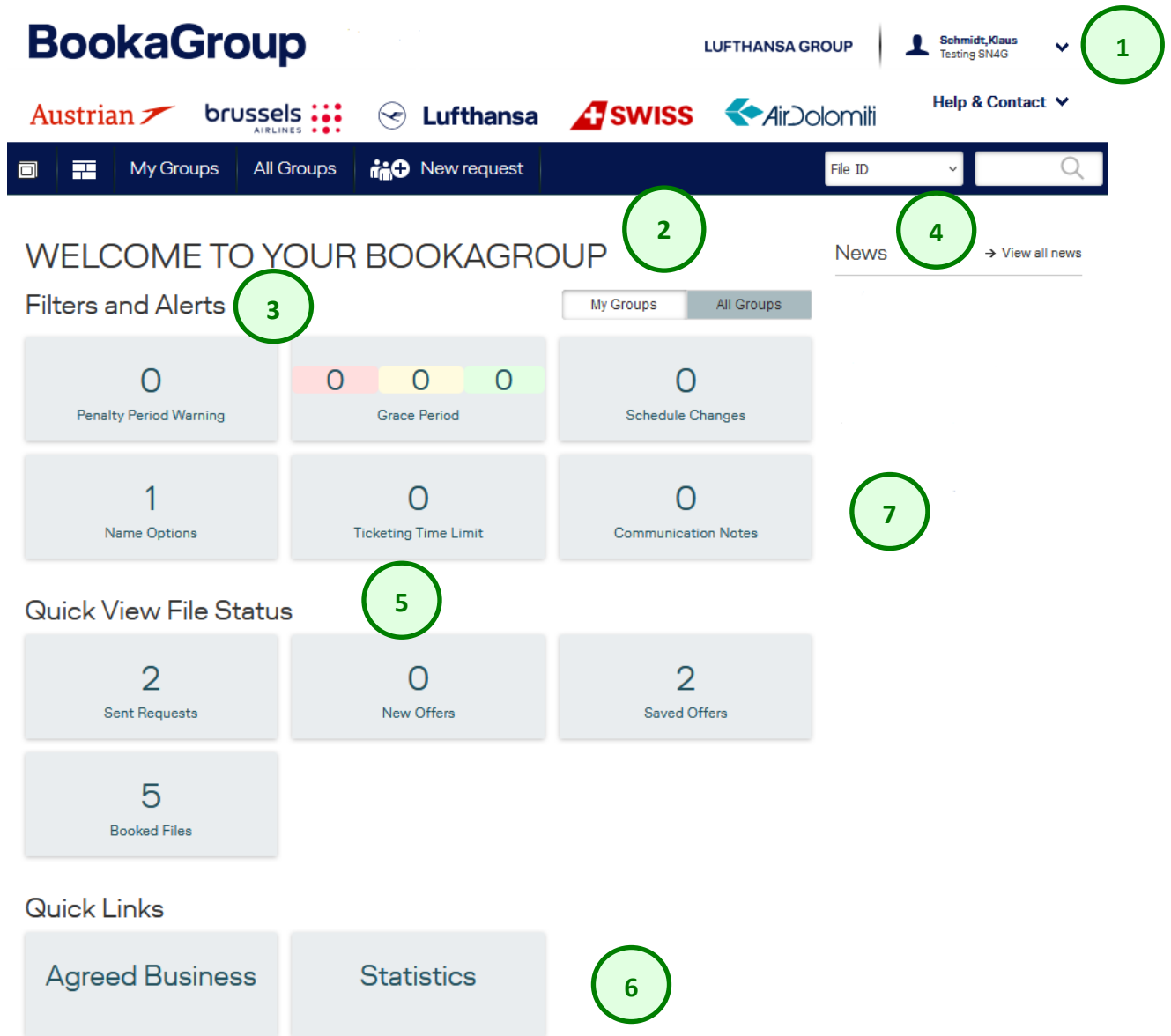
Maximum 30 characters

In regards to "Change Password" & "Password Reset": New password cannot be one of the last 3 password

6 Navigation

6.1 Cockpit

Upon log-in, you will be directed to the **Cockpit**, the main landing page of BookaGroup.

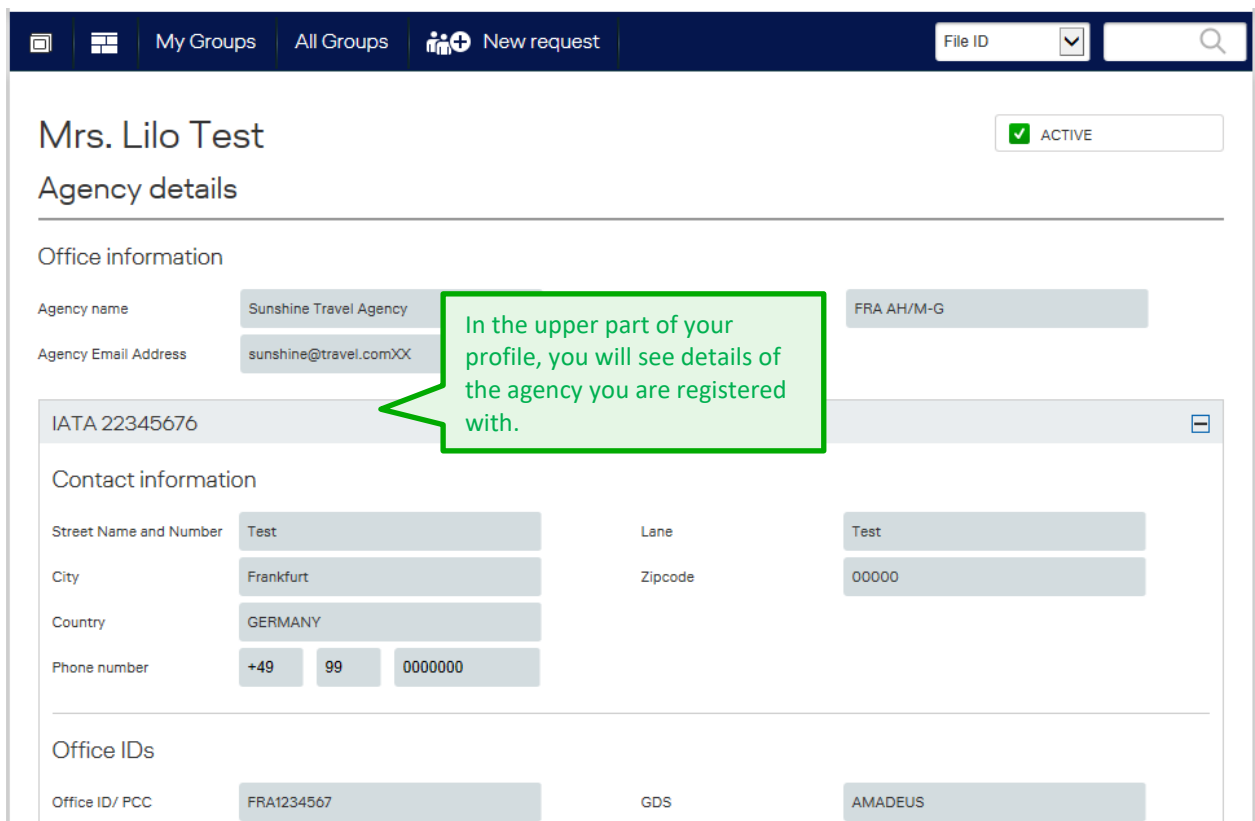
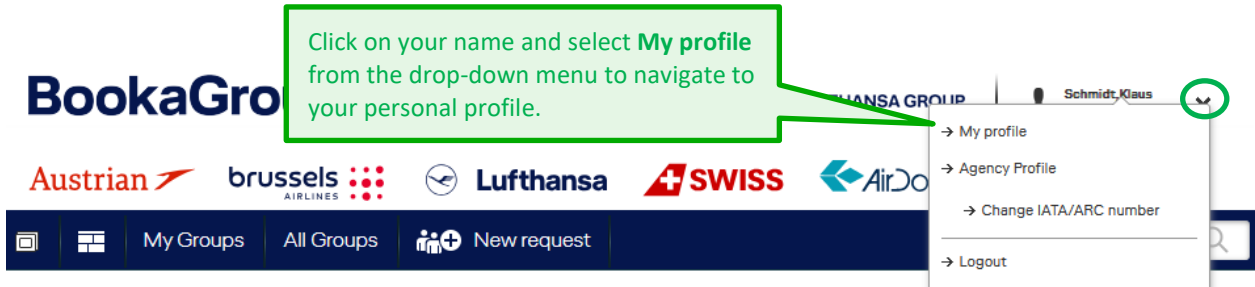


- 1 User profile and agency profile
- 2 Cockpit header
- 3 Overview of files that require action

- 4 Quick links and news
- 5 Quick view of files per status
- 6 Statistics
- 7 Communication Notes

i | Clicking on the airline logos at the top of the page will open the airline websites Austrian.com, brusselsairlines.com, Lufthansa.com and SWISS.com and Airdolomiti.eu in a new browser window.

6.2 User Profile



Personal details

Personal Information i

i You may update your contact and profile details.

Below, you will find your personal information such as contact details; you can edit these at any time.

Title	Mrs.	Middle name*	
First name	Lilo	Worksign	LIT
Last name	Test		
User ID (Email ID)	testuserlilo@opentrash.com		
User role	Regular User Admin		

Contact information

Phone number: +49 (GERMA... 111 111

General settings

Language for display	ENGLISH	Time format	12h 24h
Language for correspondence	DEUTSCH	Receive important offer or booking related notifications via email	No Yes i
Time zone	(UTC +01:00) Amsterdam, Berlin, Bern, R...	Receive information about product news, special promotions, etc	No Yes i
		You can contact me via	<input checked="" type="checkbox"/> Email
			<input checked="" type="checkbox"/> Telephone
		Cancel	Save changes

Here you can opt in or opt out to receive **booking related information or marketing news via email.**

6.3 Agency Profile

Select **Agency Profile** here to view more details about your agency, registered users, and your terms & conditions.

The screenshot shows the BookaGroup header with logos for Austrian Airlines, brussels AIRLINES, Lufthansa, SWISS, and AirDo. The user's name 'Schmidt, Klaus' is visible in the top right. A dropdown menu is open, showing options: 'My profile', 'Agency Profile', 'Change IATA/ARC number', and 'Logout'. The 'Agency Profile' option is highlighted with a green box and a callout.

My Groups All Groups New request File ID

Sunshine Travel Agency

Active

Agency User (3) Terms & Condit...

Office information

Agency name: Sunshine Trav... LHG Sales Office: FRA AH/M-G

Agency Email Address: sunshine@... TA Mode: ONLINE

Contact information

Street name and number: Test Lane: Test

Building: Area:

Address line 1: Address line 2:

City: Frankfurt Pin/Zipcode: 00000

State/Region: Country: GERMANY

Phone Number: +49... 99 0000000

Office ID/ PCC

FRA1234567 Add Office ID/ PCC

GDS: AMADEUS

Published fare:

Unpublished fare: TOUR OPERATOR CRUISE

Special request types: Series

Tour conductors: Yes

Series request check: No

Different name options: 55 Days 30 Days

Maximum series departure: 10

General settings

Language for Correspondence: ENGLISH Time zone: (UTC +01:00) Amsterdam, Berlin, Bern,...

Email Notification: No Yes

Open the **Terms & Conditions** tab to see your current contracts.

Click the **User** tab for a list of all users registered with your agency. Please see details below.

ONLINE = own access to BaG for Travel Agency
OFFLINE = no own access to BaG (LHG Service Team acts on behalf of Travel Agency)

On the bottom half of the page, you will find details on any Office IDs/PCCs and IATA/ARC numbers of your agency.

Email Notificatios can be switched on/off for the Agency Email Adress

Office ID/ PCC Add Office ID/ PCC

FRA1234567 LX11 DUSPT1234 DUSJB12345 FRAFF12345

GDS: FARELOGIX

NDC Contact Details: FRA AH/M-G The NDC Contact Details displays specific Direct Connect Information of a certain Sales

Published fare:

Unpublished fare: TOUR OPERATOR CRUISE

Special request types: Series

Tour conductors: Yes

Series request check: Yes

Different name options: 495 Days ⓘ 30 Days ⓘ

Maximum series departure: 60

IATA/ARC number data (23232322) +

General settings

Language for Correspondence: DEUTSCH ⓘ Time zone: (UTC +01:00) Amsterdam, Berlin, Bern, ... ⓘ

Email Notification: No Yes ⓘ

Cancel Save changes

i The **Email Notification** can be set for the Agency Email address and also individually by each User for the respective User Email address; please see below **“User (x)” – tab**, and please see chapter 6.2 User Profile.

! For more detailed information regarding profiles and associated functionalities, please refer to the chapter 3 **Registration Process...**

i The **NDC Contact Details** displays specific Direct Connect Information of a certain Sales Office.

“ User (x) “ – Tab

(x) = number of registered Users in TA Agency profile

TEST AGENCY DE Active

Agency | **User (5)** | Terms & Condi...

List filters (0 filters, 5 of 5 results)

User Name	User ID	Role	Worksign	IATA/ ARC numbers	Status
Agentus, Testus	testus@trash-mail.com	Regular User	TAA	All IATA/ARC number	Registered
Bogaert, An	an.bogaert@gmail.com	Regular User	ABC	All IATA/ARC number	
Lufthansa, Claudia	claudia.lh@you-spam.com	Regular User	CLU	All IATA/ARC number	
Test, Test	agentus.testus@you-spam.com	Regular User	TTT	All IATA/ARC number	
User, Test	ta.user.de.fux1@dlh.de	Admin	SBR	All IATA/ARC number	

Opening the item level dropdown for a certain user in User list and clicking one of these dropdown options, it opens an additional field:

Change status

No

232

232

All IATA/ARC number Registered

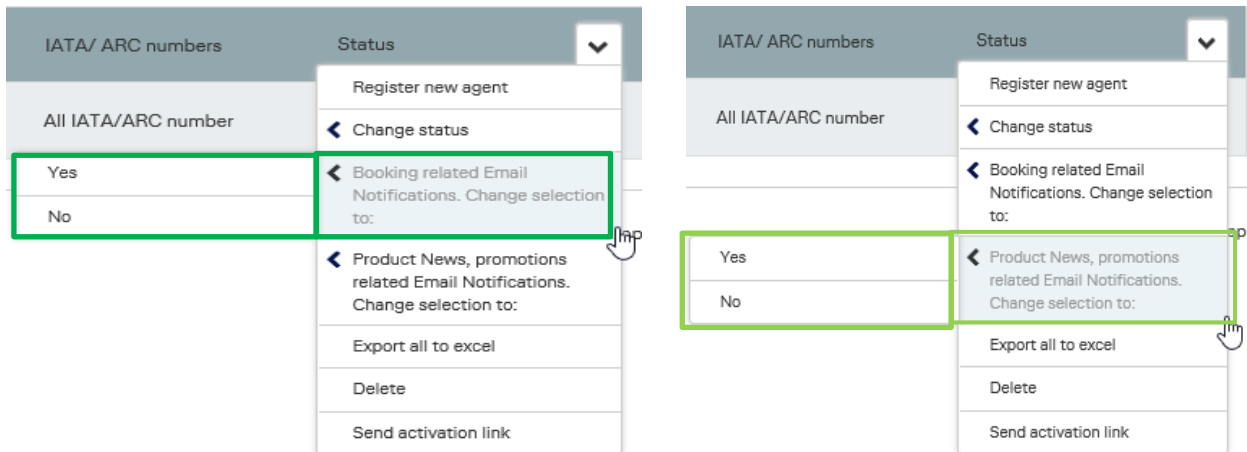
Change status

All IATA/ARC number

Yes

232i

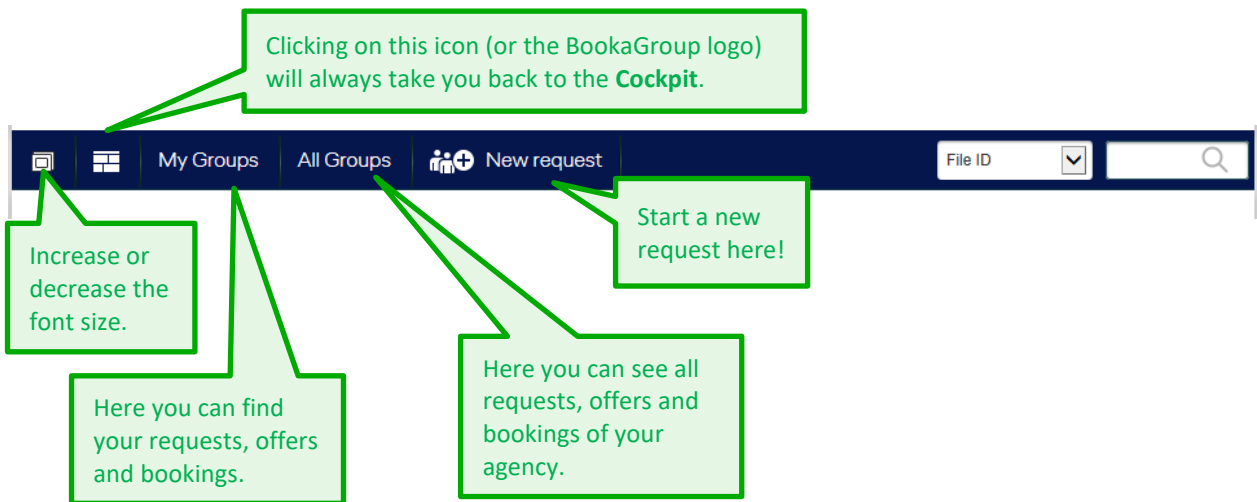
Delete



Clicking that additionally opened field (showing “No” or “Yes”) lead accordingly to an update of the opt in / opt out value in respective User profile; see chapter 6.2 User Profile.

6.4 Cockpit Header & Cockpit Tiles

Cockpit Header



i All functions located in the Cockpit Header are accessible from anywhere in the application.

Cockpit Tiles

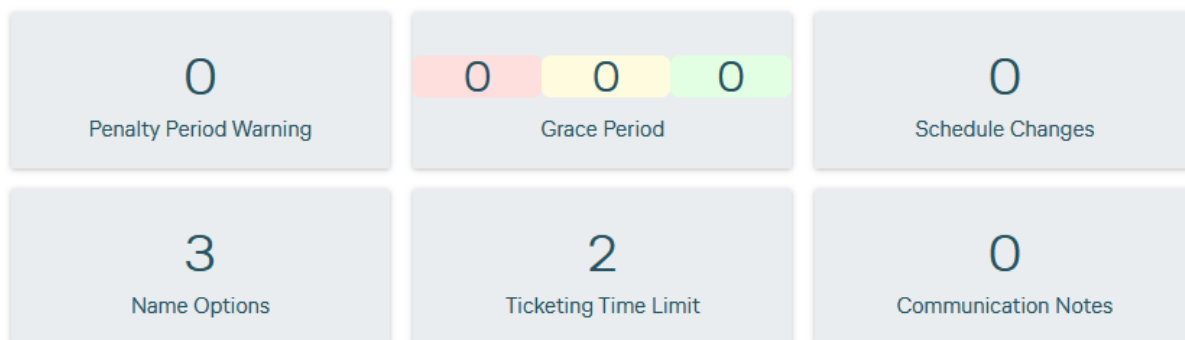
i Depending on what is chosen - **My Groups** or **All Groups** - the counter of the tiles will change accordingly. All tiles can be clicked and will lead you to the respective files in the file list view

Filters and Alerts

Filters and Alerts

My Groups

All Groups



Filters and Alerts display the number of files that require action:

Penalty Period Warnings for files that are about to enter the Penalty Period

Grace Period: Red-Yellow-Green indicates how soon the Grace Period ends

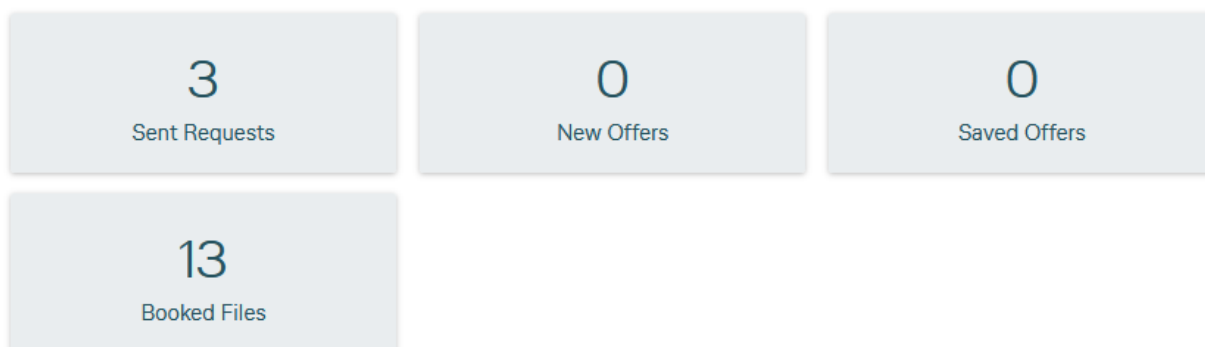
Schedule Changes: Number of files that have encountered a schedule change

Name options and Ticketing Time Limit that are due soon

Communication Notes shows all file IDs with manually created unread notes

Quick View File Status

Quick View File Status



Quick View File Status shows the number of files in the respective displayed status:

Sent Request = No offer received yet

New Offer = Offers that were not received instantly

Saved Offers = Offers that are saved will expire if not booked within the offer validity

Booked Files = all files with the status booked

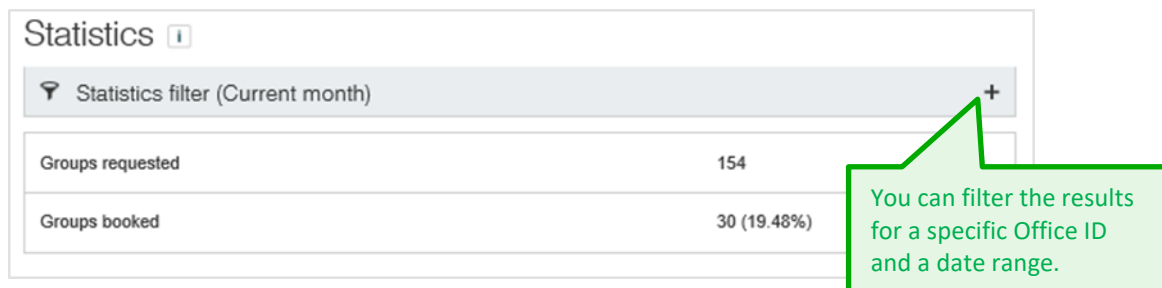
Quick Links

Quick Links

Agreed Business

Statistics

This quick link guides you to your Statistics - an overview of your current bookings



Statistics ⓘ

Statistics filter (Current month) +

Groups requested	154
Groups booked	30 (19.48%)

You can filter the results for a specific Office ID and a date range.

File Overview

Clicking on **any of the tiles** (Filters and Alerts or Quick View File Status) will take you to the **File Overview** prefiltered as per chosen tile.

This page provides a list of groups divided into several categories: **All** (groups), **Request**, **Offers** and **Bookings**. You can navigate between the categories by selecting the respective tab and can also filter the groups within each of these categories.

In the below example the user clicked on the tile  (Sent Requests):

FILE OVERVIEW

All Requests Offers Bookings

List filters (1 filters, 2 of 2 results) +

File ID	Group name	Status	First departure date	Request date	Requested by (Office ID)	Request Type
4YY28JNC	Multi Stop Surface	Sent	15 Jan 2025	07 Nov 2024		
4YY2VTVS	Multi Stop	Sent	15 Jan 2025	07 Nov 2024		

If you want to search for a specific group request/booking/offer, or adapt the listed search results, you can use the **Filter** option by clicking here (+).

FILE OVERVIEW

All Requests Offers Bookings

List filters (1 filters, 2 of 2 results) -

File ID Office ID / PCC Group name

1st departure date from Until

[Show advanced filters](#)

To display additional filter options, click here.

File ID	Group name	Status	First departure date	Request date	Requested by (Office ID)	Request Type
4YY28JNC	Multi Stop Surface	Sent	15 Jan 2025	07 Nov 2024	ARL8 - F1	ADHOC
4YY2VTVS	Multi Stop	Sent	15 Jan 2025	07 Nov 2024	ARL8 - F1	ADHOC

All Requests Offers Bookings

List filters (0 filters, 50 of 60 results)

File ID Office ID / PCC Group name

Number

Request date from Until

Request start date from Until Worksign Validating carrier

Group Flown

Hide advanced filters

Search Reset

Available for ALL and BOOKINGS tab. Possible selection: Active or Flown

The validating carrier is only available for the ALL and BOOKINGS tab.

Sort the listed results ascending or descending by clicking a table header field.

Click here to export all listed results to Excel.

Click here to view the Communication attached to the file (reminders, notifications and notes (see Chapter 7)).

File ID	Group name	Status	First departure date	Request date	Request start date	Request end date	Request type	Request category
3YY2L9VY	VALIDATION	Offer Expired	12 Oct 2023	03 Oct 2023				
3YY2AWWK	VALIDATION	Booking failed	13 Oct 2023	04 Oct 2023	NUEAX2347 - 1A		ADHOC	
3YY2SYFA	VALIDATION	Booked	14 Oct 2023	12 Oct 2023	NUEAX2347 - 1A		ADHOC	

The **Group name filter** can be done for parts of the Group name. E.g. entering “NYC” in the Group name Filter, without selection from dropdown, will result in a list of all files containing “NYC” in the Group name. When opening any File ID from resulting list, you can return to same selection by choosing “back to list view”. As soon as you have entered 3 letters the filter will display all files including these:

File overview

All Requests Offers Bookings

List filters (2 filters, 50 of 24023 results)

File ID Office ID Group name

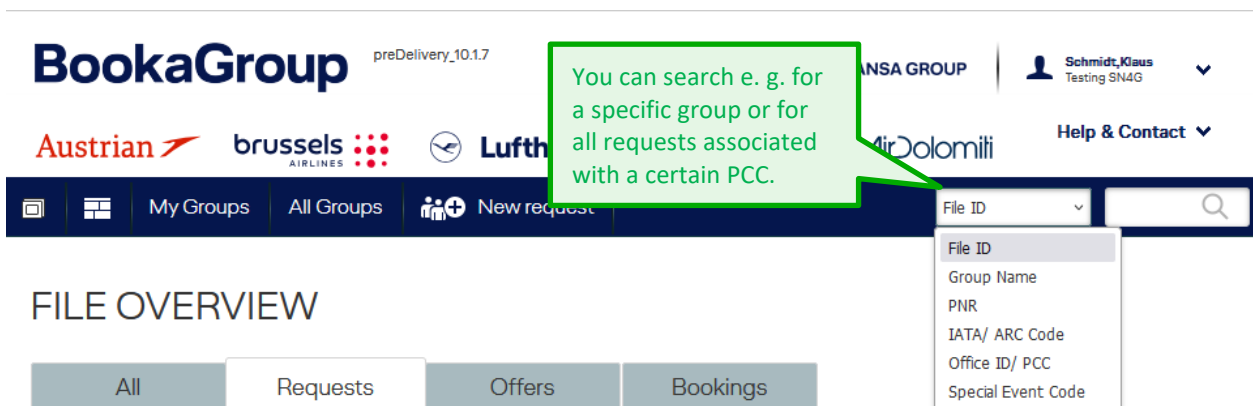
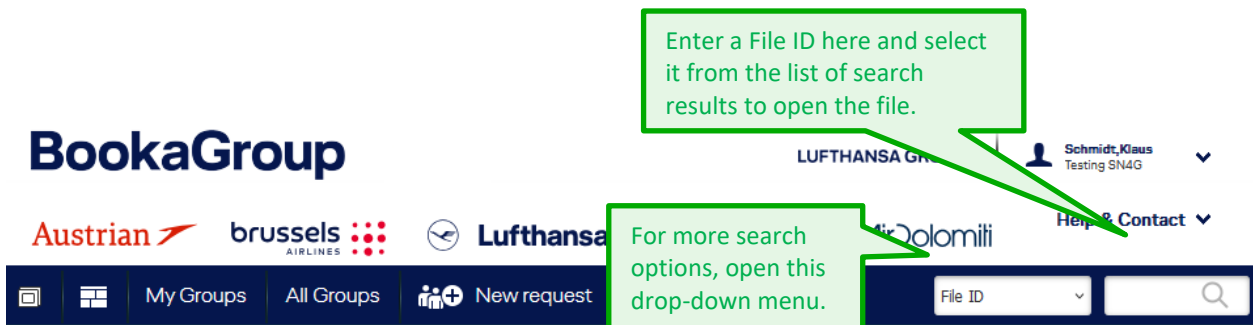
Sales Office Country

Show advanced filters

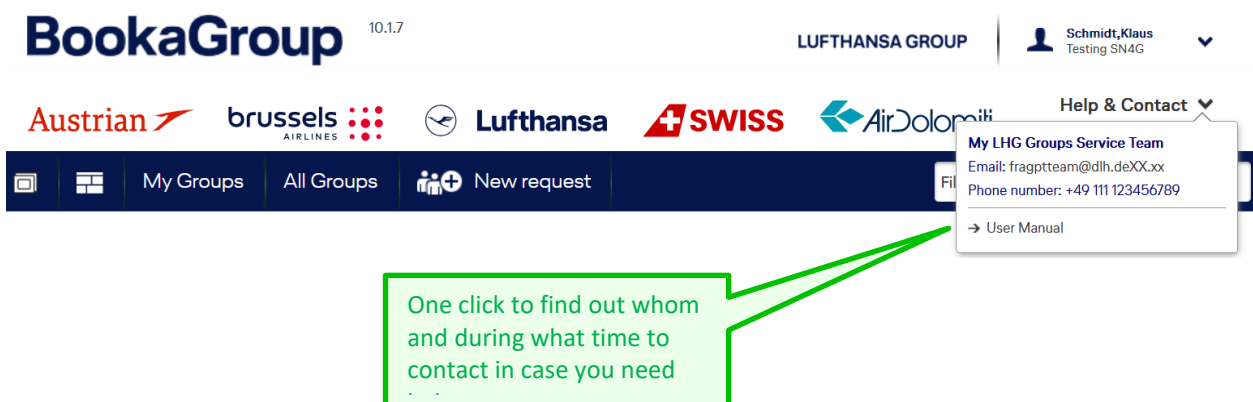
Search Reset

nyc
Humphrey NYC
USA Gymnastics One NYC
SJINNYC/MATERDEI
OTIX NYC ZAG SJJ GRP
NYC-FRA

6.4.1 Search



6.4.2 Help & Contact



6.4.3 News

Lufthansa Group updates, news, and promotions related to your business will be published here.

Welcome to your BookaGroup

Filters and Alerts

LHG Groups | TA Groups

4 Penalty Period Warning	38 23 451 Grace Period	643 Schedule Changes
17 Name Options	4 Ticketing Time Limit	2094 Communication Notes

News [→ View all news](#)

29 Nov 2023 / Sales
Cher partenaire !
Veuillez noter que le **code de ville NYC** n'est plus valide, mais que les codes d'aéroport **JFK ou EWR** doivent être utilisés à la place.

29 Nov 2023 / Sales
Lufthansa Group is happy to announce an extension of the opening hours for Lufthansa Group Agency Support for Group Travel (Group Support) effective **01 December 2023**, as follows:

7 Communication

Communication can be attached to a file. The urgency of the communication is differentiated by several symbols:

- Reminder** Information where your action is required, e.g. Offer is available, Ticketing Deadlines, Name options etc.
- Notification** Information which does not necessarily require *immediate* action, e.g. Fulfillment purposes etc.
- Notes** Personal communication, e. g. between agents within your agency or to/from your LHG Groups Service Team.

These can be opened:

- via the File Overview and then can be seen within a File ID.
- via the Communication Notes tab (in an opened File) , where necessary File ID(s) is/are already selected

My Groups | All Groups | New request | File ID

FILE OVERVIEW

All | Requests | Offers | Bookings

List filters (1 filters, 14 of 14 results)

File ID	Group name	Status	First departure date	Booking date	Requested by (Office ID)	Request Type	Grace period end date	Penalty Fee start Date	Schedule Changes	
3YY2S905	NGVerifyTnC	Booked	13 Mar 2024	09 Oct 2023	NUEAX2347 - 1A	ADHOC				0 0 0
3YY2309Q	TEST SPLIT	Booked	13 Feb 2024	17 Nov 2023	FRASB4711 - 1A	ADHOC	01 Dec 2023	02 Dec 2023		0 0 0

Click here to view the communication attached to the file

List filters (0 filters, 17 of 17 results)

File ID	Group name	Status	First departure date	Request date	Requested by (Office ID)	Request Type	Actions
8YY2IOCW	test/message/book	Group Cancelled	25 Apr 2018	21 Mar 2018	FRA1234567-1A	ADHOC	1 1

21 Mar 2018, 06:58 UTC SYSTEM Agency **Your booking request for 8YY2IOCW is confirmed**

Click on the Icon to view the message

File ID	Group name	Status	Request Type
8YY2IOCW	test/message/book	Group Cancelled	ADHOC

21 Mar 2018, 06:58 UTC SYSTEM Agency **Your booking request for 8YY2IOCW is confirmed**

Click on message to mark it as "read" → message is no longer bold, and count has adapted

File ID	Group name	Status	First departure date	Request date	Requested by (Office ID)	Request Type	Grace period end date	Penalty Fee start Date	Schedule Changes
8YY2IOCW	test/message/book	Group Cancelled	25 Apr 2018	21 Mar 2018	FRA1234567-1A	ADHOC	23 Mar 2018	21 Apr 2018	

You can open the file itself by clicking on the highlighted row.

Details Pricing & Conditions **Communication** 1

Create note

28 Mar 2018, 07:48 UTC testuserlilo@opentrash.com Sales **This is to test if notes can be forwarded**

There are no more results to display

Once you open a File ID, you will find all notes, reminders and notifications in the **Communication** tab. The bubble shows the counter of unread items. (Notes are not counted)

Add note

Assign note to:

200 characters

You can create Notes for agency-internal communication or, once a file is booked, to communicate with your LHG Group Service (Sales) Team.

Email notifications sent by BookaGroup to Travel Agent/Agency

In general **only** for BookaGroup **REMINDER**, assigned to Travel Agency (TA), an email will be sent from BookaGroup to TA.

For **all** such BookaGroup REMINDER = identified by 'bell' symbol in TAs BookaGroup-communication tab.

- To the email address of the TA **user** who created respective file; provided that respective the profile of respective TA user is set up accordingly: email notification = YES.

Please note:

- If such **TA user profile** (of TA user who created the file) will be **deleted in BookaGroup** currently and for time being **NO** such emails will be sent for that file.
- If a file was initially created **by the LHG Service Team on behalf of TA**, such emails will be sent to the email address of TA **agency**.
 - **But:** Currently and for time being such emails will **NOT** be sent in regards to name option/ deadline reminder and **NOT** for ticketing option/ deadline reminder (*1).
- If a once created BookaGroup file will be **reassigned to a/ to another TA**, such emails will be sent to TA **agency** email address of respective current TA.
- **NEVER** an email will be sent by BookaGroup to TA for any BookaGroup **NOTIFICATION** assigned to TA.
BookaGroup NOTIFICATION= identified by 'envelope' symbol in TAs BookaGroup-communication tab.

i | **Please keep in mind:** In your BookaGroup – Cockpit (see chapter 6 ff.) you find tiles named “Name Options” and “Ticket Timelimit”. In these tiles Files are listed which are affected by new Name Option- and/or Ticket Timelimit-reminder.

8 File Display

8.1 Single PNR View

TEST SPLIT

3YY2309Q Booked 70 days before first departure

Adhoc, Non-Nego, Round-Trip, FRA-LHR, 15 Pax requested - 15 adults
Travel purpose: Leisure, Request date: Fri, 17 Nov 2023 16:23:15

[Show more details](#) [Show Booking Details](#)

PNR: VSGVE **Booking Relate...** Communication History

Total pax: 14
Number of No Names: 14
Ticketed pax: 0
PNR Claimed: NO

PNR status: STA
Conditions Type: 121
Price per person (excl. fees and taxes): 121
PNR Update Last Info: Status-3 Time-17.11.2023, 22:12

Details **PAX** Pricing & Conditions Communication

Flight information

Departure	Arrival	Flight number	Date	PAX	Direction status
0900 FRA	0900 LHR	LH5002	Tue 13 Feb 2024	14	CONFIRMED(HK)
0800 LHR	1000 FRA	LH4660	Wed 21 Feb 2024	14	CONFIRMED(HK)

Options (OP) +
Special services (SSR) +
Remarks (RM, OSI) +
Confidential remarks (RC) +
Contact information (AP) +

1 - 5 = detailed informations will follow below:

1

TEST SPLIT ID: 3YY23O9Q



Request details Sender details

Adhoc, Round-Trip , FRA-LHR, 15 pax
Pax requested - 15 adults
Travel purpose: Leisure, Request date: Fri, 17 Nov 2023 16:23h

Clicking on **Show more details** will lead to Request details for more information about the request.

Directions

✈️ Outbound	FRANKFURT (FRA) - LONDON (LHR)	ECONOMY	Tue, 13 Feb 2024
✈️ Inbound	LONDON (LHR) - FRANKFURT (FRA)	ECONOMY	Wed, 21 Feb 2024

Close

TEST SPLIT ID: 3YY23O9Q

Request details Sender details

Agency name: TEST AGENCY DE
→ Show agency profile
IATA number: 23212243
Office ID/PCC: FRASB4711 - 1A
Agency user: Mr. Test User
→ Show user profile

Clicking on **Sender details** will display more details about the creator of the request.

2

Departure	Arrival	Flight	Duration	
0900 FRA	0900 LHR	LH5002	1 h 0 min	ECONOMY CLASSIC 52.00 EUR

Under **Show booking details**, you will find the initial fare and pricing details of the group.

Displayed fare applies per passenger incl. YQ/YR

Departure	Arrival	Flight	Duration	
0800 LHR	1000 FRA	LH4660	1 h 0 min	ECONOMY CLASSIC 52.00 EUR

Displayed fare applies per passenger incl. YQ/YR

Pricing

Price overview LH

	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
✈	47 EUR	KEUCLSP8/GR	x 15	705 EUR
✈	47 EUR	KEUCLSP8/GR	x 15	705 EUR
<small>(Displayed fares are guaranteed at time of booking) Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.</small>				
Fare	94 EUR per passenger		x 15	1410 EUR
<small>(Excl. YQ/YR and fees and taxes.)</small>				
YQ / YR (Excl. DCC)	10.00 EUR per passenger		x 15	150.00 EUR
<small>(Displayed YQ/YR is guaranteed at time of booking.)</small>				
DCC	17.50 EUR per passenger		x 15	262.50 EUR
Stopover surcharge	0 EUR per passenger		x 15	0 EUR
Q surcharge	0 EUR per passenger		x 15	0 EUR
Price	121.50 EUR per passenger		x 15	1,822.50 EUR
<small>(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)</small>				

From the moment an offer is created, all manual and system actions are recorded in the file **History**.

3

PNR: VSFQVE Booking Relate... Communication ² History

List filters (0 filters, 11 of 11 results) +

Newest activities are displayed on top!

Date	Update action	Description
03 Dec 2023	PNR Updates	Refresh of PNR VSFQVE from Amadeus started by System on 03 Dec 2023 01:03:06.158 UTC.
17 Nov 2023	Pax Updates	8 named passengers have been set to no name for VSFQVE by System on 17 Nov 2023 15:54:00.387 UTC.
17 Nov 2023	Pax Updates	8 named passengers have been set to no name for VSFQVE by ta.user.de.fux1@dlh.de on 17 Nov 2023 15:49:53.377 UTC.
17 Nov 2023	Pax Updates	1 named passengers have been set to no name for VSFQVE by ta.user.de.fux1@dlh.de on 17 Nov 2023 15:49:39.290 UTC.
17 Nov 2023	Pax Updates	1 named passengers have been canceled for VSFQVE by ta.user.de.fux1@dlh.de on 17 Nov 2023 15:38:40.960 UTC. 0 of these passengers were ticketed.

i | In case of an increase, the file history and communication for the increase PNR merge with the file history and communication of the parent PNR.

4 TEST SPLIT

3YY2309Q Booked

A

AX, (P

PNR: VSFGVE Booking Relate... Commu

Actions

PNR	PAX
Increase Passengers	Cancel all No Names
Show Amadeus PNR	Import names
Reduce No Names	Download name template
Export to Excel	
Cancel PNR	
Export Booking as PDF	
Copy the request	
Split PNR	

The Action menu will offer you different options depending on the file status.

Actions

PNR	PAX
Increase Passengers	Cancel all No Names
Show Amadeus PNR	Import names
Reduce No Names	Download name template
Export to Excel	
Cancel PNR	
Export Booking as PDF	
Copy the request	
Split PNR	

You can also find these options at the bottom of the page!

8.2 Multiple PNR View

The PNR view is slightly different in case of a multiple PNR file (e. g. resulting from a break-up, large-scale group, or series; or alternatively after an increase or split of a single PNR):

TEST/TWO Actions

8YY2AD2T Booked

Series, Non-Nego, Round-Trip, FRA-HAM, 15 PAX, Published fare +

PNRs Booking Relate... Communication ¹⁵ History

Total pax: 120
 No Name pax: 120
 Ticketed pax: 60

PNR	1st Direction	1st Departure	PAX	No Name	Fare per person	PNR status
+ JAMJ76	FRA - HAM		15	15	10 EUR	Confirmed(HK, HK)
JALYOS	FRA - HAM LH002	Fri 08 Jun 2018	15	15	10 EUR	Confirmed(HK, HK)
JAMXAD	FRA - HAM LH002	Thu 14 Jun 2018	15	15	10 EUR	Confirmed(HK, HK)
JAN3HN	FRA - HAM LH002	Fri 15 Jun 2018	15	15	10 EUR	Confirmed(HK, HK)
JALSCD	FRA - HAM LH002	Thu 21 Jun 2018	15	15	10 EUR	Confirmed(HK, HK)
JAMUUY	FRA - HAM LH002	Fri 22 Jun 2018	15	15	10 EUR	Confirmed(HK, HK)
JAMWB5	FRA - HAM LH002	Thu 28 Jun 2018	15	15	10 EUR	Confirmed(HK, HK)
JALSFN	FRA - HAM LH002	Fri 29 Jun 2018	15	15	10 EUR	Confirmed(HK, HK)

In a file with multiple PNRs, select a PNR from this list to get to the PNR level view.

TEST/TWO < Back to group overview Choose other PNR of this gr

8YY2AD2T Booked

Series, Non-Nego, Round-Trip, FRA-HAM, 15 PAX

Once you are on the PNR level, you can easily navigate to another PNR by choosing another filekey.

JAMJ76, FRA-HAM , Thu 07 Jun 2018

JALYOS, FRA-HAM , Fri 08 Jun 2018

JAN3HN, FRA-HAM , Fri 15 Jun 2018

Amadeus PNR Display

When viewing a PNR, refer to the Action menu at the bottom of the page to find the option to display the Amadeus PNR:

☰ Actions

PNR		PAX
Increase Passengers	Export to Excel	Cancel all No Names
Show Amadeus PNR	Cancel PNR	Import names
Reduce No Names	Export Booking as PDF	Download name template
Copy the request		
Split PNR		

This link will open a copy of the Amadeus PNR.

TEST SPLIT

< Back to PNR

3YY23O9Q Booked

The Amadeus PNR display is a useful feature if your agency uses a GDS other than Amadeus.

Amadeus PNR details

```
TICKET RECONCILIATION NEEDED
--- RLR ---
RP/BRULH0980/BRULH0980 WS/RC 17NOV23/2207Z VSGVVE
0. 14TEST SPLIT NM: 0
1 LH5002 K 13FEB 2 FRALHR HK14 1 0900 0900 *1A/E*
/LH /DE/C/I/CAB M/OBFG / / / / /
2 LH4660 K 21FEB 3 LHRFRA HK14 2 0800 1000 *1A/E*
/LH /DE/C/I/CAB M/OBFG / / / / /
3 MIS 1A HK14 XXX 21MAY*INFO-PNR KEPT ALIVE UNTIL SPECIFIED DA
TE
4 AP TEST USER 49111
5 APE TA.USER.DE.FUX1@DLH.DE
6 TK OK17NOV/QLHLH0109
7 SSR GRPF YY 1 KEUCLSP8/GR FRA LH LHR
8 SSR GRPF YY 2 KEUCLSP8/GR LHR LH FRA
9 SSR OTHS 1A ALL NONAMES WILL BE XXD IF NAMES NOT AVAIL BY
2359/14JAN24 UTC / LHG 17NOV23 2207
10 SSR OTHS 1A PLS ISSUE TIX UNTIL 2359/11FEB24 UTC / LHG
17NOV23 2207
11 OSI YY CONTRACT CONDITION TYPE STANDARD
12 SK RESTRICTED
13 SK RESTRICTED
14 SK RESTRICTED
```

8.3 Fileview with inconsistent status

The consistency between flight segments, booked RBD and SSR GRPF and other internal LHG-PNR elements is checked to ensure that only correct and complete pricing details are displayed in the BaG pricing container.

Any discrepancies detected will result in:

BaG displays the following error message together with an exclamation mark (“!”) in the concerning PNR: “The price information is incomplete. Please contact your LHG Group Service Team.” The pricing container shows no values (fare basis code and fare).

In the PNR all RC Fare-Elements are removed.

Inconsistency is triggered in case of:

- **OAL** - For initial requests including OAL, the BookaGroup’s pricing container will show an inconsistent state after PNR creation. The pricing container will become consistent, once the OAL confirmed their flights.
- **Reaccommodation (INVOL rebookings)** - In case of a reaccommodation with change in routing/RBD/carrier until the PNR is aligned by LHG.
- **PNR elements are inconsistent** – e.g. during voluntary rebooking/rerouting process

! Whenever a PNR shows inconsistent state, no **increases** will be possible. The respective action button in BookaGroup is not shown. PNR has to be corrected first; then the increase button will be visible again.

VALID Actions

9YY2L9DH Booked 71 days before first departure

! Please note: A booking option has been granted up to 17 Mar 2019 00:59h, which is limited to the start of the penalty period.

Adhoc, Non-Nego, Round-Trip, MUC-HKG, 12 PAX, (Published fare, TOUR OPERATOR) +

✖ The price information is incomplete. Please contact your LHG Group Service Team.

PNR: **!**LR38DC Booking Relate... Communication ³ History

<p>Total pax</p> <p>Number of No Names</p> <p>Ticketed pax</p> <p>PNR Claimed NO</p>	<p>PNR status Not Confirmed</p> <p>Conditions Type STANDARD</p> <p>Price per person (excl. fees and taxes) -</p>
--	--

Exclamation mark (!) indicates PNR with inconsistent state

Warning message is displayed once the inconsistent state is detected by the system

PNR: !LR38DC

Booking Relate... Communication History

Total pax: 12, PNR status: Not Confirmed, Number of No Names: 12, Conditions Type: STANDARD, Ticketed pax: 0, Price per person (excl. fees and taxes): -, PNR Claimed: NO

Details PAX Pricing & Condit... Communication

Price overview

Direction	Flight number	Departure	Fare Basis Code	Booking class	Fare per person
DUS - HKG	LH2017, LH730	15 May 2019	-	T	-
+ HKG - MUC	LX139, LX1100	Wed 22 May 2019	-	K	-

Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per actual agreement. Please refer to your Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance.

YQ / YR (Excl. DCC)	-
DCC	-
Stopover surcharge	-
Q surcharge	-
Price	-
(Incl. YQ/YR, DCC, SO and Q surcharge, excl. fees and taxes)	

FBC is replaced by -

Fare is also replaced by -

PNR with inconsistent state:

one the inconsistency of pnr is detected by the system, the respective RC elements with pricing information are deleted from the pnr.

```

--- RLR ---
RP/QLHLH0111/QLHLH0111      GR/RC 5MAR23/1446Z LR38DC
0.12VALID NM: 0
1 LH2017 T 15MAY 3 DUSMUC KK12      1830 1935 *1A/E*
  /LH /DE/C/D/CAB M/ // // / /
2 LH 730 T 15MAY 3 MUCHKG HK12      2 2215 1525+1 *1A/E*
  /LH /DE/C/I/CAB M/OBFG/ // // /
3 LX 139 K 22MAY 3 HKGZRH HK12      1 2345 0610+1 *1A/E*
4 LX1100 K 23MAY 4 ZRHMUC HK12      0715 0815 *1A/E*
  OPERATED BY HELVETIC AIRWAYS
5 LX1016 K 23MAY 4 ZRHDUS HN12      0725 0845 *1A/E*
6 MIS 1A HK12 XXX 20AUG*INFO-PNR KEPT ALIVE UNTIL SPECIFIED DA
  TE
7 AP TESTER 49778877665
8 APE TEST@OPENTRASH.COM
9 TK OK05MAR/QLHLH0109
10 SSR GRPF LH 1 TNCDE/GR MUC LH HKG
11 SSR GRPF LH 2 KNNDE/GR HKG LX ZRH LX MUC
    
```

12 SSR OTHS YY TNCDE/GR MUC LH HKG
 13 SSR OTHS YY KNNDE/GR HKG LX ZRH LX MUC

History:

000/014 **XR/RC** QLHLH0109-W,F-QLHLH0109-W,KELL12163/ FARE TNCDE/GR
 /BASIC EUR170 + YQ EUR 180.00 MUC LH HKG/05MAR
 000/014 **XR/RC** QLHLH0109-W,F-QLHLH0109-W,KELL12163/ FARE KNNDE/GR
 /SAVER EUR91 + YQ EUR 180.00 HKG LX ZRH LX MUC/05MAR
 014 RF- -LH/GRIM CR-FRALH07GR 00000000 RC 2606GR 05MAR1446Z

After the inconsistent state is resolved by respective revenue management (e.g. after confirmation of rebooking), the correct RC elements are inserted in PNR and the pricing container is updated showing actual and correct fare information.

9 Requesting and Booking

9.1 New Request

Open the **New request** page from the Cockpit header or via Quick Links on the Cockpit.

CREATE A NEW GROUP REQUEST

Sender of Request

Office ID/ PCC

QHA
 QHABG2111 - 1A
 QHABG2112 - 1A

If you are authorized for one Office ID/PCC only, this field will be prefilled. If you are authorized for multiple Office IDs, a drop-down menu will open where an Office ID/PCC can be selected for the request.

Once you have selected your Office ID, the page will expand to display several different request options.

Adhoc | **Series**

Create NEGOSPACE

Group details

Group name:

Adults: Children (age 2-11):

Total group size: 0 passengers (only for informational purposes, included in "Total group size")

Travel purpose:

Flights

One-way | **Open-jaw**

Outbound Direction

Callouts:

- Adhoc is the default request type. If your agency is authorized for Series bookings, you will see a second tab for Series here.
- If your agency is authorized for Negospace requests, you can select this option here.
- The number of children is only used for informational purposes. The fare for children will not be calculated by the tool, but needs to be calculated at time of ticketing.
- A travel purpose needs to be selected from the drop-down list.
- Select the desired type of journey here.

Adhoc travel refers to single requests.

Series refers to at least five departures with the same origin and destination. Each Series departure must comprise of at least ten passengers, and for each departure the initial number of passengers must be the same.

i Each departure within a series is evaluated and priced independently. Consequently, each departure may show a different fare family, price level, YQ and FBC. If any flight event requires a stricter contract, the strictest contract applies to all series' departures.

i For contracting fulfillment, all bookings of a series will be cumulated and evaluated as one common booking as soon as all flight segments are departed (meaning realization is not set per single departure, but for the entire series). In case of complete cancellations of single departures within a series, the fulfillment of the reservation fee will be evaluated immediately (and not held back until after all departures of the series).

Series can only be requested by authorized travel agents.

Group Name min **4**, max **50** characters; only letters, space and "/" are allowed (OAL expectations have to be observed).

One-way Select this in case only one direction is required (request according fare and applicable fare rules).

Round-trip This is the default type of journey. Two directions – consider Origin & Destination (includes feeder flights).

Multi-stop Please use this type of journey if more than two directions are required, e. g. whenever a stopover is needed. Please refer to [Chapter 9.4](#) for more details.

½ Return This option is only to be used for ½ Return bookings (only available for authorized agencies). It must not be used for ½ Return in combination with OAL; all OAL flights can directly be requested in BookaGroup. ½ Returns cannot be issued as One-way tickets.

Open-jaw This option must be selected if arrival airport and departure airport are different, e. g. FRA-LAX/SFO-FRA.

9.2 Requesting a Round-trip

Similar to online bookings via Austrian.com, brusselsairlines.com, Lufthansa.com, SWISS.com and Airdolomiti.eu you can fill a request form with your desired itinerary data. You can either select the fields using your mouse or jump from field to field using the Tab key.

Flights

One-way
Round-Trip
Multi-Stop
Open-jaw

✈️ **Outbound Direction**

Preferred Carrier: Please select

Departure:

Date:

Preferred flight *: Please select

Arrival:

Compartment: ECONOMY

Preferred * Departure time: ⓘ

✈️ **Inbound Direction**

Preferred Carrier: Please select

Departure:

Date:

Preferred flight *: Please select

Arrival:

Compartment: ECONOMY

Preferred * Departure time: ⓘ

Direct flights only

Additional requirements

Passengers with disabilities ⓘ Excess baggage ⓘ

CRUISE TOUR OPERATOR

Cancel
Send request

Fare products selection

Published fare

Unpublished fares

CRUISE TOUR OPERATOR

Cancel
Send request

You can select a preferred LHG carrier both for the outbound and the inbound direction.

Fields marked with an asterisk * are optional.

Inserting a preferred flight or preferred departure time might be useful for directions with more than five frequencies a day, e. g. FRA – MUC.

To refine your search, you can select this option.

XBAG-see chapter 10.6

If your group has special requirements, please tick the respective box. For both options, the correct SR elements (like WCHS etc, or kind/size of xbag etc.) must be added in the GDS.

Depending on your agency's authorization, you will be able to request [Tour conductors](#). The number of Tour conductors is always included in the total number of passengers!

Click here when you are done!

Depending on your agency's authorization, you will be able to select from a range of fare products.

! In case “Passengers with disabilities” is selected please contact your LHG group service team to clarify possible processes needed (e.g. for wheelchair/s and/or other PRM relevant questions).

! The administrator of your agency can define the fare products to be pre-selected in each new request in the settings in the Agency Profile. Regardless of the default setting, you will still be able to choose an additional or a different fare product in every new request.

After filling out all required information, click on **Send request**. In most cases, you will receive an immediate offer (“**on the fly**”). Sometimes, however, manual evaluation might be required, or processing the request takes longer than usual. In those cases of a **delayed response**, you will receive a Request ID with which you can retrieve the file later from the File Overview.

9.2.1 Tour Conductor

- Tour Conductor may not be available in every market.
- One Tour Conductor (TC) per 25 paying passengers, a maximum of two per group, is granted.
- TC must be adults.
- TC are always included in the total number of passengers.
- TC are granted on LHG flights only.
- TC must travel in the Economy compartment.
- TC must be booked in the same RBD (Reservation Booking Designator) as the accompanied group.

! TC are not granted for bookings that contain OAL flights.
TC must be requested with the initial group request; they cannot be requested afterwards.

i The Fare Basis Code (FBC) is the same as the one of the corresponding group with the addition of CG00 as Ticket Designator. Please consider max. 8 digits for FBC and max. 6 digits for TD are possible (i.e. VLXRCDEW/GRCG00).

i Ticket Issuance with Fare Amount 0 (or equivalent value in the agents GDS, e.g. “EXCEMPT”), all **other applicable charges** (International Surcharges, Airport Taxes, DCC) **to be applied** with amounts applicable to paying group passengers.

Stopover surcharge	0 EUR per passenger	x 30	0 EUR
Q surcharge	0 EUR per passenger	x 30	0 EUR
Price	308.00 EUR per passenger		0.00 EUR
<small>(Incl. YQ/YR, SO and Q Surcharge .Excl. fees and taxes.)</small>			
<small>Tourconductor(s) are not considered in the calculation of the subtotal/total price</small>			
Fees and taxes	168.57 EUR per passenger		57.10 EUR
<small>(Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes need to be recalculated at time of ticketing.)</small>			
Total Price	476.57 EUR per passenger	x 30	14,297.10 EUR
<small>(Incl. YQ/YR, SO and Q surcharge and fees and taxes.)</small>			

You will find information on TC here in case TC applies (in "Pricing" container) ...

Adhoc, Non-Nego, Round-Trip, FRA-LAX, 35 PAX, Published fare

Pax requested - 35 adults
 Travel purpose: Leisure, Request date: Wed, 20 Jun 2018 09:35h
 Tour conductor required (1)

Show more details

...and here (the info how many TC may apply as per initial booking).

i The number of TC as per initial request will also be shown in the Booking Summary PDF.

Departure	Arrival	Flight	Duration	
1040 FRA	1711 LAS	LH0454 UA0943	15 h 31 min	i

⚠ Tour Guides are not applicable for this flight option.

In case a TC cannot be granted, you will see this notification (in Offer, Saved Offer and Booking Details).

9.2.2 Offer "on-the-fly"

TEST REQUEST VIE

4YY24DBQ New Offer

This shows how long your offer is valid!

6 days 23 hours Offer valid until Fri, 22 Nov 2024 8:34 AM

ACTIONS

Adhoc, Non-Nego, Round-Trip, VIE-FRA, 12 PAX, (Published fare, CRUISE, TOUR OPERATOR)

Pax requested - 12 adults
 Travel purpose: Leisure, Request date: Fri, 15 Nov 2024 08:34h

Show more details

Clicking on this bar will open a 'reccap' container with details about the request.

The content of the "Actions" menu varies depending on the status of the request. You can either open the action menu on the top right side of the page, or select the actions at the bottom of the site. As long as the offer has not been saved or booked, you have the following two options:

≡ Actions

Start new request Copy the request

Offer **Communication** History

Book offer Upsell offer

Outbound, WARSAW - BARCELONA, Thu 19 Oct 2017

Departure	Arrival	Flight	Duration	ECONOMY LIGHT	ECONOMY CLASSIC	ECONOMY FLEX
1845 WAW	2100 BCN	LH1616 LH1618	4 h 15 min	721.83 PLN		
0840 WAW	1406 BCN	LX1343 LX1964	4 h 25 min	147.48 PLN	PLN	PLN
<p>⚠️ LIGHT conditions are applicable for this flight option. Please see special conditions below.</p>						
0715 WAW	1146 BCN	LH1553 LH1128	4 h 30 min	213.83 PLN	343.83 PLN	464.83 PLN
1035 WAW	1606 BCN	LH1347 LH1128	4 h 30 min			422.04 PLN
1310 WAW	1740 BCN	LH1613 LH1614	4 h 30 min			821.83 PLN

Displayed fare applies per passenger incl. YQ/YR Compare fares

Inbound, BARCELONA - WARSAW, Sun 29 Oct 2017

Departure	Arrival	Flight	Duration	ECONOMY LIGHT	ECONOMY CLASSIC	ECONOMY FLEX
0806 BCN	1220 WAW	LH1617 LH1612	4 h 15 min	308.61 PLN	386.61 PLN	508.61 PLN
1445 BCN	1810 WAW			147.48 PLN		373.48 PLN
1135 BCN	1816 WAW			Not available	599.83 PLN	721.83 PLN
1645 BCN	2040 WAW	LH1613 LH1618	4 h 55 min	534.83 PLN	599.83 PLN	721.83 PLN
1845 BCN	2230 WAW	LH1128 LH1362	5 h 45 min	438.65 PLN	517.65 PLN	638.65 PLN

Displayed fare applies per passenger incl. YQ/YR Compare fares

More options **1**

2

In the **Offer Matrix**, you will see up to eight flight options and a maximum of six fare options.

The option with the lowest fare and the shortest flight time is pre-selected.

The "C" indicates that special conditions apply for this option; check the container below the selection for details.

Invalid option; includes no fare information and cannot be selected.

Selected option

Select **More options** to get a new selection of flight options, e. g. by selecting a preferred carrier, flight or departure time. The current list of flight options will be discarded.

Click this link to view a side-by-side comparison of the displayed fares.

Direction, FRANKFURT - LAS VEGAS, Tue 08 Aug 2017

Departure	Arrival	Flight	Duration	ECONOMY FLEX
1:25 pm FRA	8:00 pm LAS	LH0446 UA0448		2,949.00 EUR
10:30 am FRA	5:11 pm LAS	LH0454 UA0943		2,949.00 EUR
10:45 am FRA	5:43 pm LAS	LH0430 UA0451		2,949.00 EUR
5:15 pm FRA	0:36 am + 1 LAS	LH0432 UA0439	16 h 21 min	2,949.00 EUR
10:00 am FRA	5:43 pm LAS	LH0442 UA4525 UA0451	16 h 43 min	On demand : OAL requires manual handling

Displayed fare applies per passenger incl. YQ/YR Compare fares

More options

Limited valid option: price information is not visible but can be obtained from LHG on request. This option cannot be booked or saved and must be manually evaluated.

i Fares that cannot be combined with an active fare selection will be greyed out in the offer matrix.

1

In the **More options** pop-up, you can select or update the **Preferred Carrier**.

More options

✈ Direction 1

Preferred Carrier
Preferred flight
Preferred* Departure time

Please select

- EN
- LH
- LX
- OS
- SN

Please select

If a new **Preferred Carrier** is selected, the **Preferred flight** option is disabled.

✈ Direction 2

Preferred Carrier
Preferred flight
Preferred* Departure time

Cancel Send for re-evaluation

2

Fare Details



	ECONOMY CLASSIC	ECONOMY FLEX	ECONOMY CRUISE
Rebooking	Against fee	Free of charge	Against fee
Refund	Not permitted	Check fare notes	Against fee
Realization Rate(%)	80/100 Level 1 - 80 Level 2 - 100	80/100 Level 1 - 80 Level 2 - 100	80/100 Level 1 - 80 Level 2 - 100
Name Options (Days)	30 Option 1 - 30	30 Option 1 - 30	30 Option 1 - 30
Name Change (After ticketing)	Against fee	Against fee	Against fee
Baggage			
T&C Type	STANDARD	STANDARD	STANDARD

Clicking on the "Compare Fares" link under the Offer Matrix will open the **Fare Details** pop-up, which shows the conditions for each fare product included in the offer.

OK

TEST REQUEST VIE

ACTIONS

3YY25XP5 New Offer

6 days 23 hours Offer valid until Wed, 13 Dec 2023 9:27 AM

Adhoc, Non-Nego, Round-Trip, VIE-FRA, 12 PAX, (Published fare, CRUISE, TOUR OPERATOR)

Offer **Communication** History

Book offer Upsell offer

Please see chapter 9.2.6 "Upsell Offer"

✈️ Outbound, VIENNA - FRANKFURT, Wed 17 Jan 2024				ECONOMY CLASSIC	ECONOMY FLEX	ECONOMY CRUISE
Departure	Arrival	Flight	Duration			
0600 VIE	0730 FRA	OS0199	1 h 30 min	54.00 EUR	84.00 EUR	94.00 EUR
Please upsell booking class: OS0199 S						

Pricing **Booking Related T...**

You can find the **Booking-related Terms & Conditions** in this tab next to the **Pricing Container**.

Price overview

	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal
✈	49 EUR	KEUCLSP5/GR	x 12	
✈	49 EUR	KEUCLSP5/GR	x 12	
<small>(Displayed fares are guaranteed at time of booking) Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.</small>				
Fare <small>(Excl. YQ/YR and fees and taxes.)</small>	98 EUR		x 12	1176 EUR
YQ / YR <small>(Excl. DCC)</small> <small>(Displayed YQ/YR is guaranteed at time of booking.)</small>	10.00 EUR		x 12	120.00 EUR
DCC	17.50 EUR per passenger		x 12	210.00 EUR
Stopover surcharge	0 EUR per passenger		x 12	0 EUR
Q surcharge	0 EUR per passenger		x 12	0 EUR
Price <small>(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)</small>	125.50 EUR per passenger			1566.00 EUR
Fees and taxes <small>(Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes need to be recalculated at time of ticketing.)</small>	97.02 EUR per passenger			1,164.24 EUR
Total Price <small>(Incl. YQ/YR, DCC, SO and Q surcharge and fees and taxes.)</small>	222.52 EUR per passenger			2,670.24 EUR

OS

This flag indicates the **Validating Carrier**, i. e. the ticketing/plating carrier.

Click on the **Fare Basis Code** to see the **Fare Notes** retrieved from Amadeus.

You can either **save the offer** or **book it right away**. You can save up to two options!

Save offer * Book offer

Validating carrier

i

- The validating carrier (ticketing/plating carrier) defines on which ticketstock the tickets for a booking must be issued.
- In case of a series file, the validating carrier will be calculated for each recommendation of each departure.
- Once you save or book an offer, the corresponding validating carrier will be saved by the system.
- For more information, please refer to [Chapter 11.2](#).

9.2.3 Offer “delayed response”

In case no offer can be provided “on the fly”, you will receive a request ID:

Request ID:3YY2E014 + x

Your group request has been sent for evaluation.

✔ We will reply to you as soon as possible. Thank you.

Create new request

OK

And file status will be “Sent”.

You will find a reminder on the Cockpit overview as soon file status will change from “Sent” to “New Offer”. You can always retrieve the offer at a later point by navigating to the **File Overview** via My Groups/All Groups and opening the **Offers** tab:

File overview

All
Requests
Offers
Bookings

🔍 List filters (1 filters, 2 of 2 results)

File ID

Office ID

Group name

Status
 1 selected ▼

IATA /ARC number

Offer Validity (days)
 Please select ▼

1st departure date from

Until

Request date from

Until

Worksign

Negospace
 Please select ▼

→ Hide advanced filters

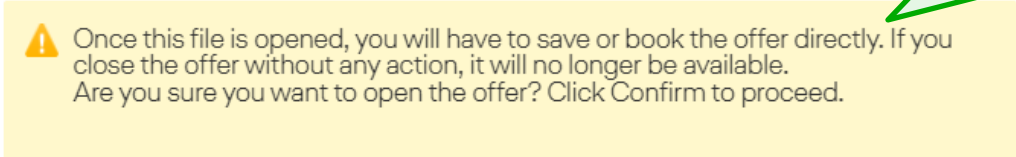
Search
Reset

File ID	Group name	Status	First departure date	Request date	Requested by (Office ID)	Offer validity (days)	Request Type	Negospace	
8YY2ZNYB	Stockholm	New Offer	12 Sep 2018	20 Jun 2018	FRAAG1111 - 1A	0	ADHOC	Non-Nego	🔊 1 ✉️ 0 📅 1 ⏪
8YY2U7AV	New York	New Offer	26 Sep 2018	20 Jun 2018	FRAAG1111 - 1A	0	ADHOC	Non-Nego	⏪

Filter search can be limited to e.g. New Offer only

Once you open a new offer, you will see this warning message:

Warning!!



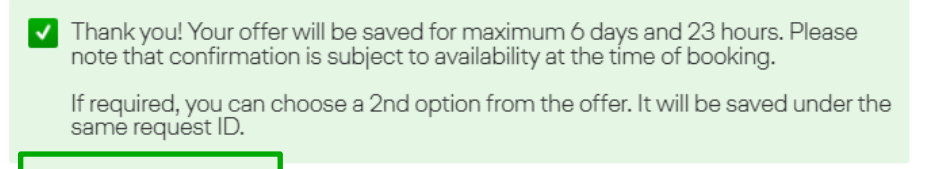
Confirm to open the offer; afterwards, you can either **save** or **book**.

Cancel Confirm

9.2.4 Saving the Offer

If you do not want to book the offer right away, you can save it, e. g. to discuss and reconfirm prices with your customer.

Your 1st option has been saved



Please keep the **offer validity** in mind!

You can save up to **two options**.

Save 2nd option Show saved offer OK

! It is not possible to save two identical options; they must differ either in at least one selected flight option or fare family. If you try to save identical offers, a warning message will appear on your screen.

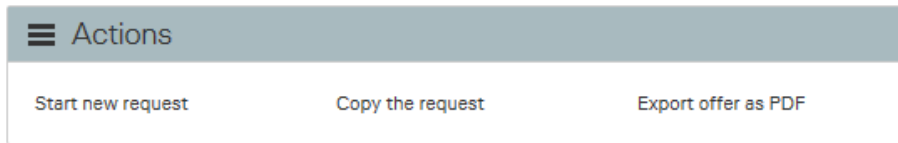
Your saved offers can be found in the **Offers** tab in **File Overview**.

Should you navigate to any other page without saving or booking, the offer will be discarded and cannot be retrieved any longer.

i As long as the offer is not booked, no penalty/reservation/cancellation fees apply. You can discard the offer free of charge at any time!

! The longer an offer is not booked within the offer period, the higher the probability that the required availability and capacity may not be given anymore.

Once the offer is saved, the “**Actions**” items will change and you will have the additional option to export the offer as PDF:

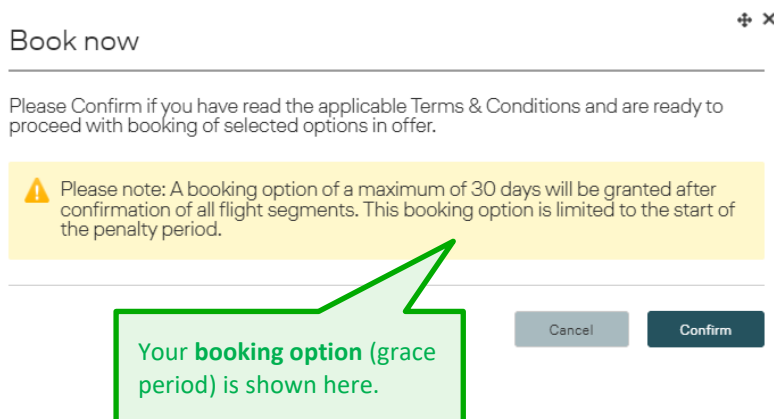


If you do not book the offer within the validity period, its status will change from *Saved Offer* to *Offer Expired*. It can still be viewed, but cannot be saved, booked or sent for evaluation.

If you decide to confirm the booking after the deadline, a new request must be made. Use the functionality from the Actions **Copy the request** to make requesting faster and easier! The action **Copy the request** is possible either from the status New offers, Saved offers and Booked File IDs.

9.2.5 Booking the Offer

After clicking **Book**, a pop-up window needs to be confirmed:



A reminder message shows the **booking option** (grace period) date for cancellation without penalty fee.

3YY257KJ Booked 336 days before first departure

! Please note: A booking option has been granted up to 05 Jan 2024 09:10 UTC, which is limited to the start of the penalty period.

Adhoc, Non-Nego, Round-Trip, VIE-BRU, 11 PAX, Published fare +

PNR: M9OYWW Booking Relate... Communication ¹ History

Total pax	11	PNR status	Confirmed
Number of No Names	11	Conditions Type	STANDARD
Ticketed pax	0	Price per person (excl. fees and taxes)	139.50 EUR
PNR Claimed	NO		

After booking, you can find details on fare, contract conditions and passenger names here.

Details PAX Pricing & Conditions Communication ⁰

Flight information

Departure	Arrival	Flight number	Date	PAX	Direction status
0720 VIE	0905 BRU	OS351	Wed 06 Nov 2024	11	CONFIRMED(HK)
1450 BRU	1635 VIE	OS360	Wed 13 Nov 2024	11	CONFIRMED(HK)

Options (OP) +

Special services (SSR) +

Remarks (RM, OSI) +

i The **fare** applied to the group is valid only if the flight coupons are used completely and in the sequence of the issued ticket. If the coupons are not used completely and in their sequence, the group fare will be recalculated according to the actual routing flown. The applicable free **baggage allowance** is determined by the booked fare. LHG does not require a reconfirmation after ticket purchase. Please make sure to inform your customer about the applicable **health and entry requirements** for their journey.

Once the offer is booked, the “**Actions**” items will change and you will have additional options to work on the booking:

☰ Actions		
PNR		PAX
Increase Passengers	Export to Excel	Cancel all No Names
Show Amadeus PNR	Cancel PNR	Import names
Reduce No Names	Export Booking as PDF	Download name template
Copy the request		
Split PNR		

9.2.6 Upsell Offer

Upsell Offer

BookaGroup calculates offers based on best availability (lowest booking class). However if an offer is required for a higher booking class (e.g. possibility to perform Miles & More Upgrade within group booking) it can be requested via BookaGroup.

Once an Offer is delivered by BookaGroup a new upsell offer for selected routing can be requested. Choosing “Upsell offer” button a higher booking class can be chosen from drop down menu. The option Upsell Offer is available for RT, OW, OJ requests. It is not available for multi stop requests.

3YY2L2A7

New Offer

6 days 23 hours

Offer valid until
Wed, 13 Dec 2023 10:36 AM

Adhoc, Non-Nego, Round-Trip, ZRH-BRU, 15 PAX, Published fare +

Offer

Communication

History

Book offer

Upsell offer

Outbound, ZURICH - BRUSSELS,
Tue 05 Nov 2024

Departure	Arrival	Flight	Duration		ECONOMY CLASSIC	ECONOMY FLEX
0715 ZRH	0835 BRU	LX0786	1 h 20 min		133.50 CHF	183.50 CHF
1250 ZRH	1405 BRU	LX0780	1 h 15 min		120.50 CHF	170.50 CHF
1630 ZRH	1750 BRU	LX0782	1 h 20 min		119.50	169.50
Please upsell booking class:				LX0782	L	
1755 ZRH	1910 BRU	LX0788	1 h 15 min		119.50 CHF	169.50 CHF

Clicking on the "Upsell Offer" drop down menu will be available

Displayed fare applies per passenger incl. YQ/YR

Compare fares

Inbound, BRUSSELS - ZURICH,
Tue 12 Nov 2024

Departure	Arrival	Flight	Duration		ECONOMY CLASSIC	ECONOMY FLEX
0945 BRU	1105 ZRH	LX0787	1 h 20 min		91.50 CHF	141.50 CHF
Please upsell booking class:				LX0787	L	
1455 BRU	1610 ZRH	LX0781	1 h 15 min		91.50 CHF	141.50 CHF
1835 BRU	1950 ZRH	LX0783	1 h 15 min		91.50 CHF	141.50 CHF
2010 BRU	2120 ZRH	LX0789	1 h 10 min		91.50 CHF	141.50 CHF

Send for evaluation

After sending for evaluation a new offer based on requested higher booking class is delivered:

✈️ Outbound, ZURICH - BRUSSELS, Tue 05 Nov 2024					ECONOMY CLASSIC	ECONOMY FLEX
Departure	Arrival	Flight	Duration			
1630 ZRH	1750 BRU	LX0782	1 h 20 min		119.50 CHF	169.50 CHF

Displayed fare applies per passenger incl. YQ/YR

Compare fares

✈️ Inbound, BRUSSELS - ZURICH, Tue 12 Nov 2024					ECONOMY CLASSIC	ECONOMY FLEX
Departure	Arrival	Flight	Duration			
0945 BRU	1105 ZRH	LX0787	1 h 20 min		125.50 CHF	172.50 CHF

Displayed fare applies per passenger incl. YQ/YR

New Offer based on requested higher RBD available

Pricing **Booking Related T...**

Price overview LX

	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
✈️	110 CHF	LEUCLSP3/GR	x 15	1,650 CHF
✈️	116 CHF	LEUCLSP3/GR	x 15	1,740 CHF

(Displayed fares are guaranteed at time of booking)
Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.

Save offer *

Book offer

The offer can be saved or booked.

9.3 Requesting Negospace

Authorized agents can create, reduce, increase, cancel and control Negospace allotments.

The screenshot shows the 'Adhoc' tab selected. A checkbox labeled 'Create NEGOSPACE' is checked and circled in green. A dropdown menu is open, showing a list of Negospace codes: GBC, GBK, GEB, and GBC. A green callout box points to this dropdown with the text: 'If you tick the **Negospace** box while creating a new request, you will find a drop-down list with your Negospace codes here. The code is later automatically added to the group name.'

Below the dropdown, there are fields for 'Group name', 'Adults', 'Children (age 2-11)', and 'Travel purpose' (set to 'Leisure'). The 'Flights' section shows the '1/2 Return' tab selected, with a green callout box stating: 'Negospace is only allowed for One-way and 1/2 Return requests; the other tabs are therefore hidden.'

- ! Initially a Negospace allotment is created in BookaGroup. You (or your LHG Group Service Team) can then create PNRs from the allotment in the GDS.

9.4 Requesting a Multi-Stop

Please use this type of journey if more than two directions are required, e. g. whenever a stopover is needed (please consider Origin & Destination, also in connection with other airlines); includes feeder flights). Multi-stop is a two-step process: in a first step you will receive a schedule offer, in a second step the pricing offer.

- ! When requesting a Multi-stop please consider a **mandatory 2hrs minimum connection time**.
Series cannot be requested with the journey type multi-stop.

Flights

One-way	Round-Trip	Multi-Stop	1/2 Return	Open-jaw
---------	------------	------------	------------	----------

Multi-stops can contain up to six O&Ds. Surfaces will reduce the maximum amount of O&Ds.

Direction 1

Preferred Carrier:

Departure: Arrival:

Date: Compartment:

Preferred flight: Preferred * Departure time:

Direction 2

Preferred Carrier:

Departure: Arrival:

Date: Compartment:

Preferred flight: Preferred * Departure time:

✈ Direction 3 🗑 Delete direction

Preferred Carrier

Departure

Arrival

Date

Compartment

Preferred flight *

Preferred *
Departure time

Direct flights only

Additional requirements

Passengers with disabilities Tour conductor required

Excess baggage

Fare products selection

Published fare

Unpublished fares

EDUCATIONAL FARES CRUISE TOUR OPERATOR

After sending the request for evaluation BookaGroup will offer up to eight flight options for each direction from which you need to choose one preferred departure (by clicking on the flight



TEST MULTISTOP

ACTIONS

3YY2HBI3 Schedule Offer

Adhoc, Non-Nego, Multi-Stop, 12 PAX, 3 flights, Published fare

Offer | Communication | History

Choose your preferred departure for each direction.

Direction 1

ROME (FCO) - ZURICH (ZRH), Tue 09 Jan 2024

Departure	Arrival	Flight	Duration	
1450 FCO	1625 ZRH	LX1737	1 h 35 min	{i}
2005 FCO	2135 ZRH	LX1733	1 h 30 min	{i}
1305 FCO	1630 ZRH	LH1867 LH2370	3 h 25 min	{i}
1330 FCO	1715 ZRH	LH0233 LH1196	3 h 45 min	{i}
0955 FCO	1355 ZRH	LH0231 LH1190	4 h 0 min	{i}
1535 FCO	1935 ZRH	LH1869 LH2372	4 h 0 min	{i}
0825 FCO	1255 ZRH	LH1873 LH2368	4 h 30 min	{i}
0825 FCO	1300 ZRH	LH1873 LX7471	4 h 35 min	{i}

Direction 2

Direction 3

After selecting the departures only your preferred flights are displayed and sent for evaluation...

Send for evaluation

TEST MULTISTOP

ACTIONS

3YY2HBI3 New Offer

6 days 22 hours Offer valid until Wed, 22 Nov 2023 8:18 AM

Adhoc, Non-Nego, Multi-Stop, 12 PAX, 3 flights, Published fare +

- Offer
- Communication** ⁰
- History

Multi-Stop flight selection (3 flights) +

Please choose your fare

ECONOMY SUPER SAVER	ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FLEX
1,355.01 EUR	1,394.01 EUR	1,508.01 EUR	1,622.01 EUR

For booking you need to select a fare product. Alternatively, you can save up to two options.

Displayed fare applies per passenger incl. YQ/YR Compare fares

Pricing Booking Related T...

Price overview LX

Directions	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
FCO-ZRH		YNCB0/GR	x 12	
ZRH-JFK	1,080 EUR	YNCB0/GR	x 12	12,960 EUR
JFK-FCO	61 EUR	KLPNCZ6F/GR	x 12	732 EUR
<small>(Displayed fares are guaranteed at time of booking) Please note that displayed fares apply to adults. Prices for children need to be calculated at time of ticketing.</small>				
Fare			x 12	13692 EUR
YQ / YR			x 12	2,568.12 EUR
<small>(Displayed YQ/YR)</small>				
StopOver Surcharge			x 12	0 EUR
Q Surcharge	0 EUR per passenger		x 12	0 EUR
Price	1,355.01 EUR per passenger		x 12	16,260.12 EUR
<small>(Incl. YQ/YR, SO and Q Surcharge, excl. fees and taxes)</small>				
Fees and taxes	168.43 EUR per passenger		x 12	2,021.16 EUR
<small>(Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes are subject to change.)</small>				
Total Price	1,523.44 EUR per passenger		x 12	18,281.28 EUR
<small>(Incl. YQ/YR, SO and Q surcharge and fees and taxes.)</small>				

The bracket shows which directions belong to one fare component.

Click **Book** when you have selected your fare, or **Save** one or two options.

Save offer * **Book offer**

9.5 Requesting a Series



A series must consist of **minimum 5 departure dates** at start of request and as offer after evaluation, otherwise an error message is displayed! The minimum of five departures during the entire lifecycle of the group booking must be kept, it is not possible to reduce series to less than five departures. A maximum of 60 passengers per departure may be requested.

Travel dates

The maximum series departures has to be between 5 and 40

Flights

One-way

Round-Trip

Open-jaw

➔ Outbound Direction

Preferred Carrier

Departure

Arrival

Compartment

Preferred flight*

Preferred* Departure time

You can choose between two types of departures for a series: **regular departures** (a repeating pattern over a certain period), or **single departure dates** selected from the date picker.

For both departure types, a maximum of **three departure days per week** can be selected.

Travel dates

Regular departures

Single Departure dates

Begin date

End date

Frequency

Outbound weekday(max. selection of 3 days)

M T W T F S S

Duration of stay days

Direct flights only

For RT Series, please enter the required duration of stay here.

SERIES LONDON

ACTIONS

4YY2BFDW

New Offer

6 days 23 hours

Offer valid until
Fri, 22 Nov 2024 9:57 AM

Series, Non-Nego, One-way, VIE-LON, 15 PAX, (Published fare, TOUR OPERATOR) +

Offer

1
Communication

History

EN

LH

LX

OS

SN

By clicking on the + sign, the expanded view of each departure is visible.

<input checked="" type="checkbox"/>	Departure 1, Mon 13 Jan 2025				+
Price	244.50 EUR per passenger (Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)	x 15			3,667.50 EUR
<input checked="" type="checkbox"/>	Departure 2, Fri 17 Jan 2025				+
Price	244.50 EUR per passenger (Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)	x 15			3,667.50 EUR
<input checked="" type="checkbox"/>	Departure 3, Mon 20 Jan 2025				+
Price	244.50 EUR per passenger (Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)	x 15			3,667.50 EUR
<input checked="" type="checkbox"/>	Departure 4, Fri 24 Jan 2025				+
Price	244.50 EUR per passenger (Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)	x 15			3,667.50 EUR
<input checked="" type="checkbox"/>	Departure 5, Mon 27 Jan 2025				+
Price	244.50 EUR per passenger (Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)	x 15			3,667.50 EUR

Offer Communication History

EN LH LX OS SN

Departure 1, Mon 13 Jan 2025

Under each departure, you can see the pricing information for that specific departure date. The pricing container at the bottom of the page shows the average price over all departures.

Direction 1, VIENNA - LONDON, Mon 13 Jan 2025 Remove selection

Departure	Arrival	Flight	Duration		ECONOMY CLASSIC	ECONOMY FLEX
0650 VIE	0820 LHR	OS0451	2 h 30 min		227.00 W	276.00 W
1235 VIE	1405 LHR	OS0461	2 h 30 min		239.00 V	292.00 V
1715 VIE	1840 LHR	OS0455	2 h 25 min		227.00 W	276.00 W
2020 VIE	2140 LHR	OS0652	2 h 20 min		239.00 V	292.00 V
2020 VIE	2140 LHR	OS0457	2 h 20 min		227.00 W	276.00 W

Displayed fare applies per passenger incl. YQ/YR Compare fares

Price overview

	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
	199 EUR	W05CLSP9/GR	x 15	2,985 EUR
<small>(Displayed fares are guaranteed at time of booking) Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.</small>				
Fare	199 EUR		x 15	2,985 EUR
<small>(Excl. YQ/YR and fees and taxes.)</small>				
YQ / YR (Excl. DCC)	28.00 EUR		x 15	420.00 EUR
<small>(Displayed YQ/YR is guaranteed at time of booking.)</small>				
DCC	17.50 EUR		x 15	262.50 EUR
Stop Over Cost	0 EUR		x 15	0 EUR
Q Surcharge	0 EUR		x 15	0 EUR
Price	244.50 EUR per passenger		x 15	3,667.50 EUR
<small>(Incl. YQ/YR, DCC, SO and Q Surcharge, excl. fees and taxes)</small>				
Fees and taxes	46.22 EUR per passenger		x 15	693.30 EUR
<small>(Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes need to be recalculated at time of ticketing.)</small>				
Sub Total Price	290.72 EUR per passenger		x 15	4,360.80 EUR
<small>(Incl. YQ/YR, DCC, SO and Q surcharge and fees and taxes.)</small>				

Save offer * **Book offer**

Update pricing

⚠ Your selection has changed. Please update the pricing container to calculate the total price (incl. YQ/YR, SO and Q Surcharge) as well as fees and taxes for the whole offer.

Update

If you select different flight or fare options in the individual departures, the pricing container will need to be updated to show the correct information for the whole series offer.

After booking

You can modify your series by cancelling or increasing passengers, single departures, or by cancelling the whole series.

Open the “Action Box” (either in the top right corner or at the end of the screen) and select the respective function concerning the whole series.

PNRs **26** Booking Relate... Communication History

Total pax: 36
 No Name pax: 36
 Ticketed pax: 24

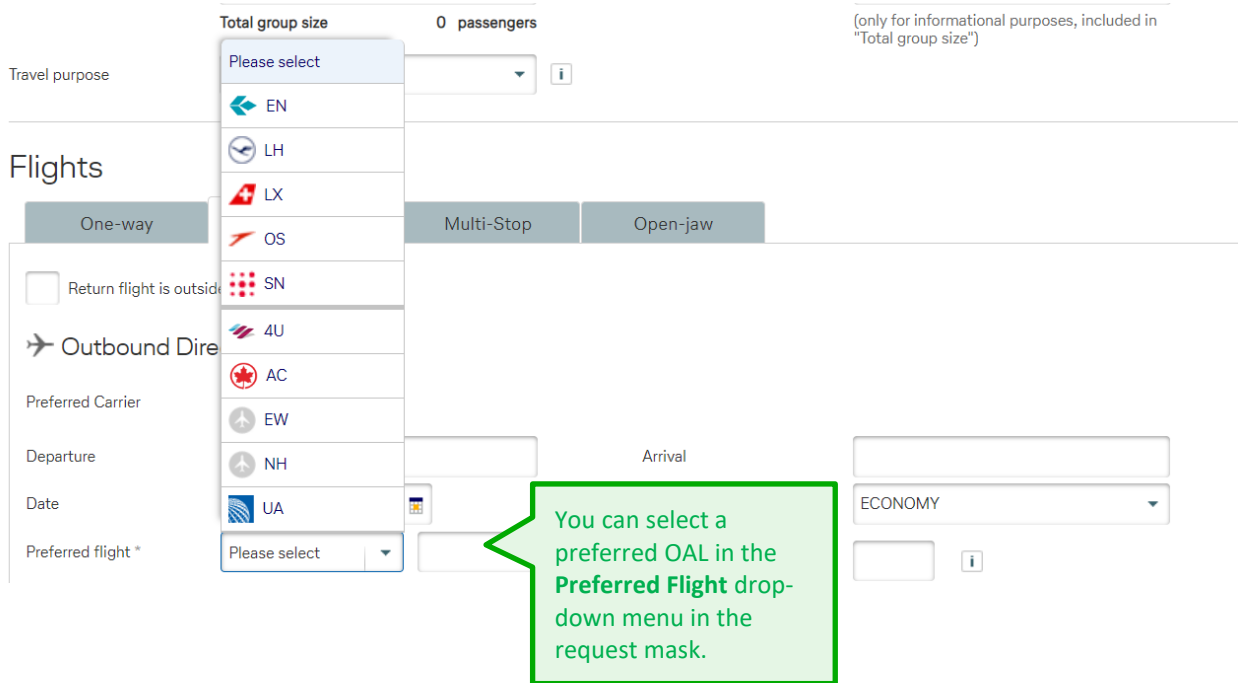
PNR	1st Direction	1st Departure	PAX	No Name	Fare per person (confirmed segments)	PNR status
K6BFR7	VRN - FRA EN8823	Wed 16 Oct 2024	12	12	202 EUR	Confirmed(HK) <input type="button" value="v"/>
<input type="button" value="+"/> K6BIXK	VRN - FRA	Wed 23 Oct 2024	9	N/A	177 EUR	Canceled(HX) <input type="button" value="v"/>
K6BIDZ	VRN - FRA EN8823	Wed 30 Oct 2024	12	12	168 EUR	Confirmed(HK) <input type="button" value="v"/>
K6B3BG	VRN - FRA	Wed 06 Nov 2024	12	N/A		<input type="button" value="v"/>

Export to Excel PNR

If you wish to amend single departures (Passenger or PNR) please select the option from the drop-down menu of the respective departure date.

9.6 Requests Including OAL

Together with our partner airlines, Lufthansa Group offers an extensive global route network. You can request flights containing segments operated by other airlines (OAL) easily in BookaGroup.



i All airlines that offer group travel in cooperation with LHG are available in BookaGroup. If your desired airline is not listed, a group booking in combination with LHG is not possible. For requests of LHG flights in combination with any other LHG Group Partner or Joint Venture Partner, you will often receive an “on the fly” offer, as long as sufficient capacity is available. All other airlines require manual processing, which results in a delayed offer.

Please note that there might be limitations for combinations with Air Dolomiti!

! **General guiding principles** for OAL requests:

- An LHG airline (LH/LX/OS/SN)* must be the first carrier on the outbound route (except feeder flights) *exceptions for EN exist.
- The minimum LHG share of the routing must be at least 50%.
- If the first carrier is an OAL (except feeder flights), the booking must be requested at the respective airline.
- Fare and capacity must be confirmed by the responsible OAL.

Any segment **not booked in relationship with a BookaGroup booking** (OAL uses existing PNR to book separate segments with separate ticket number in existing LHG PNR) may be canceled by LHG without prior notice if no separate ticket number is already shown in the PNR. A separate PNR must be created for this OAL booking.

Flights

One-way | **Round-trip** | Multi-stop | 1/2 Return | Open-jaw

Preferred Carrier:

Outbound Direction

Departure:

Arrival:

Date:

Compartment:

Preferred flight *:

Preferred * Departure time: ⓘ

Inbound Direction

Departure:

Arrival:

Date:

Compartment:

Preferred flight *:

Preferred * Departure time: ⓘ

Example 1: point-to-point travel with 50% LHG share.

Offer

Communication ²

History

Outbound

✈ ZURICH (ZRH) - CHICAGO (ORD), Wed 19 Sep 2018

Departure	Arrival	Flight	Duration	
1255 ZRH	1630 ORD	LX0008	9 h 35 min	
0740 ZRH	1355 ORD	OS0568 OS0065	13 h 15 min	

In case of a schedule offer, select the desired flights...

Inbound

✈ CHICAGO (ORD) - ZURICH (ZRH), Wed 26 Sep 2018

Departure	Arrival	Flight	Duration	
1400 ORD	0830 + 1 ZRH	UA0230 UA0134	11 h 30 min	
1130 ORD	0830 + 1 ZRH	UA0609 UA0134	14 h 0 min	
1100 ORD	0830 + 1 ZRH	UA0791 UA0134	14 h 30 min	
1000 ORD	0830 + 1 ZRH	UA0608 UA4402 UA0134	16 h 30 min	
0900 ORD	0830 + 1 ZRH	UA0632 UA6055 UA0134	16 h 30 min	
0900 ORD	0830 + 1 ZRH	UA0632 UA1811 UA0134	16 h 30 min	
0900 ORD	0830 + 1 ZRH	UA1556 UA4402 UA0134	16 h 30 min	
0706 ORD	0830 + 1 ZRH	UA2198 UA4402 UA0134	18 h 24 min	

Please add some details to your request in case a break-up offer becomes applicable

200 characters left

...and send for evaluation.

Send for evaluation

Offer
Communication ⁰
History

Round-Trip flight selection (2 flights) +

Please choose your fare	ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FLEX
	1,313.50 CHF	1,638.50 CHF	2,980.50 CHF

Displayed fare applies per passenger incl. YQ/YR Compare fares

Pricing
Booking Related...

Price overview LX

	Directions	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
✈	ZRH-ORD	384 CHF	<u>VKWNC SRW/GR</u>	x 15	5,760 CHF
✈	ORD-ZRH	573 CHF	<u>VHWNC SRW/GR</u>	x 15	8,595 CHF
(Displayed fares are guaranteed at time of booking) Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.					
Fare	957 CHF per passenger			x 15	14355 CHF
YQ / YR	356.50 CHF per passenger			x 15	5,347.50 CHF
(Displayed YQ/YR is guaranteed at time of booking.)					
DCC	16 CHF per passenger			x 15	240 CHF
StopOver Surcharge	0 CHF per passenger			x 15	0 CHF
Q Surcharge	0 CHF per passenger			x 15	0 CHF
Price	1,329.50 CHF per passenger			x 15	19,942.50 CHF
(Incl. YQ/YR, DCC, SO and Q Surcharge . Excl. fees and taxes.)					
Fees and taxes	97.30 CHF per passenger			x 15	1,459.50 CHF
(Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes need to be recalculated at time of ticketing.)					
Total Price	1,426.80 CHF per passenger				
(Incl. YQ/YR, DCC, SO and Q surcharge and fees and taxes.)					

New name option

Save offer *

Book offer

Choose your desired fare...

... and either save or book the offer.

Flights

One-way | **Round-Trip** | Multi-Stop | Open-jaw

→ Outbound Direction

Preferred Carrier: Please select

Departure: ZURICH, ZURICH AIRPORT (ZRH), SWITZERLAND

Arrival: MINNEAPOLIS/ST PAUL, MINNEAPOLIS

Date: Tue, 23 Oct 2018

Compartment: ECONOMY

Preferred flight: Please select

Preferred * Departure time: [] [i]

← Inbound Direction

Preferred Carrier: Please select

Departure: MINNEAPOLIS/ST PAUL, MINNEAPOLIS

Arrival: ZURICH, ZURICH AIRPORT (ZRH), SWITZERLAND

Date: Tue, 30 Oct 2018

Compartment: ECONOMY

Preferred flight: Please select

Preferred * Departure time: [] [i]

Direct flights only

Additional requirements

Passengers with disabilities [i] Excess baggage [i]

Example 2: long-haul LHG flight with OAL feeder

✈️ Outbound, FRANKFURT - LAS VEGAS, Mon 02 Oct 2017						
Departure	Arrival	Flight	Duration	ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FLEX
1625 FRA	2115 LAS	LH1196 LX8002	13 h 50 min ⓘ	⚠️ On demand		
1415 FRA	2115 LAS	LX1073 LX8002	18 h 0 min ⓘ	⚠️ On demand		
1325 FRA	2000 LAS	LH0446 UA0448	15 h 35 min ⓘ	602.00 EUR	780.00 EUR	1,421.00 EUR
1030 FRA	1711 LAS	LH0454 UA0943	15 h 41 min ⓘ	⚠️ On demand		
1045 FRA	1743 LAS	LH0430 UA0451	15 h 58 min ⓘ	233.00 EUR		
Displayed fare applies per passenger incl. YQ/YR				fares		
✈️ Inbound, LAS VEGAS - FRANKFURT, Sat 07 Oct 2017						
Departure	Arrival	Flight	Duration	ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FLEX
1620 LAS	1545 + 1 FRA	LX8003 LH1191	14 h 25 min ⓘ	⚠️ On demand		
1620 LAS	1645 + 1 FRA	LX8003 LX1074	15 h 25 min ⓘ	⚠️ On demand		
1323 LAS	1100 + 1 FRA	UA0764 LH0447	12 h 37 min ⓘ	602.00 EUR	780.00 EUR	1,421.00 EUR
0900 LAS	0720 + 1 FRA	UA0566 LH0431	13 h 20 min ⓘ	233.00 EUR	780.00 EUR	1,421.00 EUR
1230 LAS	1100 + 1 FRA	UA0486 LH0455	13 h 30 min ⓘ	⚠️ On demand		
Displayed fare applies per passenger incl. YQ/YR				Compare fares		

Select the desired flights and if On demand is selected, then click on Send for evaluation.

New name option Send for evaluation

One-way
 Round-trip
 Multi-stop
 1/2 Return
 Open-jaw

Multi-stops can contain up to six O&Ds. Surfaces will reduce the amount of money you pay.

Preferred Carrier:

Direction 1

Departure:
 Arrival:

Date:
 Compartment:

Preferred flight*:
 Preferred * Departure time:

Direction 2

Departure:
 Arrival:

Date:
 Compartment:

Preferred flight*:
 Preferred * Departure time:

Direction 3

Departure:
 Arrival:

Date:
 Compartment:

Preferred flight*:
 Preferred * Departure time:

Direction 4

Departure:
 Arrival:

Date:
 Compartment:

Preferred flight*:
 Preferred * Departure time:

In case a RT does not work with the desired OAL, try requesting a **Multi-stop** which will lead to the 2 step approach: schedule offer needs to be sent before receiving a New Offer.

!
 OAL name and ticketing options, booking ranges as well as other reservation conditions might differ from LHG standards. Please ensure you are familiar with the conditions of the respective OAL booked (even if it is requested via BookaGroup). Make sure to follow and respect these conditions, in particular related to divergent conditions, e. g. different name options or ticketing deadlines. The Lufthansa Group Airlines will assume no liability for damages of any kind which arise from the condition of use of the other airline for the whole trip.

At time of booking an offer that includes an OAL segment following information is displayed which needs to be confirmed in order to book the selected flight options:

Book now



Please Confirm if you have read the applicable Terms & Conditions and are ready to proceed with booking of selected options in offer.

Following information is displayed at time of booking if an OAL is included. Click on **Confirm** to proceed with booking.

⚠ Attention! The offered fare and the availability of the other airline flight is subject to confirmation of the other airline. The other airline flights will be requested by your local LHG Groups Service Team after booking of the LHG segments. Please note: A booking option of a maximum of 14 days will be granted after confirmation of all flight segments. This booking option is limited to the start of the penalty period. If OAL segment is not requested and/ or confirmed within 21 days after booking, LHG has the right to cancel the booking. If you need any assistance, please do not hesitate to contact your local LHG Sales office.

Cancel Confirm

LAS VEGAS

Actions

1YY27Z5F Booked

57 days before first departure

Also when opening the booked file ID, then the same information is displayed to the user when the OAL has not yet been requested by your LHG Group Service Team.

⚠ Please note: The OAL segments will be requested by Sales and confirmation of capacity and total price is subject to the availability of our airline partner. Please request these within the next 1 days otherwise the booking option will start irrespective of the OAL flights. A booking option of 72 hours will be granted after confirmation of all flight segments. If OAL segment is not requested and/ or confirmed within 21 days after booking, LHG has the right to cancel the booking. If you need any assistance, please do not hesitate to contact your local LHG Sales office.

Adhoc, Non-Nego, Round-Trip, FRA-RDU, 15 PAX, Published fare

Pax requested - 15 adults
Travel purpose: Leisure, Request date: Tue, 06 Jul 2021 11:19h

Show more details Show Booking Details

3

PNR: PDHDTY Booking Relate... **Communication** History

☿ List filters (0 filters, 4 of 4 results) +

Date	Update action	Description
20 Jun 2018	Booking Creation	Booking done by susi.sunshine@trash-mail.com on Wed, 20 Jun 2018 11:02:32. PNR(s) generated are: PDHDTY. Routing includes OAL flights that need to be requested manually by LHG Groups Service Team.
20 Jun 2018	Offer Updates	Offer created on Wed, 20 Jun 2018 10:58:28.
20 Jun 2018	Communication Updates	Note has been added by susi.sunshine@tras
20 Jun 2018	File Creation	Request has been created by susi.sunshine@

The history confirms the booking of the LHG PNR and indicates that the OAL flights need to be requested by the LHG Group Service Team.

9.6.1 OAL – specifics

AC Group Name may NOT include any slash or blanks in order to enable the successful transmission of names, ticket numbers, etc. to Air Canada `s res system and the Group Name element may NOT undercut a minimum of 4 characters or extend 28 characters.

CA No changes are allowed to LHG group PNRs including CA flight segments without prior authorization from CA. Please contact your local LHG Groups Service Team. Due to data exchange issues changes in the PNR could lead to unexpected cancellations of the whole group.

~~**CM** Once COPA (CM) flights have been requested/ confirmed in LHG group booking PNR, the PNR may not be split anymore, as this will lead to a cancellation of the OAL flights and cannot be requested in the same PNR anymore.~~

ATTENTION: No offers in combination with CM possible any longer.

LA Once the LATAM (LA) flights have been requested/ confirmed in LHG group booking PNR, the PNR may not be split anymore, as this will lead to a cancellation of the OAL flights and cannot be requested in the same PNR anymore.

SQ Even in case of splits a minimum of 10 passengers is required.



Please keep in mind: This overview does not include all possible OAL's and their specifics.

9.7 Cross Border Requests

A group booking is considered as Cross Border if the Point of Commencement (PoC) is different from the Point of Sale (PoS) and the fare quote is based on the applicable fares and pricing frames for the respective PoC.

! The offer for a Cross Border request is always displayed in PoC currency. Fare and YQ need to be converted into the local currency at time of ticketing.

i The fare and YQ quotation in the BookaGroup tool is based on a PoC logic. For legal reasons airlines may not collect YQ in selected countries (e.g. PoS IR), hence Q surcharge is calculated as a replacement. However, if the POC is in such country, but the POS is outside such country (eg. PoC IR but PoS GB), the regular YQ must be collected instead. Therefore it is essential that agents contact LHG Sales team before ticketing for manual update of SK and RC to avoid ADM issuance.

9.8 Child or Infant Discount

The corresponding reference class/tariff gives information about the eligibility and level of Child or Infant discount. The applicable child discount is not restricted to a certain number of children and may be applied to all children in a group.

! Please make sure to enter the required CHD related PNR elements, e.g. date of birth and ticket designator /GRCH%% or GRIN%% (%%= percentage of Discount).
If your booking is related to an Agreed Business case (i. e. non-published FBCs are used), please contact your LHG Group Service Team for further information about applicable Child/Infant Discounts.

9.9 Large Scale Groups

Generally all group bookings with 80 or more passengers, either in the **initial booking** or after an **increase** of the group size at a later stage, are considered **large scale** groups. Specific flight events can already require a stricter contracting for less than 80 passengers.


! **For large scale groups, specific contracting conditions do apply.**
Please note that dividing one group into separate smaller groups to undercut the stricter contracting conditions is prohibited. Booking of several smaller groups for the same routing and dates by the same agent can be canceled by RM units after a warning and 72 hours grace period.

i A maximum of 99 passengers can be booked in one Amadeus PNR. Requests with more than 99 passengers are automatically split in several PNRs with respective cross-reference.

In case a group which originally was booked against a less restrictive contract (e.g STANDARD) will be **increased** to **large scale** group a new **stricter contract** will apply for the **entire file**, i.e. for the whole group, as mentioned in the “General Commercial T&Cs”.

9.10 Break-up

Group capacity on certain flights might be lower than the requested group size. Based on certain criteria, a break-up might be offered:

 We are sorry, unfortunately there is no availability for your request. Please submit a new request or choose the break-up option. Thank you

In case no break-up is possible, the request will result in “no offer”.

Each break up is a manual process and LHG needs more information from your side to be able to divide the group according to customer’s wishes, if possible.

Please enter any additional information in the pop-up window before you submit your break-up request.

After the request is processed a new offer is displayed.

i | A break-up will always result in multiple PNRs.

9.11 Agreed Business

9.11.1 Special Event

Characteristics:

- i** |
- Expected demand is higher than capacity
 - Usually high yield business
 - Events identified by Lufthansa Group
 - Demand actively collected by Lufthansa Group
 - Capacity and price is usually guaranteed

If your agency is authorized for Special Event requests, LHG will provide your agency with Event Codes.

Quick Links

Agreed Business

Statistics

The link **Agreed Business** on the Cockpit will take you to the list of Events.

Agreed Business

Special Event Special Business

List filters (0 filters, 1 of 1 results)

Event code	File ID	1st Departure date	Confirmed seats	Remaining Seats	ID	Status
STE0001		01 Oct 2017	15	15	RQ1122 - 1A	Not Booked

Here you can find the option to **book** the Event Code.

Book Event Code

Help & Contact

File ID

- File ID
- Group Name
- PNR
- IATA/ ARC Code
- Office ID/ PCC
- Special Event Code

You can also enter your Special Event Code in the Search field to get to the **Book** page right away!

Sunshine Travel Event - STE

Special Event, Round-Trip , MUC - LHR, 15 pax

Book option

Just enter the group name and number of passengers here...

Group name Remaining group size

Number of passengers

→ Outbound, MUNICH - LONDON, Sun 01 Oct 2017

Departure	Arrival	Flight	Special event fare
MUC	LHR	LH2470	225.00 EUR

← Inbound, LONDON - MUNICH, Tue 10 Oct 2017

Departure	Arrival	Flight	Special event fare
LHR	MUC	LH2477	225.00 EUR

Pricing

Price overview

LH

	Fare per passenger	Compartment	Fare Basis Code	Number of passengers	Subtotal
→	150.00 EUR	ECONOMY	WAXSEDE/GR	x 0	0.00 EUR
←	150.00 EUR	ECONOMY	WAXSEDE/GR	x 0	0.00 EUR

Please note that displayed prices apply per adult. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance..

Fare	300.00 EUR per passenger		x 0	0.00 EUR
(Excl. YQ/YR ,SO, Q Surcharge and fees and taxes.)				
YQ / YR	150.00 EUR per passenger		x 0	0.00 EUR
Q Surcharge	0.00 EUR per passenger		x 0	0.00 EUR
Stop Over Cost	0.00 EUR per passenger		x 0	0.00 EUR
Price	450.00 EUR per passenger			
(Incl. YQ/YR, SO and Q Surcharge, excl. fees and taxes.)				

...and book the offer!

New name option

^ Back to top

9.11.2 Special Business

i

Characteristics:

- High volume / high yield business
- Ad-hoc or Series requests
- Leisure or business travel
- Capacity is always subject to availability

Please contact your local LHG Group Service Team for more details.

Access your list of **Special Business** files via the Quick Link on the Cockpit..

Quick Links

Agreed Business Statistics

AGREED BUSINESS

Actions

Special Event Teilkontingent Blocked Space **Special Business**

List filters (0 filters, 1 of 1 results)

Master event ID	Event name	Event period	Request period	Destination country	Destination city	
SE00201	NYC MARATHON	25 Nov 2023 - 27 Nov 2023	13 Oct 2023 - 23 Nov 2023	US	NYC	

Click on a saved File ID to book the offer.

File ID

If you know your Special Business File ID, you can also open it right away via Search.

Special Business

7Y2RV1V Saved offer

ADHOC, One Way, FRA - TXL, 15 PAX +

Book option

Group name

MNN/



Just enter a group name here...

→ Direction 1, FRANKFURT - BERLIN, Fri 12 May 2017

Departure	Arrival	Flight	Manual Fare
FRA	TXL	LH190	300.00 EUR

Pricing

Booking Related...

Price overview

LH

	Fare per passenger	Compartment	Fare Basis Code	Number of passengers	Subtotal
✈	250.00 EUR	ECONOMY	MNODE/GR	x 15	3750.00 EUR

Please note that displayed prices apply per adult. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance..

Fare	250.00 EUR per passenger			x 15	3,750.00 EUR
(Excl. YQ/YR ,SO, Q Surcharge and fees and taxes.)					
YQ / YR	50.00 EUR per passenger			x 15	750.00 EUR
DCC	20 EUR per passenger			x 15	300 EUR
Q Surcharge	0.00 EUR per passenger			x 15	0.00 EUR
Stop Over Cost	0.00 EUR per passenger			x 15	0.00 EUR
Price	320.00 EUR per passenger			x 15	4800.00 EUR
(Incl. YQ/YR, DCC, SO and Q Surcharge, excl. fees and taxes.)					

... and you're done!

New name option

Cancel

Book offer

10 After Booking

10.1 Name Option & Ticketing Time Limit

Depending on the applicable contract, certain Name Options (NO) and Ticketing Time Limits (TTL) are relevant for your booking and BookaGroup will send reminders for those. Option lines (SSR OTHS elements) are created automatically in the PNR.

```
11 SSR OTHS 1A ALL NONAMES WILL BE XXD IF NAMES NOT AVAIL BY
    2359/06MAY17 UTC / LHG 26APR23 0718

12 SSR OTHS 1A PLS ISSUE TIX UNTIL 2359/09MAY23 UTC / LHG
    26APR17 0718
```

The SSR OTHS elements show the **cancellation date** of all **no names** on 06 May and the **ticketing deadline** on 09 May.

Five days before the respective cancellation dates, SSR OTHS **reminder** elements will be created.

```
13 SSR OTHS 1A REMINDER ALL NONAMES WILL BE XXD IF NAMES NOT
    AVAIL BY 2359/06MAY23 UTC / LHG 02MAY23 0002

14 SSR OTHS 1A REMINDER PLS ISSUE TIX UNTIL 2359/09MAY23 UTC / LHG
    04MAY23 0012
```

PNR: MWW7LS | Booking Relate... | **Communication** | History

03 May 2017, 07:15 UTC
System System | Agency | All non-ticketed passengers will be cancelled for P...

02 May 2017, 00:10 UTC
System System | Agency | All remaining no-names will be cancelled for PNR L...

You will also see the reminders in the communication tab of your file.

The Cockpit will also display upcoming Name Options and Ticketing Time Limits prominently:

Filters and Alerts | My Groups | All Groups

1 Penalty Period Warning | 1 0 1 Grace Period | 0 Schedule Changes

5 Name Options | **3 Ticketing Time Limit** | 0 Communication Notes

i If the date of the NO reminder has passed by at the time the booking is created, the NO reminder will be sent five days after booking.
If a special name option applies (e.g. for HIGH), the standard NO will be ignored.
The standard ticketing option is set for two days before departure.

For specific contract types, shorter name options apply.

In case of differing values, the name and ticketing options indicated directly in the group reservation prevail over the options indicated in the contracting document.



In case of rebooking of the first departure date, the name option and ticketing deadlines will be adapted to be in line with the new first departure date.

Name or Ticketing Options must not be changed or canceled. The usage of fictitious names is strictly prohibited.

For bookings containing OAL segments, the name or ticketing options set by OAL must be observed as well, hence the most restrictive option applies. It is not possible for your LHG Group Service Team to change, assist or interfere with those rules set by OAL.

10.2 Name Changes

Before ticketing, name changes are permitted free of charge.

After ticketing, name corrections (such as spelling, i. e. no change of the passenger) are permitted free of charge for the purpose of matching with passport data (e.g. after marriage or similar). In case of a full name change (meaning from one passenger to another different passenger) a fee as specified in the respective contract applies.

Please contact your local LHG Group Service Team for prior authorization of a name correction or name change. A copy of the passport or any other official document must be provided for acceptance of the name correction.



In case no prior authorization should be possible as outside of LHG Group Service Team opening hours, **only Amadeus (1A) agencies** can proceed with the name correction or name change on their own considering above mentioned conditions. **Important:** please contact your LHG Group Service Team as soon as opening hours permit, to receive a retroactive authorization and in order to avoid any possible ADMs.

Any **Non-Amadeus agencies** have to obtain prior authorization and technical support via their LHG Group Service Team to avoid any issues due to GDS/booking system synchronization mismatches.



Please keep in mind that **other airlines (OAL)** might have different policies concerning name changes / name corrections that might differ from LHG standard. It is up to the Travel Agent to be familiar with the conditions of the respective OAL booked, even if booked via BookaGroup.

10.3 Increase Passengers

An increase of the number of passengers of a group is possible for all bookings regardless of the initial fare family used. The increased seats must be associated with the main booking and be identifiable as such.

! The increased seats and all booked seats in the main booking will always be subject to the **same contract type**. In case the increase of seats requires a stricter contract type then the **new stricter contract applies for the entire group file**, i.e. for main and increase bookings (e.g. when the overall group size changes to a *large scale* group or due to increase incl. change of compartment).

Please note an increase is only possible on PNR level and if all segments are confirmed.

The number of passengers can be increased for both ad-hoc and series bookings.

Actions

PNR		PAX
Increase Passengers	Export to Excel	Cancel all No Names
Show Amadeus PNR	Cancel PNR	Import names
Reduce No Names	Export Booking as PDF	Download name template
Modify name options	Copy the request	
Split PNR		

Increase passengers

Note! Using EDIT at least 1 flight has to stay as booked originally

Flight information

Departure	Arrival	Flight number	Date	PAX	Compartment	
0600 VIE	0730 FRA	OS 199	Wed, 17 Jan 2024	12	ECONOMY	Edit
0920 FRA	1045 VIE	OS 202	Wed, 31 Jan 2024	12	ECONOMY	Edit

Click **Edit** if you want to adjust flight details.

Pricing

Price overview

	Fare per passenger	Fare Basis Code	Subtotal
✈	49 EUR	KEUCLSP5/GR	588 EUR
✈	49 EUR	KEUCLSP5/GR	588 EUR

Increase passenger

Reset Cancel Send for evaluation

Enter the number of additional passengers here.

Increase passengers

Note! Using EDIT at least 1 flight has to stay as booked originally

Flight information

Departure	Arrival	Flight number	Date	PAX	Compartment	
0600 VIE	0730 FRA	OS 199	Wed, 17 Jan 2024	12	ECONOMY	Edit
Departure	Arrival	Date	Flight		Compartment	
VIENNA INTE...	FRANKFURT I...	Wed, 17 Jan 2024	Please select		ECONOMY	
0920 FRA	1045 VIE	OS 202	Wed, 31 Jan 2024	12	ECONOMY	Edit

Price overview

Fare per passenger	Fare basis code	Subtotal

Increase passenger

You can change the airport (in case of a multi-airport city), date, flight number and compartment for the additional passengers

Until booking, the increase file gets a temporary File ID and an entry with the temporary file ID is done in the mother file ID's history tab.

06 Dec 2023	Pax Updates	An Increase of 5 PAX has been requested for PNR KUZ2RV with temporary file ID 3YY20IWY by ta.user.de.fux1@dlh.de on 06 Dec 2023 14:21:22.659 UTC.
-------------	-------------	---

It is possible to search for the temporary file ID via the global search up to the time of booking of the temporary file ID. A search for the temporary File ID after booking will lead to the File ID of the mother file ID instead!

The New Offer of the temporary file ID can be saved.

TEST REQUEST VIE

3YY20IWY

6 days 23 hours Offer valid until Wed, 13 Dec 2023 3:21 PM

Kindly note that the File ID above is a temporary one and can be used for tracking. After booking the new PNR can be found under the original File ID.

Please note: For RT and OJ 'Departure-' and 'Arrival-'airport (same city) and 'Date' and/or 'Flight' can be changed (EDIT) but only for one direction.

For Increase the date, flight number and airport (for multiple airport cities) can be **adjusted (EDIT) in one direction only** as minimum one flight need to remain as originally booked.

The compartment can be changed for both directions.

In case of a **½ Return**, **Multi-stop**, or **One-way** journey, only the compartment can be edited.

PNRs Booking Relate... Communication History

Total pax: 17
 No Name pax: 17
 Ticketed pax: 0

PNR	1st Direction	1st Departure	PAX	No Name	Fare per person (confirmed segments)	PNR status
KUZ2RV	VIE - FRA OS199	Wed 17 Jan 2024	12	12	98 EUR	Confirmed(HK, HK)
KWD3W4	VIE - FRA OS199	Wed 17 Jan 2024	5	5	98 EUR	Confirmed(HK, HK)

The File History and Communication tabs of the increase file merge with the mother PNR.

Increasing the number of passengers will create a child PNR (marked with I).

In new created increase PNR an OSI TCP-element will be created by system as cross reference to mother-PNR and total group size. Such OSI TCP-element to be noted manually in mother-PNR as cross reference to new increase PNR and total group size.



Example for respective OSI elements:
 Mother-PNR KUZ2RV: 12 PAX: OSI YY TCP 17 FK KWD3W4 3YY25XYZ (to be manual created)
 Increase-PNR KWD3W4: 5 PAX: OSI YY TCP 17 FK KUZ2RV/20231206 3YY25XP5 (auto created)

10.4 Increase Departures

☰ Actions

Cancel all No Names Cancel Whole Group Export to Excel For Series, the number of departures can be increased after booking. Modify name options Export Booking as PDF



Please note that only departures between the first and the last series departure can be requested.
 A maximum total of three departures can be requested per week; if your initial series already consisted of three weekly departures, you will not be able to increase the number of departures.
 In case the increase of departures requires a stricter contract type than the **new stricter contract applies for the entire group file**, i.e. for main and increase bookings.

10.5 Passenger Management

10.5.1 Adding Passenger Names

PNR: M6TXZG

Booking Relate... Communication History

Total pax: 15
 Number of No Names: 15
 Ticketed pax: 0
 PNR Claimed: NO

PNR status: Confirmed
 Conditions Type: STANDARD

Details PAX Pricing & Condi... Communication

Passenger Name List

Quick passenger record | Import names

Search

Last Name	First Name and Middle Name	Pax Type	Ticket number	Doc Status
No records found				

In the PAX tab, you can choose to import a name template or use Quick passenger record to add passenger

Details PAX Pricing & Condi... Communication

Passenger Name List

Quick passenger record

Last name: [] First name Middle name Title: [] Pax type: ADT Date of birth*: [] More info. []

FF No. → Infant → Extra seat

Add passenger Cancel Record passenger

Search

Last Name	First Name and Middle Name	Pax Type	Ticket number	Doc Status
No records found				

Use these links to enter additional information, such as Frequent Flyer number, Infants, or Extra seats.

With Quick passenger record, up to ten names can be recorded at once.

! Please note that Frequent Flyer number and Extra seat cannot be added to an existing passenger. They must be added with the passenger name in one transaction. If you would like to add a FF number to an already existing passenger name, or change/delete it, you can still perform this action directly in GDS. The credited miles will be regulated by the respective frequent flyer program of the transported passenger.

Details PAX Pricing & Condi... Communication

Passenger Name List

Import names ⓘ

Quick passenger record (*) Optional Field

Last name First name Middle name Title Pax type Date of birth*

Last name* First name Middle name Title Pax type Date of birth

Add passenger Cancel Record passenger

Adding an **Infant** will open a second name entry row. The last name is optional; the first name is mandatory.

Passenger Name List

Quick passenger record

Last name First name Middle name Title Pax type Date of birth*

Last name First name Middle name Title Pax type

Add passenger Cancel Record passenger

If a passenger would like to request an **extra seat** for their own comfort or additional **cabin baggage**, a second row is added to their name.

! If EXST or CBBG should be added to an existing passenger name, the original name must be set to no name first. Afterwards you can insert the passenger name again together with the extra seat or cabin baggage option.

Details PAX Pricing & Condi... Communication

Passenger Name List

Search +

	Last Name	First Name and Middle Name	Pax Type	Ticket number	Doc Status
<input type="checkbox"/>	TEST	TEST MR	ADT		Incomplete
<input type="checkbox"/>	TEST	CBBG	CBBG		Not Applicable

EXST or CBBG will be recorded together with the passenger.

i For larger groups, using the **name import template** is a convenient solution. Just download the template, fill in the names and save it locally to your computer. You can then upload to BookaGroup and the names will be automatically recorded!

☰ Actions

PNR		PAX
Increase Passengers	Refresh PNR	Cancel all No Names
Export to Excel	Show Amadeus PNR	Import names
Cancel PNR	Download name template	
Export Bookings		
Split PNR		

...and upload the template here to record the names!

You can download the new enhanced name template including APIS data here...

BookaGroup Name Template for Passenger Name Import (V10.1.4)

FileID: _____ Groupname: _____

S.No.	Last name	First name	Middle name	Academic Title	Salutation Title	PAX type	Date of birth	Gender	Airline associated with frequent flyer program	Frequent flyer number
1										

"MR/MS/MX/none" is entered in a separate column Title.

Under Pax Type, please enter "ADT/CHD/STU/YTH".

Optional entry via the new enhanced name template is the APIS data information for the DOC S input in the PNR by also filling in the columns O to U in the name template:

Travel document type	Document issuing country	Country code	Travel document number	Passenger nationality	Code of nationality	Date of expiry

Up to 99 passenger names can be recorded at once. If required, you can repeat the upload with a second template.

Passenger Name List

Quick passenger record | Import names ⓘ

🔍 Search _____ +

<input type="checkbox"/>	Last Name	First Name and Middle Name	Pax Type
<input type="checkbox"/>	TEST	ANNA MS	ADT
<input type="checkbox"/>	TEST	EDDI MR	ADT

After the upload, you can **Import again** if you need to make changes to the template – this will overwrite the previously uploaded list.

Click on **Record Passenger** to finish.

Import again | Cancel

Record Passenger

Please note:



There might be **differences in displayed order of passenger names** between BookaGroup and your reservation system.

Possible reasons: Different name-entries processing of the respective GDS / reservation system and/or individual office profile setting of an Amadeus Office.

10.5.2 DOC Information

By clicking on passenger name in the passenger list, more details can be displayed and DOC information can be entered.

< Back to pax overview < Previous passenger | Next passenger >

TEST, TEST MR (Pax 1 of 2) Actions

Passenger name and ticketing information

Pax type	ADT	Ticket number	
First and middle name	TEST MR	Airline	
Last name	TEST	FF program	
Date of birth*		FF number	
Passenger ID			

Information entered in ALL SEGMENTS will overwrite the information in the individual segments at the time of saving changes.

DOC S - Secured Flight Data +

DOC O +

Cancel Save changes

The passenger details section is always read only.

⚠ Information entered in ALL SEGMENTS will overwrite the information in the individual segments at the time of saving changes.

DOC S - Secured Flight Data -

All segments

FRA - JFK

JFK - ZRH

ZRH - ...

DOC S information can be entered for any PNR and is mandatory in case SFP is applicable for the PNR (BookaGroup will indicate if it is).

Personal Details (Please provide as per identification. Mandatory for issuance of tickets)

First name <input style="width: 90%;" type="text"/>	Middle name* <input style="width: 90%;" type="text"/>
Last name <input style="width: 90%;" type="text"/>	Gender M ▾
Date of birth <input style="width: 80%;" type="text"/>	

DOC O +

Cancel
Save changes

i After you save the DOC S information, it changes to read-only text. In case any update is needed, you can delete and insert the information again.

DOC O -

All segments

FRA - JFK

JFK - ZRH

DOC O Information (Visa information, Redress number, Known Traveller number) can be entered here.

Visa

Doc number <input style="width: 90%;" type="text"/>	Issuing country <input style="width: 90%;" type="text"/>
Date of issue <input style="width: 80%;" type="text"/>	Country where document applies <input style="width: 90%;" type="text"/>

Redress

Doc number

Known traveller

Doc number

Cancel
Save changes

i Both DOC S and DOC O information can be added for all segments (pre-selected by default) or individually for a selected segment if needed.

10.5.3 Canceling a Passenger

Instead of canceling the whole PNR or a multiple-PNR group, it is possible to cancel single passengers or seats.

Actions

PNR		PAX
Increase Passengers	Export to Excel	Cancel all No Names
Show Amadeus PNR	Cancel PNR	Import names
Reduce No Names		Download name template
Split PNR		

To reduce the number of seats not associated with a passenger (no names), choose **Reduce No Names** from the Action menu.

Please note:

Single passenger/s cancellation/s for contract types that calculate the **penalty** based on **relative amount** (net fare plus YQ/ YR, and any SO and Q surcharges), to be processed only after a **Split-PNR** action for respective to be cancelled passenger/s. It's recommended to perform the Split-PNR and single passenger cancellation actions via BaG.

This Split-PNR process will assure that in case penalty applies, this is calculated based on the correct net fare and YQ/YR, and any SO-, Q surcharges of the cancelled passenger/s PNR.

If names have already been provided for specific passengers, then those passengers can be canceled via the passenger list.

Canceling passenger(s) will reduce the number of seats in the PNR; to keep the seats, use the option **Set selected passengers to No Name** instead.

Details PAX Pricing & Condit... Communication 0

Requested passenger names have been successfully recorded

Passenger Name List

Quick passenger record | Import names i

Search +

<input type="checkbox"/>	Last Name	First Name and Middle Name	Doc Status
<input type="checkbox"/>	TEST	EDDI MR	Cancel selected passengers
<input type="checkbox"/>	TEST	TINA MS	Set selected passengers to No Name
<input type="checkbox"/>	TEST	ELLA MS	Not Applicable
<input type="checkbox"/>	TEST	OSCAR MR	Not Applicable

You can select single or multiple passengers from the passenger list and cancel them or set them to no name in one single step...

Details PAX Pricing & Condit... Communication

Passenger Name List

Quick passenger record | Import names

Search

<input type="checkbox"/>	Last Name	First Name and Middle Name	Doc Status
<input type="checkbox"/>	TEST	EDDI MR	Not Applicable
<input type="checkbox"/>	TEST	TINA MS	ADT
<input type="checkbox"/>	TEST	ELLA MS	ADT
<input type="checkbox"/>	TEST	OSCAR MR	ADT

...or select an individual name and choose an action here.

Cancel passenger
Set to No Name

i When canceling passenger(s) within the penalty period, a warning about possible penalty fees will be displayed. Click on Confirm to continue canceling the selected passengers or Cancel to abort the cancellation.

Cancel specific passenger(s)?

As the penalty period has already started, canceling seats may result in penalty fees according to the applicable contract conditions. Do you want to continue?

Cancel Confirm

! When selecting an action for a passenger with associated infant or extra seat, the respective action will be performed for all the associated records as well. In case the cancellation of passengers leads to an undercutting of the minimum group size, BookaGroup will return an error message. Please note that once a ticket is issued for a passenger, the ticket can only be canceled via your LHG Group Service Team.

10.5.4 Split PNR via BaG

Splits can be performed for named/no-named passengers or a combination of both within 1 transaction with the BaG actions ‘Split PNR’.

The respective action ‘Split PNR’ can be found either on the right side of the File display page under **Actions** button, or, at the bottom of the File display page under section “Actions”:

☰ Actions

PNR		PAX
Increase Passengers	Refresh PNR	Cancel all No Names
Export to Excel	Show Amadeus PNR	Import names
Cancel PNR	Reduce No Names	Download name template
Export Booking as PDF	Copy the request	
Split PNR		

- ➔ In case names for passengers have already been recorded, then after a click on 'Split PNR' action button, below pop-up window will appear where it is possible to select passengers to be split to a separate PNR:

SPLIT PNR: Split named and no named Passengers ✕

Number of No names in new SPLIT PNR Split All No Names

<input type="checkbox"/>	Last Name	First Name and Middle Name	Pax Type
<input checked="" type="checkbox"/>	TEST	EDDI MR	ADT
<input checked="" type="checkbox"/>	TEST	TINA MS	ADT
<input type="checkbox"/>	TEST	ELLA MS	ADT
<input type="checkbox"/>	TEST	OSCAR MR	ADT


- ➔ In case no names have been recorded to the group File so far, then after a click on 'Split PNR' action button, below pop-up window will appear where it is possible to indicate number of Nonames to be split to a separate PNR:

SPLIT PNR: Split named and no named Passengers

Number of No names in new SPLIT PNR Split All No Names



Once selection is done, then the split transaction should be completed by using a button 'Submit'.

Every 'Split PNR' transaction via BaG will lead to the same multiple PNR overview, where split PNR will be followed by sign  and below message by the system will appear:

TEST REQUEST VIE

Actions

3YY25XP5 Booked

42 days before first departure

Child PNR KWPR27 has been successfully created.

Adhoc, Non-Nego, Round-Trip, VIE-FRA, 12 PAX, (Published fare, CRUISE, TOUR OPERATOR)

- PNRs
- Booking Relate...
- Communication 2
- History

Total pax	17
No Name pax	11
Ticketed pax	0

PNR	1st Direction	1st Departure	PAX	No Name	Fare per person (confirmed segments)	PNR status
KUZ2RV	VIE - FRA OS199	Wed 17 Jan 2024	10	6	98 EUR	Confirmed(HK, HK)
KWD3W4	VIE - FRA OS199	Wed 17 Jan 2024	5	3	98 EUR	Confirmed(HK, HK)
KWPR27	VIE - FRA OS199	Wed 17 Jan 2024	2	2	98 EUR	Confirmed(HK, HK)

Performed split actions will be recorded in the File History tab:

Date	Update action	Description
06 Dec 2023	PNR Updates	Child PNR created by system KWPR27 on 06 Dec 2023 16:04:22.868 UTC.
06 Dec 2023	PNR Updates	PNR KUZ2RV has been split by ta.user.de.fux1@dlh.de on 06 Dec 2023 16:04:22.862 UTC. New PNR(s) KWPR27 has been created.
06 Dec 2023	PNR Updates	Split of 2 Nonames requested by ta.user.de.fux1@dlh.de on 06 Dec 2023 16:04:18.663 UTC.

Please note:

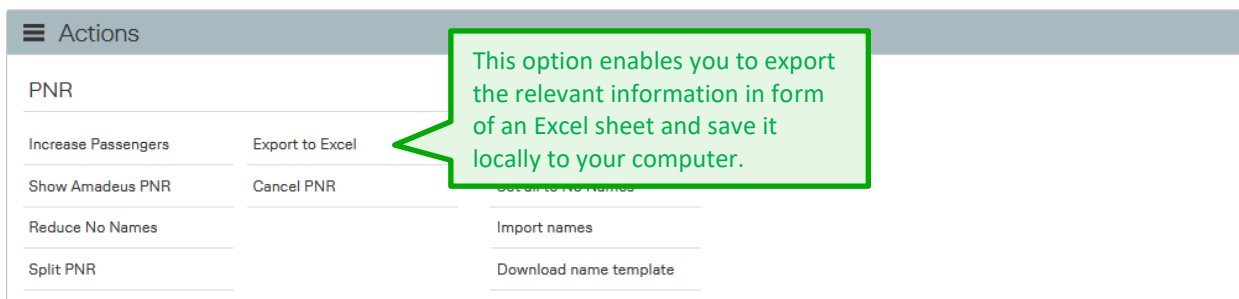
- "SPLIT PNR" action in BaG **will only be displayed** for non-nego PNR/s.
- "Split PNR" action in BaG **will NOT be displayed** in case of:
 - PNR has already been claimed to Non-Amadeus GDS.
 - PNR is in inconsistent state.
 - PNR is in 'Canceled' state.
 - last departure date in PNR has passed.

10.6 Extra Baggage / Excess Baggage

Extra baggage (XBAG) for group bookings is in most cases handled in an identical way to individual passengers.

- i** In case of large-scale groups or Special Events (Sport Groups, Orchestra etc.) with a high number of XBAG, special handling procedures or tariffing for XBAG associated to group passengers may apply.
Please contact your LHG Group Service Team for any information.

10.7 Export to Excel



- i** Please make sure to check all tabs/sheets in the Excel document (PNR, PAX and PRICE).
- !** If you perform this action on the file level of multiple PNR, you will get an Excel document with one tab/sheet only (“PNR”) with a basic overview of all the PNRs included in the file.

10.8 Rebooking

Travel Agents are only able to cancel or reduce passengers in BookaGroup, but are not allowed to add, change or cancel single segments in a PNR; these rebookings must be performed by LHG Group Service Teams.

- !** In case that a rebooking leads to the fact that no more segment of the initially determined validating/ticketing carrier is part of the booking, please issue the ticket on any other LHG carrier involved in the routing in order to avoid any CIP Violations.
- !** In case of rebooking to an **earlier or later departure date** (outbound), **before** or **after** start of original penalty period, the initial start of penalty period remains **unchanged** for the rebooked PNR and for the whole file, provided the contract has not changed.

10.8.1 Before Ticketing

With any change, the **contract conditions** (e.g. Minimum Group Size) and **Applicable Fares and Conditions** (e.g. Minimum Stay) must be adhered to. **Before ticketing**, the change fee paragraph (Cat16/31) can be ignored as special group conditions do apply.



Please contact your local LHG Group Service Team for any rebooking requests.

All fares are eligible for rebooking, subject to availability. The minimum group size must be maintained at all times. Adding a long-haul segment to an existing short-haul or long-haul routing is not allowed.



- One-way travel: change of main segment is not permitted.
- All other journey types: change of main segment is permitted either for inbound or for outbound direction (only for rebookings on same flights in higher compartment a change of both directions is possible).
- Change/adding of a feeder or defeeder is permitted.
- Pure CONT travel: change of Brand (LIGHT/CLASSIC/FLEX) only allowed according to applicable fare rules (CAT16)
- Any rebookings are based on the so-called “Repricing” logic. The fare quote at time of rebooking (including possible group discount, if applicable) will be applied.
- All flight segments (also unchanged segments) are taken into consideration for the repricing. The result in comparison to the last confirmed price can either be equal or higher.

10.8.2 After Ticketing

With the exception of a name change (see [Chapter 10.2](#)) and the group definition (at least one trunk route must be flown together by all passengers (see [Chapter 10.8.1](#)), any modification of the issued group tickets after ticketing needs to respect the tariff conditions of the fare basis code shown in the issued ticket.

The **recalculation logic** after ticketing is ruled by the IATA resolution 0049XX:

In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket.

For partial rebooking concerning the inbound flight: recalculate the newly applicable fare by using fares applicable at time of issue. Repricing is required to verify correct application of paid fare.

For partial rebooking concerning the outbound flight or all sectors: recalculate the newly applicable fare by using fares applicable on the day of reissue (full repricing required).

10.9 Canceling a Group

Cancellation of either the entire group or single passengers out of a booked group are subject to the to the cancellation conditions:

Before ticketing: The reservation fee or penalty fee fixed in the contract applies.

After Ticketing: Refunds are possible according to the fare rule of the issued fare. In addition reservation fee or penalty fee do not apply in connection with non-refundable tickets and/or tickets refundable against fee.

! Please cancel any unneeded space as early as possible. This reduces the risk of applicable penalties for your travel agency and enables us to re-offer the freed capacity.

PNR

- Increase Passengers
- Show Amadeus PNR
- Reduce No Names
- Split PNR

PAX

- Export to Excel
- Cancel PNR
- Download name template

*Click this link in the Action menu to cancel a **single PNR**.*

Actions

- Cancel all No Names
- Cancel Whole Group
- Export to Excel
- Increase departures
- Export Booking as PDF
- Copy the request

Cancel whole group?

Are you sure you want to cancel the group? Please confirm to proceed.

*In a multiple-PNR file (e. g. Series), you have the option to cancel the **whole group**.*

Cancel Confirm

Cancel PNR?

Are you sure you want to cancel the PNR? Please confirm to proceed

Cancel Confirm

Whenever performing a cancellation, you will be asked to reconfirm the action.

✓ PNR KWPR27 has been canceled successfully

After cancellation, a success message will be displayed...

⚠ Please note: A booking option has been granted up to 20 Dec 2023 08:48 UTC, which period.

Adhoc, Non-Nego, Round-Trip, VIE-FRA, 12 PAX, (Published fare, CRUISE, TOUR OPERATOR) +

PNRs Booking Relate... Communication ² History

Total pax 15
 No Name pax 9
 Ticketed pax 0

PNR	1st Direction	1st Departure	PAX	No Name	Fare per person (confirmed segments)	PNR status
KUZ2RV	VIE - FRA OS199	Wed 17 Jan 2024	10	6	98 EUR	Confirmed(HK, HK)
KWD3W4	VIE - FRA OS199	Wed 17 Jan 2024	5			Confirmed(HK, HK)
KWPR27	VIE - FRA	Wed 17 Jan 2024	2			Canceled(HX, HX)

...and the PNR will be shown as canceled in a multiple-PNR file.

KWPR27 (Split)

Actions

Total pax 2
 Number of No Names N/A
 Ticketed pax N/A
 PNR Claimed

PNR status Canceled
 Conditions Type STANDARD
 Price per person (excl. fees and taxes) 125.50 EUR
 PNR Update Last Info Status-6 Time-06

The PNR will show the status canceled.

Details Pricing & Con... ⁰ Communication

Price overview

OS

Direction	Flight number	Departure	Fare Basis Code	Booking class	Fare per person
VIE - FRA	OS199	Wed 17 Jan 2024	<u>KEUCLSP5/GR</u>	K	49 EUR
FRA - VIE	OS202	Wed 31 Jan 2024	<u>KEUCLSP5/GR</u>	K	49 EUR

Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to your Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance.

YQ / YR (Excl. DCC)	10.00 EUR
DCC (to be collected as addition YR tax)	17.50 EUR
Stopover surcharge	0 EUR
Q surcharge	0 EUR
Price (Incl. YQ/YR, DCC, SO and Q surcharge, excl. fees and taxes)	125.50 EUR

10.10 Reinstate

An existing booking that has been canceled unintendedly or due to the non-respect of the given name or ticketing deadlines can be reinstated. Reinstated bookings will be considered as new bookings subject to a re-evaluation of availability and fare.

Please contact your local LHG Group Service Team to request a reinstate.

10.11 Irregularity Handling

If a group and file ID hold a confirmed booking on LH, LX, OS/SN or EN a contract of carriage applies. That means any change in time/date of one of the booked flights entitles the group – booked and confirmed passengers of affected flight – **once** to an acceptable alternate flight or flight connection, or even to cancel the PNR.

This also applies for Nego Space / Allotment bookings on LH, OS and EN.

- If the group has been re-accommodated by LHG, you may change **once** free of charge to an alternative acceptable flight. Flight and price information will remain visible even after PNR canceled. All changes are subject to the fare conditions.
- If the group has not been re-accommodated by LHG, you may **once** choose an alternate acceptable flight/flight connection free of charge for the group. Any further changes are subject to the fare conditions.
- Free of charge rebookings need to be done within **28 days** after the schedule change (UN/TK sent to PNR).
- Any rebooking requested later than **28 days** after the schedule change shall be considered as a voluntary rebooking according to the fare note.
- In case of involuntary rebooking the last fare remains unchanged. All additional charges (e.g. YQ, taxes) will be covered by LHG.
- It is mandatory to add following remark in the endorsement box at time of ticketing:
INVOL IATA RESO 735D DUE SCHED CHNGE LHXXX/DDMTH or
INVOL IATA RESO 735D DUE CANCEL OSXXX/DDMTH
followed by orig FE-content (as much as possible, character limits to be observed).
- Involuntary rebooking should be done on the same route, same carriers and in original booking classes. Alternatively the involuntary rebooking can be done on a different routing (e.g. original nonstop flight changed to transfer connection or orig transfer connection with change of transfer-point) with the longest possible LHG carriers. For rebooking actions and/ or verifications of alternatives please contact your LHG Group Service Team.
- If none of the above-mentioned alternatives are acceptable, you and the group are entitled to cancel and to withdraw from the contract. LHG airlines will not charge any reservation fee or cancellation fee if the group booking is canceled within a time frame of **28 days** after the publication of the schedule change or involuntary event. In case tickets are already issued, full refund is guaranteed.

! The earlier you contact your LHG Group Service Team, the easier it will be to find a suitable solution for your customer. Therefore please contact us **as early as possible, but latest 28 days** after the publication of the schedule change or involuntary event.

10.12 Reassignment

Reassignment **always** needs to be initiated via your local **LHG Groups Service Team**.

Please **never** perform any reassignments on your own directly in your GDS.

The file always needs to be **initially** requested for the Office ID / PCC which will be used for ticketing purposes finally.

All PNRs in a BaG file must be assigned to the **same** Office ID/ PCC otherwise it will lead to corruption of the file and no further file actions will be possible (e.g. increase, split PNR etc..).

11 Ticket Issuance

11.1 General Ticketing Instructions

The screenshot shows a GDS interface with tabs for Details, PAX, Pricing & Con..., and Commun... The 'Pricing & Con...' tab is active, displaying a 'Price overview' table. The table lists flight directions, flight numbers, departure dates, fare basis codes, booking classes, and fares per person. Below the table, there are sections for 'YQ / YR (Excl. DCC)', 'DCC', 'Stopover surcharge', and 'Q surcharge', all showing 0 EUR. A total price of 1,146.00 EUR is shown. At the bottom, there is a section for 'Additional information (IT code, Endorsement restrictions)' with a plus sign. Three green callout boxes provide instructions: one points to the 'NTQXD9/GR' fare basis code, another points to the 'DCC' section, and a third points to the 'Additional information' section.

The ticket-designator and Passenger Type Code (PTC) "GR" must be added to the issued fare basis code in order to identify and track the group including the flown group revenue.

Please check the applicable Fare Guarantee for Fare....

IT code, Endorsement (see chapter 11.1.1)....

Direction	Flight number	Departure	Fare Basis Code	Booking class	Fare per person
FMO - BOG	LH065, LH542	Fri 14 Feb 2020	NTQXD9/GR	Y,N	365 EUR
BOG - FMO	LH543, LH066	Sun 23 Feb 2020	NTQXD9/GR	N,Y	365 EUR

YQ / YR (Excl. DCC)	400.00 EUR
DCC	16.00 EUR
Stopover surcharge	0 EUR
Q surcharge	0 EUR
Price	1,146.00 EUR
<small>(Incl. YQ/YR, DCC, SO and Q surcharge, excl. fees and taxes)</small>	

! The **fare guarantee** does not apply if the original booking has been modified. In case the original booking is modified (including increasing the original group size), the fare and international/domestic surcharge (YQ/YR) must be recalculated at the time of the modification request.
 Amadeus Nego Space Allotments are excluded from this process and always need to be issued with the fare, the international/domestic surcharge (YQ/YR) and all additional taxes/fees applicable at the time of ticket issuance.
 The extension of the **maximum validity** of the ticket is not allowed.

! The ticket issuance in other GDS than Amadeus (1A) is strongly recommended to be performed in small packages (up to **7-8 tickets** per transaction). It enables ticket converter to successfully transfer ticket information from other GDS to Amadeus.

11.1.1. IT code, Endorsement

Additional ticketing information, such as “IT Code” and “Endorsement restriction” can be found in the “Pricing & Conditions” container.

“Pricing & Conditions” container is followed by section “Additional Information (IT Code, Endorsement restrictions)”. The details in this section are hidden and can be found by a click on the very button:

Details
PAX
Pricing & Con...
Communication

Price overview LX

Direction	Flight number	Departure	Fare Basis Code	Booking class	Fare per person
FRA - ZRH	LX1069	Fri 08 Mar 2019	<u>KDECLSP5/GR</u> ^D	K	48 EUR
ZRH - FRA	LX1068	Mon 11 Mar 2019	<u>KDECLSP5/GR</u> ^D	K	48 EUR

Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to your Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance.

YQ / YR (Excl. DCC)	10.00 EUR
DCC	25.00 EUR
Stopover surcharge	0 EUR
Q surcharge	0 EUR
Price <small>(Incl. YQ/YR, DCC, SO and Q surcharge, excl. fees and taxes)</small>	131.00 EUR

Please click on this button...

+

Additional information (IT code, Endorsement restrictions)
+

Once you have clicked on this button / section successfully two more lines with IT code and endorsement information will appear:

Additional information (IT code, Endorsement restrictions)
IT code IT9YY2J3VN
Endorsement restrictions FE PAX *M*REF/CHG CHECK FARE NOTES

This section contains following information:

1. IT code – automatically generated at time of booking in the PNR as an (FT) element;
2. Endorsement restrictions – automatically generated at time of booking in the PNR as an (FE) element.



Endorsement information to be used for **involuntary** cases =
Please see chapter 10.12 .

11.2 Validating/Ticketing Carrier

The validating/ticketing carrier is automatically determined by BookaGroup with any initial group booking. It is displayed in BookaGroup and also mentioned in the applicable contract.

Exception for EN:

in case ticketing on EN document is not possible, BookaGroup automatically changes the validating carrier to LH or SN).



The validating/ticketing carrier cannot be changed during the entire lifecycle of a booking. It is mandatory to use the ticket stock of the indicated LHG validating carrier for ticketing.
Exception: In case that an increase or rebooking leads to the situation that no more segment of the Validating/Ticketing carrier is part of the PNR, please issue the ticket on any other LHG carrier involved in the routing in order to avoid any CIP Violations (CIP = Carrier Identification Plate).

11.3 Distribution Cost Charge (DCC)

The DCC fee applies to all group bookings requested and booked on Austrian Airlines, Brussels Airlines, Lufthansa, SWISS and Air Dolomiti to be collected as a separate YR tax.

For details please refer to the **DCC Operational Guideline for Travel Agencies**.

12 Refund

After ticketing, the refund of group bookings is regulated by the fare conditions of the fare basis code shown on the ticket.

13 Contacts

In case of any booking-related queries or technical issues, please contact your local LHG Group Service Team.

14 Glossary

Ad-hoc bookings	Single group requests
Amadeus Negospace Allotments	Amadeus Negospace is a special Amadeus functionality to administrate and handle tour operator allotments. Access restrictions apply for the Amadeus Negospace process (see Chapter 9.3)
CD	Corporate Discount
CIP	Carrier Identification Plate
Cont	Continental travel, i. e. flights or flight segments between the following countries: Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia & Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark (excl. Greenland), Estonia, Faroe, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Morocco, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway (incl. Svalbard), Poland, Portugal (incl. Azores, Madeira), Romania, Russia (west of Ural), San Marino, Serbia, Slovakia, Slovenia, Spain (incl. Canary Islands), Sweden, Switzerland, Tunisia, Turkey, Ukraine, United Kingdom, Vatican City.
DCC	Distribution Cost Charge (see Chapter 11.3)
DOC O	Redress number, Known traveller number or Visa data (see Chapter 10.5.2)
DOC S	Secured Flight Data as required by the Transportation Security Agency (TSA) for the purpose of watch list screening: full passenger names, date of birth, and gender (see Chapter 10.5.2)
Fare	The agreed upon fare per passenger; composed by the total net fare in filing currency including possible Q and SO surcharges, international/domestic surcharge (YQ/YR), as well as additional taxes and fees. All elements will be displayed in the respective group file within BookaGroup.
Fare Component	A portion of a journey or itinerary between two consecutive fare break points
Fare family	Group of tariff types in the same compartment and with the same refund, contracting and change conditions
FBC	Fare Basis Code
LHG	Lufthansa Group: in the context of group bookings, LHG refers to the Lufthansa Group Airlines currently available in BookaGroup: Austrian Airlines, Brussels Airlines, Lufthansa, SWISS and Air Dolomiti.
NC (in Fare element)	Nonrefundable, but changeable fare
Negospace	Negotiated Space (see Chapter 9.3)
NN (in Fare element)	Nonrefundable, non-changeable fare
NO	Name Option (see Chapter 10.1)
Penalty period	Starts after the end of the booking option and reservation fee period (if

	applicable). Cancellation fees per passenger apply.
PRM	Passenger with reduced mobility
PTC	Passenger Type Code (“GR” for groups)
Published fare	Fares that are filed in ATPCO public tariff and visible and accessible to all
RBD	Reservation Booking Designator (booking class)
RC (in Fare element)	Refundable and changeable fare
RN (in Fare element)	Refundable, but non-changeable fare
Series bookings	Refers to at least five departures with the same origin and destination. Each Series departure must comprise of at least ten passengers, and for each departure the initial number of passengers must be the same.
TC	Tour Conductor
TTL	Ticketing Time Limit (see Chapter 10.1)
Validating Carrier	Group Tickets must always be issued on the stock of the airline through which the group has been originally requested and the respective offer was provided (see Chapter 11.2)
XBAG	Extra baggage (see Chapter 10.6)
YQ/YR	International/domestic surcharge

NDC FOR GROUPS MANUAL

This document is valid for:

- Austrian Airlines
- Brussels Airlines
- Lufthansa
- SWISS
- Air Dolomiti

Status: December 15, 2023

Version: 1.5

Valid from: November 19, 2024

BSLAG/HQ-CC

Public

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OVERVIEW OF SUBSTANTIAL CHANGES

Version	Date	Chapter	Type	Content
1.3	23MAY23	3.1	Change	DCSS Service Team removed
1.3	23MAY23	3.2	Change	DCSS Service Team removed
1.3	23MAY23	3.3	Change	Update of table
1.3	23MAY23	6.4.1.2	Change	DCSS Service Team removed
1.3	23MAY23	6.4.1.3	Change	Additional information about Optional Payment Charge OPC
1.3	23MAY23	6.4.2.2	Change	DCSS Service Team removed
1.3	23MAY23	6.4.4	Change	Update Pricing of Tour Operator / Cruise / Educational Fares
1.3	23MAY23	6.4.5	Moved	Merged with chapter 6.4.4
1.3	23MAY23	6.4.6	Moved	Merged with chapter 6.4.4
1.3	23MAY23	6.4.6	Change	Change of ticket designator
1.3	23MAY23	6.9.2.1	Change	New chapter describing how to void a ticket
1.3	23MAY23	6.9.2.2	Change	New chapter describing how to refund a ticket
1.3	23MAY23	6.12	Moved	Moved to chapter 6.13 and DCSS Service Team removed
1.3	23MAY23	6.12.1-3	New	New chapters describing the booking of ancillary services
1.3	23MAY23	6.13	Moved	Moved to chapter 6.12
1.3	23MAY23	6.13.1	Moved	Moved to chapter 6.12.4
1.3	23MAY23	6.13.2	Moved	Moved to chapter 6.12.5
1.3	23MAY23	6.13.3	Removed	removed due to service no longer available
1.3	23MAY23	7	New	Glossary added
1.4	15DEC23	1	Change	Introduction - requirement for use of SPRK and BaG
1.4	10JAN24	all	New	Integration of SN - changes where required
1.5	19NOV24	all		Integration of Air Dolomiti (EN) updates where required

1 INTRODUCTION

The NDC for groups manual is designed to assist you in handling group bookings in SPRK. This document provides the guidelines for booking any ancillary services, pricing, and ticket issuance in SPRK.

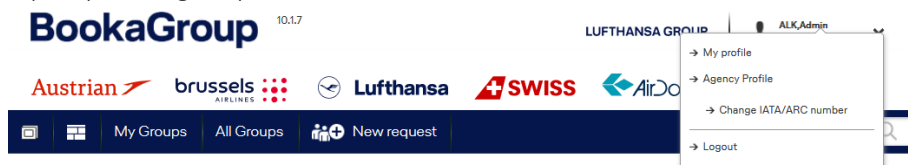
Requirement

Booking of groups in Book-a-Group and servicing in SPRK is only possible under a Lufthansa Group NDC Bilateral model. Pseudo City Codes of NDC Public model are not eligible for Book-a-Group.

For a general description of SPRK, please refer to the manual published on the [Lufthansa Group NDC Partner Program website](#).

To create a NDC Group booking, you need a Farelogix Pseudo City Code (FLX PCC) and a SPRK Log-in. For the application of both, the following steps must be undertaken:

- 1. SPRK Registration**
Fill out the [registration form](#) on the NDC Partner Program Website to receive a FLX PCC and a SPRK User ID.
- 2. NDC Content Agreement**
A NDC Content Agreement will be sent to you via email. Please sign and return it.
- 3. SPRK Welcome E-Mail**
Your FLX PCC and your SPRK login details will be provided to you via email.
- 4. Entering and saving your FLX PCC in Book-a-Group (BaG).**
Your FLX PCC needs to be entered one time in your BaG-profile. See chapter "[Selection of FLX PCC](#)".
- 5. Approval of your FLX PCC in BaG**
The approval is undertaken by the LHG Groups Sales Team. You will receive a confirmation email.
- 6. Registration of your FLX PCC in BaG**
 - Open your "Agency Profile"



- Open the field IATA / ARC number by clicking on the "+" icon

- Click on "Add Office ID / PCC"

- Enter your FLX PCC (Example here: LX11)
- Select "FARELOGIX" from the drop-down menu.

- Click “Send request”.

The screenshot shows a web form with the following fields and options:

- Office information:** Office ID/ PCC: LX11
- Agency name:** GDS: FARELOGIX (dropdown menu open with options: ABACUS, AMADEUS, AXESS, FARELOGIX, GALILEO)
- Agency Email Address:** ABACUS
- IATA/ARC number d:** (field partially visible)
- Contact information:** Street name and number, LAC (fields partially visible)
- Buttons:** Cancel, Send request (highlighted)

2 NDC GROUP PROCESS

The NDC group booking process starts in Book-a-Group (BaG) with the selection of the Farelogix Pseudo City Code (FLX PCC) and ends with ticketing in SPRK. All the transactions are synchronized with BaG, SPRK and the system used by the LHG Groups Service Team.

In Book-a-Group: FLX-PCC → Request → Offer → Booking → Display of Changes (e.g., PNR Split / Feeder) → Name Upload → Claim PNR to FLX →

In SPRK: Claim PNR in FLX → Pricing → Advance Seat Reservation (ASR) / Special Service Request (SSR) → Ticketing.

3 NDC GROUP SUPPORT

The LHG Groups Service Teams provides support for

- Feeder flights
- Rebooking
- Name changes
- Technical problems in SPRK

Support is provided regardless of whether the PNR is still in Book-a-Group or already claimed in SPRK. The team will open an incident ticket in case you need assistance due to technical issues in SPRK.

3.1 LHG Groups Service Team contact

Click on “Help & Contact” for your LHG Groups Service Team contact.



3.2 Transaction and support overview

The LHG Groups Service Team provides support for the transactions highlighted in blue color.

Category	Transaction	Before Claiming in Book-a-Group		After Claiming in SPRK	
		Travel Agent	Group's Service Team	Travel Agent	Group's Service Team
Offer	Request offer	x			
Booking	Booking offer	x			
Name Insert	Insert of pax names	x			
INF/CHD	Infant / Child as part of the group*	x			
EXST/CBBG	Extra seat/Cello seat*	x			
Split	Splitting of pax	x		x	Not
Name Change	Name change of pax	x	x	1st: Splitting SPRK	2nd: Name change
Feeder	Feeder rebooking for pax		x	1st: Splitting SPRK	x
Rebooking	Rebooking of pax		x	1st: Splitting SPRK	x
Schedule changes	Information about schedule changes	via Dashboard		via Queue	
	Problems with schedule changes		x	x	x
Pricing	Half automatic Pricing			x	
	Full manual Pricing			x	x
Seat Reservation ASR	Seat reservation free of charge			x	
	Seat reservation if charges apply			x	
	Seat reservation for LX flights				x
	Seat reservation for mixed airline bookings			x	x
Special Service Request SSR	SSR entry for PETC, SPML, etc.			x	
	SSR entry for Xbag			x	
BAG's	Booking of the 1st Bag (Light Tariff)			x	
	EMD A for 1st Bag (Light Tariff)			x	
	Booking for 2nd Bag (LX only)			x	
Ticketing	Ticketing issuance			x	
	Ticketing Problems			x	x
	Ticket Exchange			x	x

4 LIMITATIONS FOR NDC GROUP REQUESTS AND BOOKING

Group requests based on a Farelogix Pseudo City Code (FLX PCC) are possible for

- OS, SN, LH, LX, **EN** prime flight numbers (booked and operated by the same carrier)
- Combination of OS, SN, LH, LX, **EN** flights, provided the same airline is booked per direction.

Examples

Outbound					Inbound					
FRA	LH	MLE			MLE	OS	VIE	OS	FRA	✓
FRA	LH	MLE			MLE	OS	VIE	LH	FRA	✗
FRA	LH	ZRH	LX	BKK	BKK	LX	ZRH	LX	FRA	✗

Out of scope: other airlines than OS, SN, LH, LX, **EN** and marketing flight numbers (codeshare flights).

5 NDC GROUPS PROCESS IN BOOK-A-GROUP

Steps for creating a NDC group booking in BaG.

1. Selection of FLX PCC
2. “FLX” in group name
3. Request
4. Receive offer
5. Book offer
6. Entry of all names of the passengers
7. Claim of the PNR in BaG

5.1 Selection of FLX PCC

Before you make a new group request, you must decide and determine which system you want to use:

- For a Farelogix / NDC booking enter your Farelogix / SPRK Pseudo City Code (FLX PCC)
- For a Global Distribution System (GDS) booking enter your GDS Pseudo City Code (GDS PCC)

Important: It is not possible to change the chosen reservation system afterwards!

Enter your FLX PCC (Example here: LX11) and confirm the displayed PCC in the grey field. The PNR can be claimed to SPRK only if the FLX PCC has been selected correctly at the beginning.

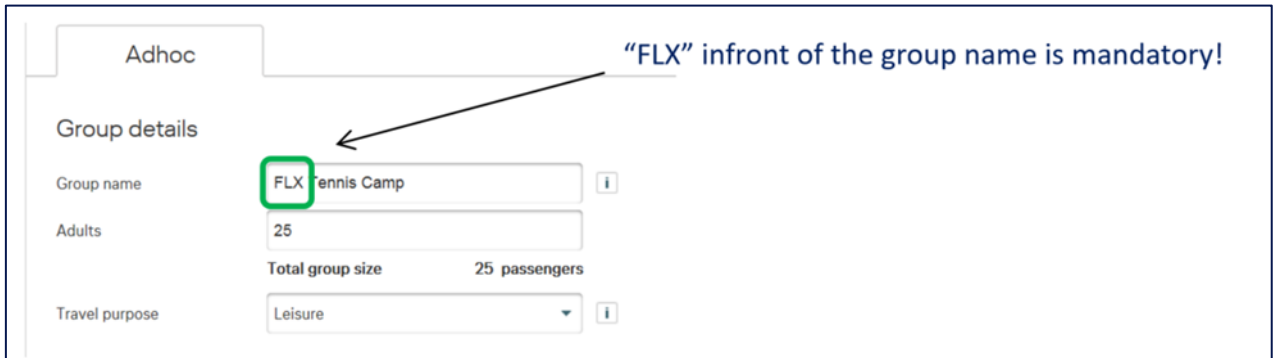
The screenshot shows the 'BookaGroup' web application interface. At the top, there are logos for 'Austrian', 'brussels AIRLINES', 'Lufthansa', 'SWISS', and 'AirDolomiti'. The user is logged in as 'Schmidt, Klaus Testing SN4G'. The main heading is 'CREATE A NEW GROUP REQUEST'. Below this, there is a form with a 'Sender of Request' section. The 'Office ID/ PCC' field contains the text 'ARL8 - F1', which is highlighted with a green border. A red arrow points from the text 'Farelogix PCC' below to this field.

Farelogix PCC

5.2 “FLX” in group name

The prefix of the group name must be “FLX” to distinguish between a FLX and GDS booking.

A group name that reflects the purpose of travel and the destination makes it easier to keep track of the booking in SPRK. Example: “FLX Tennis Camp BCN”



Adhoc

“FLX” in front of the group name is mandatory!

Group details

Group name ⓘ

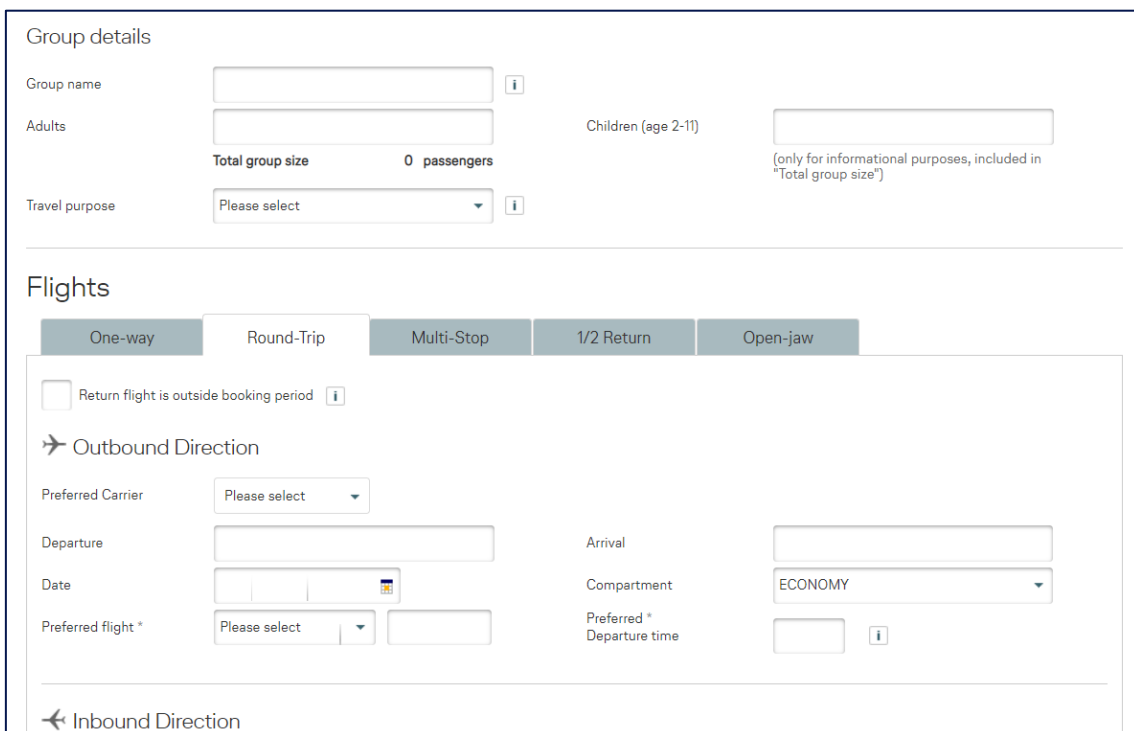
Adults

Total group size 25 passengers

Travel purpose ⓘ

5.3 Request

Enter the group size, travel purpose, Dates, Origin, Destination etc. as usual.



Group details

Group name ⓘ

Adults

Children (age 2-11)

Total group size 0 passengers
(only for informational purposes, included in "Total group size")

Travel purpose ⓘ

Flights

One-way Round-Trip Multi-Stop 1/2 Return Open-jaw

Return flight is outside booking period ⓘ

✈️ Outbound Direction

Preferred Carrier

Departure

Arrival

Date

Compartment

Preferred flight *

Preferred * Departure time ⓘ

← Inbound Direction

5.4 Receive offer

The selection of the FLX PCC enables you to receive NDC fare products. The BaG automatically displays published fares and NDC fares (if available). Due to technical limitation, NDC fares are not specifically highlighted or flagged.

FLX TEST GSCC

ACTIONS

3YY20VDC New Offer
6 days 23 hours
Offer valid until
Fri, 24 Nov 2023 2:39 PM

Adhoc, Non-Nego, One-way, ZRH-CDG, 10 PAX, Published fare, NDC +

Offer Communication History

Direction, ZURICH - PARIS,
Fri 15 Dec 2023

Departure	Arrival	Flight	Duration		ECONOMY LIGHT	ECONOMY CLASSIC	ECONOMY FLEX
0730 ZRH	0900 CDG	LX0632	1 h 30 min		206.50 CHF	242.50 CHF	288.50 CHF
1235 ZRH	1355 CDG	LX0638	1 h 20 min		206.50 CHF	242.50 CHF	288.50 CHF

1. NDC indicates that the request has been placed on a FLX PCC and NDC Smart Offer fares will be displayed if available for the request.
2. NDC Light fare
3. Published fares or if available NDC promotional fares

The Distribution Cost Charge (DCC) is automatically set to EURO0.00 (or local currency).

Pricing		Booking Related T...	
Price overview LX			
Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
✈ 180 CHF	<u>W05LGT9/GR</u>	x 10	1,800 CHF
<small>(Displayed fares are guaranteed at time of booking) Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.</small>			
Fare	180 CHF per passenger	x 10	1800 CHF
<small>(Excl. YQ/YR and fees and taxes.)</small>			
YQ / YR (Excl. DCC)	26.50 CHF per passenger	x 10	265.00 CHF
<small>(Displayed YQ/YR is guaranteed at time of booking.)</small>			
DCC	0.00 CHF per passenger	x 10	0.00 CHF
Stopover surcharge	0 CHF per passenger	x 10	0 CHF
Q surcharge	0 CHF per passenger	x 10	0 CHF
Price	206.50 CHF per passenger	x 10	2,065.00 CHF
<small>(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes, ROE CHF:EUR=1.038194)</small>			
Fees and taxes	35.00 CHF per passenger	x 10	350.00 CHF
<small>(Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes need to be recalculated at time of ticketing.)</small>			
Total Price	241.50 CHF per passenger	x 10	2,415.00 CHF
<small>(Incl. YQ/YR, DCC, SO and Q surcharge and fees and taxes.)</small>			


5.5 Book offer

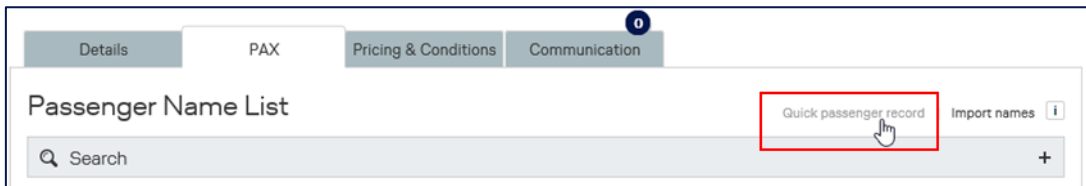
Book the fare combination which suits best. A combination with the fare types shown is possible.

5.6 Entry of all names of the passengers

The names of the passengers can be inserted with the name template or the Quick passenger record.

- The use of artificial or fake names is not permitted.
- All names should be spelled correctly.

Actions		
PNR	PAX	
Increase Passengers	Export to Excel	Cancel all No Names
Show Amadeus PNR	Cancel PNR	Import names
Reduce No Names	Export Booking as PDF	Download name template 
Modify name options	Copy the request	
Split PNR		



In case not all names available yet, but Advance Seat Reservation (ASR) or booking of a special service (SSR) is needed for specific passengers, please proceed as following:

1. Split the passenger via the Book-a-Group functionality.
2. Claim the split PNR in Book-a-Group first and afterwards in SPRK.
3. Perform a pricing in SPRK.
4. Book the requested ASR / SSR service in SPRK.

Important: Kindly avoid unnecessary splits of PNRs.

5.7 Claim of the PNR in BaG

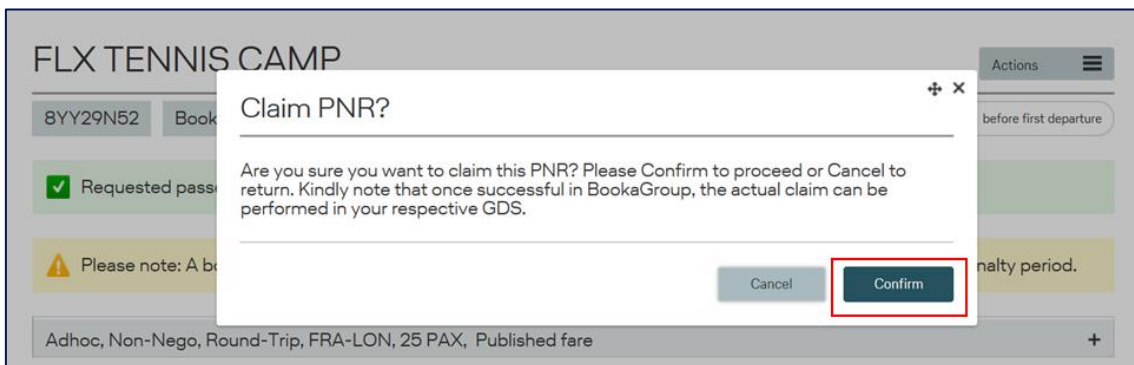
All names must be entered and recorded prior to the PNR claim transaction. (e.g.: If a group consists of 20 passengers, all 20 names must be inserted.) If a name is still missing (1NONAME), the claim button does not appear.

Claim functionality from BookaGroup to SPRK is momentarily not possible until February 2nd. Please contact groups desk if your group must be issued before

- Click on “Claim PNR”



- Confirm the claim by selecting “Confirm”.



Display of a successful claim in Book-a-Group

FLX TENNIS CAMP Actions

8YY29N52 Booked 294 days before first departure

Requested passenger names have been successfully recorded

PNR prepared successfully for claim to PCC ADON and GDS F

Please note: A booking option has been granted up to 11 Sep 2018 12:15h, which is limited to the start of the penalty period.

Adhoc, Non-Nego, Round-Trip, FRA-LON, 25 PAX, Published fare +

- Memorize the Book-a-Group PNR (Example here: RXPRQK)

PNR: RXPRQK Booking Relate... Communication History

Total pax	25	PNR status	Confirmed
Number of No Names	25	Conditions Type	STANDARD
Ticketed pax	0	Price per person (excl. fees and taxes)	294.00 EUR

- Alternatively, click on the “History” tab and copy the PNR.

PNR: RXPRQK Booking Relate... Communication History

List filters (0 filters, 9 of 9 results) +

Date	Update action	Description
28 Aug 2018	PNR Updates	SK Elements of PNR RXPRQK at Tue, 28 Aug 2018 12:21:12 synchronized.

- Open the “Pricing & Conditions” tab and memorize the validating carrier shown in the yellow flag which is required as source in SPRK (Example here: LH)

Details PAX Pricing & Con... Communication

Price overview

Direction	Flight number	Departure	Fare Basis Code	Booking class	Fare per person
-----------	---------------	-----------	-----------------	---------------	-----------------

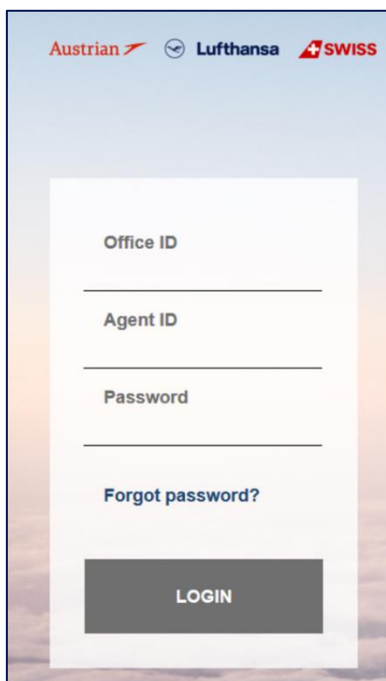
6 NDC GROUPS PROCESS IN SPRK

Overview of processes in SPRK.

1. [Log-in](#)
2. [Claim](#)
3. [Search](#)
4. [Pricing](#)
5. [Advance Seat Reservation \(ASR\)](#)
6. [Special Service Request \(SSR\)](#)
7. [Contact data](#)
8. [Split](#)
9. [Name change](#)
10. [Rebooking](#)
11. [Ticketing](#)
12. [Ancillary Services](#)
13. [Exchange of tickets](#)
14. [Queue](#)

6.1 Log-in

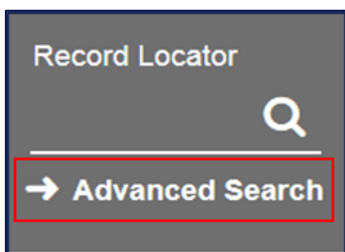
Enter your credentials such as the Office ID, Agent ID, and the password.



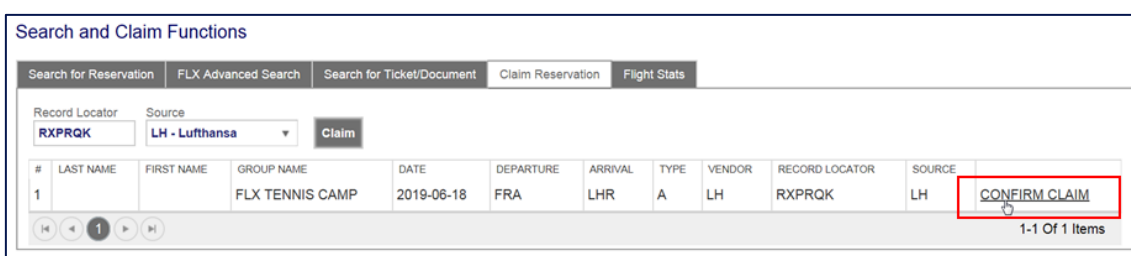
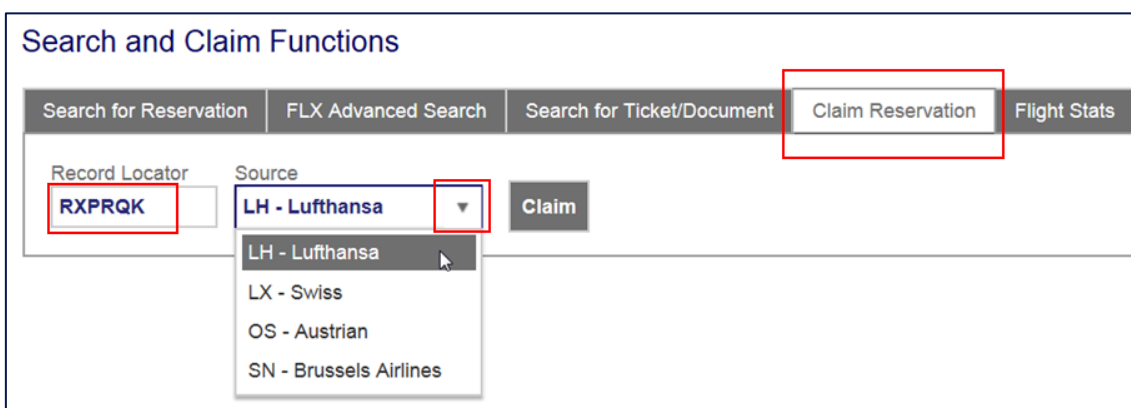
The screenshot shows a login form for the Lufthansa Group NDC system. At the top, the logos for Austrian, Lufthansa, and SWISS are displayed. The form contains three input fields: Office ID, Agent ID, and Password. Below the Password field is a link for 'Forgot password?'. At the bottom of the form is a dark grey button labeled 'LOGIN'.

6.2 Claim

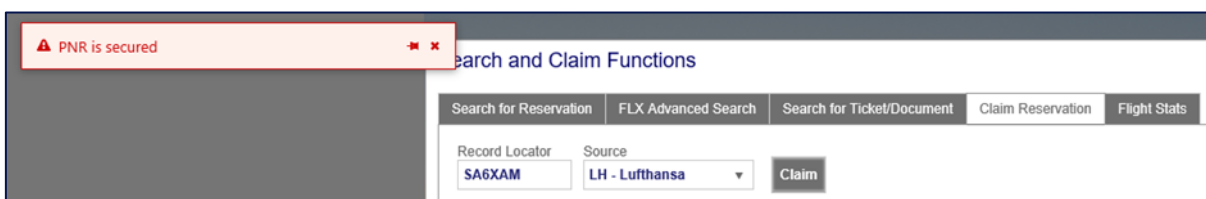
- Click on “Advanced Search” at the bottom left.

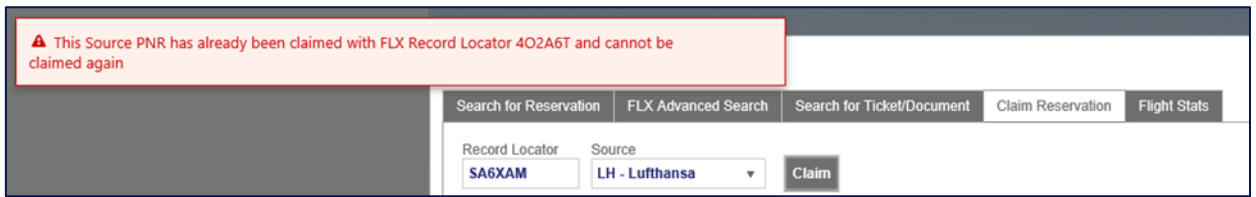


- Click on “Claim Reservation” Enter the Record Locator of the Book-a-Group PNR (Example here: RXPQRK)
- Select the validating carrier in “Source” (The validating carrier shown in the yellow flag in Book-a-Group). (Example here: LH)
- To claim the PNR click on “CONFIRM CLAIM”



Important: If the selected source does not match due to wrong airline selected or in case the PNR is already claimed, the system will return the message “PNR is secured” or “This Source PNR has already been claimed with FLX Record Locator XXXXXX and cannot be claimed again.”





6.2.1 Booking Reference Codes in Book-a-Group and SPRK

Each booking system has its own internal booking reference code. The name of the reference code can vary (e.g., file key, record locator, file ID). If a booking exists in two systems, such booking has two reference codes – one in each system.

By claiming the PNR, the booking in SPRK gets a new booking reference, which is called “Record Locator” and composed of numbers and letters. In this example the Book-a-Group PNR “RXPRQK” turns into SPRK Record Locator “P19LGX”.

	Book-a-Group	SPRK
Booking Reference	File ID 8YY29N52	-
PNR	PNR RXPRQK	Record Locator: P19LGX
Main booking	Parent file key	Master Record Locator
Split booking	Associated file key	Child Record Locator

6.2.2 SPRK Record Locator

The Record Locator of the booking is shown on top of the display (Example here: P19LGX).

ALL

TRAVELER 25

TELEPHONE 2

EMAIL 0

PAYMENT 0

ADDRESS 0

Record Locator: P19LGX

Group Name: **FLX TENNIS CAMP** Group Size: 25

Traveler (25 Assigned Travelers)

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
1	GRP		ANNA		SCHMIDT	

6.2.3 Book-a-Group PNR in SPRK

To view the Book-a-Group PNR in SPRK, move with the mouse over the airline displayed under “Fare” in the “Itinerary” section.

The screenshot shows the 'Itinerary' section with the following details:

Class	Status	Cnx	Fare
LH 904	HK	1h 40m 32A	LH Source: LH Ref: RXPRQK
LH 925	HK	1h 35m 32A	LH

Buttons at the bottom: Price, Services, Create Fare, Bag Fees, Seats, Delete.

6.3 Search

To search for a booking, either enter the SPRK Record Locator or click on “Advanced Search” for more options.

Record Locator

→ Advanced Search

6.3.1 Search for Reservation

Search by Name: insert the Last Name and First Name and click on “Search”.

Search by Record Locator: insert the Book-a-Group PNR and select the validating carrier in the drop-down-list and click on “Search” (e.g., LH-Lufthansa)

Search and Claim Functions

Search for Reservation | FLX Advanced Search | Search for Ticket/Document | Claim Reservation | Flight Stats

Apply Search to selected Office: ANN0 - Lufthansa Travel Gate Hamburg

Search by Name

Last Name: [] First Name: [] Active: Source: FLX - Farelogix MI Search

Search by Record Locator

Record Locator: [] Source: FLX - Farelogix MI Search

Source dropdown options: FLX - Farelogix MI, LH - Lufthansa, LX - Swiss, OS - Austrian

6.3.2 FLX Advanced Search

Enter the exact name of the group in “Group Name” (Example here: FLX TENNIS CAMP) and click on “Search”. The system returns all Master and Child Record Locators that belong to the group.

Search and Claim Functions

Search for Reservation | **FLX Advanced Search** | Search for Ticket/Document | Claim Reservation | Flight Stats

Apply Search to selected Office: ANNO - Lufthansa Travel Gate Hamburg

Select / Enter Search Criteria

Carrier: [Dropdown] Flight #: [Text] Actual Travel Dates: FROM [Calendar] TO [Calendar] Origin City: [Dropdown] Country: [Radio] Destination City: [Dropdown] Country: [Radio] Ticket Status: [Dropdown]

Email Address: [Text] Ticket Issuance Date (Range): FROM [Calendar] TO [Calendar] Traveler or Frequent Flyer #: [Dropdown] First Name: [Text] Last Name: [Text]

Group Name: **FLX TENNIS CAMP** PNR Creation Date (Range): FROM [Calendar] TO [Calendar] Creating Agent ID: [Text] Source: FLX - Farelogix MI [Dropdown] Search [Clear]

#	LAST NAME	FIRST NAME	TRAVEL DATE	DEPARTURE	ARRIVAL	TYPE	VENDOR	CREATION DATE	AGENT	AGENCY	RECORD LOCATOR
6	JOHNSON	KALLE	2020-06-20	FRA	YVR	A	LH	2019-11-26 08:34	JBLOECHER	ANNO	4YQXEW
1	BLUME	MAX	2020-06-20	FRA	YVR	A	LH	2019-11-15 08:42	JBLOECHER	ANNO	4GOOGW
2	BLUME	SUSI	2020-06-20	FRA	YVR	A	LH	2019-11-15 08:39	JBLOECHER	ANNO	4BS4HW
3	BURGER	PETRA	2020-06-20	FRA	YVR	A	LH	2019-11-15 08:39	JBLOECHER	ANNO	4BS4HW
4	BURGER	TOMMY	2020-06-20	FRA	YVR	A	LH	2019-11-15 08:39	JBLOECHER	ANNO	4BS4HW
5	JOHNSON	JAMIE	2020-06-20	FRA	YVR	A	LH	2019-11-15 08:39	JBLOECHER	ANNO	4BS4HW

6.4 Pricing

6.4.1 Half automated pricing “Price”

Important: all further steps require a pricing in advance.

- Click on the “Price” button.

Itinerary

Booked - Air

	Class	Status	Cnx	Fare
Tue 18 Jun 19 10:00a - 10:40a FRA - LHR LH 904 V 1h 40m 32A HK LH	V	HK	32A	LH
Wed 19 Jun 19 08:30a - 11:05a LHR - FRA LH 925 V 1h 35m 32A HK LH	V	HK	32A	LH

Price Services Create Fare Bag Fees Seats Delete

- The “Fare for selected Flights” window appears.

6.4.1.1 Fare Selection Options

- Click on “Fare Selection Options”.

Fare for selected Flights

Pricing Options

Published Fares Check/Uncheck All

Contract Fares Advance purchase

Both Allow Penalties

Current Classes Best Available + Fares Allow Min Stay

Allow Max Stay

Validating Carrier
LH

Travelers

Fare Selection Options

Tour Codes

Qualifiers

- Enter the Fare Basis Code (FBC) from the Book-a-Group Pricing and Conditions tab per direction. Note that the booking might have different Fare Basis Codes.

Fare Selection Options			
Type	Flight	Cities	Fare Basis Code
GRP	LH 924	FRA - LHR	VDELGTX1
GRP	LH 921	LHR - FRA	VDELGTX1

or

Fare Basis Code
VDELGTX1
SDELGTX1

- Click on “Continue”
- The “Optional Services” window appears.

6.4.1.2 Optional Services

The system shows available optional services for each flight of the itinerary. Services offered depend on origin and destination, aircraft type, travel class, group size, etc.

For further information on Optional Services, please refer to chapter [Ancillary Services](#).

Fare for selected Flights			
Optional Services priced in EUR			
Options for flight LH 400 from FRA - JFK			
OXYGEN	BLUMEM	BURGER/T	JOHNSON/O
	EUR 300.00	EUR 300.00	EUR 300.00
	SMITH/F	BLUME/S	BURGER/P
	EUR 300.00	EUR 300.00	EUR 300.00
	MCDONALD/P	JOHNSON/J	MCDONALD/A
EUR 300.00	EUR 300.00	EUR 300.00	
JOHNSON/K	EUR 300.00		
UNACCOMPANIED MINOR	BLUMEM	BURGER/T	JOHNSON/O
	EUR 125.00	EUR 125.00	EUR 125.00
	SMITH/F	BLUME/S	BURGER/P
	EUR 125.00	EUR 125.00	EUR 125.00
	MCDONALD/P	JOHNSON/J	MCDONALD/A
EUR 125.00	EUR 125.00	EUR 125.00	
JOHNSON/K	EUR 125.00		
LH - FlyNet Chat	BLUMEM	BURGER/T	JOHNSON/O
	EUR 7.00	EUR 7.00	EUR 7.00
	SMITH/F	BLUME/S	BURGER/P
	EUR 7.00	EUR 7.00	EUR 7.00
	MCDONALD/P	JOHNSON/J	MCDONALD/A
EUR 7.00	EUR 7.00	EUR 7.00	
JOHNSON/K	EUR 7.00		
LH - FlyNet Mail and Surf	BLUMEM	BURGER/T	JOHNSON/O
	EUR 17.00	EUR 17.00	EUR 17.00
	SMITH/F	BLUME/S	BURGER/P
	EUR 17.00	EUR 17.00	EUR 17.00
	MCDONALD/P	JOHNSON/J	MCDONALD/A
EUR 17.00	EUR 17.00	EUR 17.00	
JOHNSON/K	EUR 17.00		

- Move to the bottom of the window and click on “Continue”.

LH - FlyNet Mail and Surf Plus			
	BLUMEM	BURGER/T	JOHNSON/O
	EUR 29.00	EUR 29.00	EUR 29.00
	SMITH/F	BLUME/S	BURGER/P
	EUR 29.00	EUR 29.00	EUR 29.00
	MCDONALD/P	JOHNSON/J	MCDONALD/A
	EUR 29.00	EUR 29.00	EUR 29.00
	JOHNSON/K	EUR 29.00	
	Continue	Cancel	

- If the system does not recognize the Fare Basis Code, the following message will be returned:

**⚠ The following error(s) were reported:
(QPX Connect pricing exception) (719) (LH)
No fares available.**

- In this case, a half-automated pricing is not possible, and the “Stored Fare” mask must be created manually by using the “Create Fare” tab. See chapter [Manual pricing “Create Fare”](#).
- If the system recognizes the Fare Basis Code, the “Fare Information” window appears.

6.4.1.3 Fare Information

Note: The system automatically applies and calculates the Optional Payment Charge (OPC) where required, provided a credit card is already stored in “PAYMENT”. If no Form of Payment (FOP) is present at the time of pricing, the system will automatically add the OPC at the time of ticketing. It cannot be added or modified manually.

Fare for selected Flights		
Fare Information		
Additional Fare Details (Fare Calculation / Endorsement)		
Itinerary Details		
Bag Fees		
Passenger Type	Currency	ADT
Base Fare per Passenger	EUR	59.00
LH 983: DUB-FRA Class: Economy Light (T) Cabin: Economy	CHF	58.33
Total Equivalent Fare (Rate used: 0.98859969, Table: BSR)	CHF	59.00
Taxes and Fees		
YQ YQI LH CARRIER IMPOSED MISC FEE	CHF	12.90
UP PASSENGER CHARGE	CHF	12.85
Total Taxes and Fees	CHF	25.75
Total Airfare per Passenger - (Validated on LH)	CHF	84.75
Additional Fees - (TEST/O OPC JC IE 2.20)		2.20
Grand Total CHF - (ADT x 1)		86.95

- By clicking on “Store Fare”, the system saves the fare in the pricing mask.

6.4.1.4 View / Edit Fare

- Move the mouse over the display “1” und the header “Fare”.
- Click on the pencil icon to view and edit a stored fare.

Note: to delete a previously stored fare, click on the bin icon

The screenshot shows an itinerary with two flights. The 'Fare' column is highlighted, and a tooltip displays the following information:

- Fare: 1
- Source: LH
- Ref: WU4TBW
- 3604.40 (EUR)

Below the tooltip, there are two buttons: 'View/Edit Fare' (with a pencil icon) and 'Delete' (with a bin icon).

- The stored fare will be displayed.

6.4.1.5 Stored Fare

Important: The stored fare is already pre-filled with ticketing information for non-group / individual traveler fare. It needs to be manually modified for the correct ticketing of a group fare.

The 'Stored Fare' screen displays the following information:

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
0	FRA	LHR	LH	924	V	18JUN20	07:00 AM	HK	VDELGTX1		18JUN2020	18JUN2020	OPC
0	LHR	FRA	LH	921	V	19JUN20	06:30 AM	HK	VDELGTX1		19JUN2020	19JUN2020	OPC

FARE DETAILS

Base Fare	EUR	229.00
Equivalent Fare		
Taxes	EUR	152.29
Tax Details		
Total	EUR	381.29

COMMISSION AND INFORMATION

Commission	Percent	0.00
Reason	FIRST TICKET	
Tour Code		
Endorsements	FARE RESTRICTION MAY APPLY	

FARE CALCULATION LINE

FRA LH LON127.22VDELGTX1 LH FRA127.22VDELGTX1 NUC254.44END ROE0.900006

- The required information is stated in the Book-a-Group “Pricing & Conditions” tab.

0

Details PAX **Pricing & Condit...** Communication

Price overview LH

Direction	Flight number	Departure	Fare Basis Code	Booking class	Fare per person
FRA - LHR	LH924	Thu 18 Jun 2020	<u>VDELGTX1/GR</u>	V	104 EUR
LHR - FRA	LH921	Fri 19 Jun 2020	<u>VDELGTX1/GR</u>	V	104 EUR

Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to your Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance.

YQ / YR (Excl. DCC)	60.00 EUR
DCC (to be collected as addition YR tax)	0.00 EUR
Stopover surcharge	0 EUR
Q surcharge	0 EUR
Price	268.00 EUR

(Incl. YQ/YR, DCC, SO and Q surcharge, **excl. fees and taxes**)

Additional information (IT code, Endorsement restrictions) Tm

IT code
IT9YY2Z09X

Endorsement restrictions
FE PAX *M*REF/CHG CHECK FARE NOTES

- The following items must be adjusted:

Stored Fare

OFFICE ID: LX11 AGENT ID: ORIGIN DESTINATION: ZRHCDG VALIDATING CARRIER: LX

Passenger Type: GRP(ADT) Price Guaranteed until 2023-11-17 23:59 Last Date/Time to ticket: 2023-11-20 03:19 PM
 Base Amount Guaranteed until 2023-11-19 16:04
 Tax Amount Guaranteed until 2023-11-17 23:59

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
0	ZRH	CDG	LX	632	W	15DEC23	07:30 AM	HK	W05LGTXX9	GR	15DEC2023	15DEC2023	OPC

FARE DETAILS

Base Fare: CHF 180.00

Equivalent Fare:

Taxes: CHF 61.50

Tax Details

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport	Amount Paid (PD)
<input type="checkbox"/> CH	35.00	CH					
<input type="checkbox"/> YQ	26.50						

Taxes Paid: 0.00

Taxes to be Collected: 61.50

Total: CHF 241.50

COMMISSION AND INFORMATION

Commission: Percent 0.00

Reason: IT TICKET

Tour Code: IT3YY20VDC

Endorsements: REF/CHG CHECK FARE NOTES

FARE CALCULATION LINE

ZRH LX PAR M/IT END

- 1. Fare Basis**

Make sure the Fare Basis Code equals the code shown in the Book-a-Group “Pricing & Conditions” tab (Example here: W05LGTXX9)
- 2. Designator** (Ticketing Designator)

Enter identifier “GR” (for group booking)
- 3. Reason, Tour Code and Endorsement Box**

Reason: Select “IT Ticket” from the drop-down-list (IMPORTANT: Please note that IT tickets cannot be issued in BR market, therefore the amount of the fare must be shown in ticket)

Tour Code: Enter the Tour Code shown in Book-a-Group “Pricing & Conditions” tab (Example here: IT3YY20VDC)

Endorsement Box: Replace any pre-filled data with the one shown in Book-a-Group “Pricing & Conditions” tab. Example: “REF/CHG CHECK FARE NOTES”
- 4. Fare Calculation Line**

Enter the exact routings and legs:

Origin City _ Airline _ Destination City _ M/IT _ Airline _ Origin City _ M/IT END

Example: ZRH LX PAR M/IT END
- 5. Fare Details**

Enter the fare shown in Book-a-Group “Pricing & Conditions” tab (Example here: CHF180.00)

Important: Any **stopover / Q-surcharge** shown in Book-a-Group “Pricing & Conditions” tab must be added to the fare and shown in the “Base Fare” field.
- 6. Taxes**

To open the tax details, click on the arrow of the drop-down-menu.

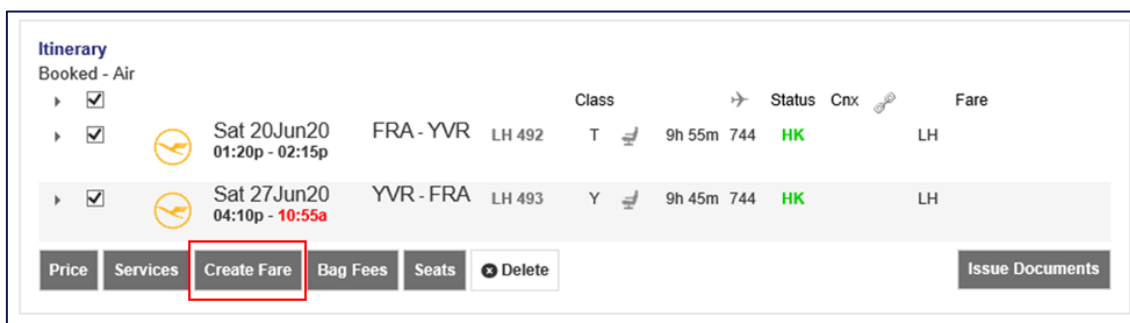
Enter the tax details (YQ/YR) as indicated in the Book-a-Group “Pricing & Conditions” tab and keep the airport taxes as calculated by half automated pricing. Make sure the amount of YQ as well as possible stopover and Q-surcharges are accurate.

 - Click on “Submit”

6.4.2 Manual pricing “Create Fare.”

Manual pricing is required if the system does not recognize the Fare Basis Code as published fare and / or if half automated pricing is not possible.

- Click on “Create Fare”



The screenshot displays an 'Itinerary' section under 'Booked - Air'. It lists two flights: one from FRA to YVR on Sat 20 Jun 20 and another from YVR to FRA on Sat 27 Jun 20. Below the flight details is a row of action buttons: Price, Services, Create Fare (highlighted with a red box), Bag Fees, Seats, Delete, and Issue Documents.

Class	Status	Cnx	Fare
T	HK	744	LH
Y	HK	744	LH

- The “Stored Fare“ window appears.

6.4.2.1 Stored Fare

- The following data must be entered.

OFFICE ID: LX11 AGENT ID: [REDACTED] ORIGIN DESTINATION: ZRHCDG VALIDATING CARRIER: LX

Passenger Type: GRP(ADT) Price Guaranteed until 2023-11-17 23:59
 Base Amount Guaranteed until 2023-11-19 16:04
 Tax Amount Guaranteed until 2023-11-17 23:59 Last Date/Time to ticket: 2023-11-20 03:19 PM

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
0	ZRH	CDG	LX	632	W	15DEC23	07:30 AM	HK	W05LGTX9	GR	15DEC2023	15DEC2023	OPC

FARE DETAILS

Base Fare: CHF 180.00
 Equivalent Fare: [REDACTED]
 Taxes: CHF 61.50

Tax Details

Designator Amount	Nature	Collection Point	Airport	Currency	Airport	Amount Paid (PD)
<input type="checkbox"/> CH	35.00	CH				<input type="checkbox"/>
<input type="checkbox"/> YQ	26.50					<input type="checkbox"/>
Taxes Paid		0.00				
Taxes to be Collected		61.50				
Total		CHF 241.50				

COMMISSION AND INFORMATION

Commission: Percent 0.00
 Reason: IT TICKET
 Tour Code: IT3YY20VDC
 Endorsements: REF/CHG CHECK FARE NOTES

FARE CALCULATION LINE

ZRH LX PAR M/IT END

- Fare Basis**
Make sure the Fare Basis Code equals the code shown in the Book-a-Group “Pricing & Conditions” tab (Example here: W05LGTX9)
- Designator** (Ticketing Designator)
Enter identifier “GR” (for group booking)
- Not Valid Before (NVB) / Not Valid After (NVA)**
Insert departure and arrival date for outbound / inbound flights
- Free Baggage Allowance (FBA)**
Contact your LHG Groups Service Teams for details
- Reason, Tour Code and Endorsement Box**
Reason: Select “IT Ticket” from the drop-down-list (IMPORTANT: Please note that IT tickets cannot be issued in BR market, therefore the amount of the fare must be shown in ticket)
Tour Code: Enter the Tour Code shown in Book-a-Group “Pricing & Conditions” tab (Example here: IT3YY20VDC)
Endorsement Box: Replace any pre-filled data with the one shown in Book-a-Group “Pricing & Conditions” tab. Example: “REF/CHG CHECK FARE NOTES”
- Fare Details**
Enter the fare shown in Book-a-Group “Pricing & Conditions” tab (Example here: CHF180.00)
- Taxes**
Contact your LHG Groups Service Teams for details
- Fare Calculation Line**
Enter the exact routings and legs:
Origin City _ Airline _ Destination City _ **M/IT** _ Airline _ Origin City _ **M/IT END**
Example: ZRH LX PAR M/IT END

6.4.2.2 Tax Details

In the manual pricing process, the Tax Details fields are empty, and all taxes must be entered individually. Contact your LHG Groups Service Team for tax details. You can add more rows by clicking on Add Row.

- **Designator:** Type of Tax
- **Amount:** Specific tax amount
- **Nature:** Country letter code of the country in which the tax applies

Important: YQ charge, stopover and Q-surcharge provided by the LHG Groups Service Team are based on published fares. The applicable taxes for the group booking may vary from those of published fares. Kindly insert the charges as stated in the “Pricing & Conditions” tab of Book-a-Group.

Tax Details			
Designator	Amount	Nature	Collection Point Airport Currency Airport Amount Paid (PD)
<input type="checkbox"/> CH	35.00	CH	<input type="checkbox"/>
<input type="checkbox"/> YQ	26.50		<input type="checkbox"/>
Taxes Paid	0.00		
Taxes to be Collected	61.50		
Add Row		Delete Row	
Total		CHF	241.50

6.4.3 Pricing of children

In SPRK, a child within a group booking is displayed as “GNN” (Group Child).

Example here TIMMI SCHULZE (DOB04AUG2014)

Traveler (11 Assigned Travelers)										
#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#	
1	GRP		THEO		WALTER					
2	GRP		ANNA		SCHULZE					
3	<input checked="" type="checkbox"/> GNN		TIMMI		SCHULZE	04AUG2014				

After performing the Half-automated pricing for all adults and storage of the fare, please proceed as following.

- View/Edit Fare again and open the “Stored Fare” mask.
- Click on “Passenger Type” field and change “GRP (ADT)” to “GNN(CNN)”
- Enter “**GRCH25**” in the “DESIGNATOR” field.
- Enter the Date of Birth (DOB) into the “Endorsement” field (Example here: DOB 08AUG2014)

- Enter the amount of child fare into **Base Fare** field. Example: If the child discount is 25% of the adult fare, enter 75% of the adult fare.

The screenshot shows a flight booking interface with several key elements highlighted in green boxes:

- Passenger Type:** A dropdown menu set to "GNN(CNN)".
- DESIGNATOR:** A dropdown menu set to "GRCH25" for both flight segments.
- Base Fare:** A text input field containing "70.00".
- Endorsements:** A text input field containing "DOB 04AUG2014".

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB
<input type="checkbox"/>	FRA	WAW	LH	1352	K	16JUN20	08:40 PM	HK	KDECLSP3	GRCH25	16JUN2020
<input type="checkbox"/>	WAW	FRA	LH	1349	K	23JUN20	02:40 PM	HK	KDECLSP3	GRCH25	23JUN2020

FARE DETAILS

Base Fare	EUR	70.00
Equivalent Fare		
Taxes	EUR	91.61
Tax Details		
Total	EUR	161.61

COMMISSION AND INFORMATION

Commission	Percent	0.00
Reason	IT TICKET	
Tour Code	IT9YY2H5ES	
Endorsements	DOB 04AUG2014	

6.4.4 Pricing of Tour Operator / Cruise / Educational Fares

Pricing of Tour Operator- / Cruise- / Educational- Fares requires a Contract / Corporate Account Code.

- Click on “Price”

The screenshot shows a flight itinerary interface with the "Price" button highlighted in a green box. The itinerary is for a booked air trip with two segments:

Itinerary	Class	Status	Cnx	Fare
Booked - Air				
<input checked="" type="checkbox"/> Wed 06May20 04:15p - 06:25p FRA - PMI LH 1154 K 2h 10m 321 HK LH	K	HK	321	LH
<input checked="" type="checkbox"/> Wed 13May20 06:20a - 08:40a PMI - FRA LH 1485 K 2h 20m 32A HK LH	K	HK	32A	LH

Buttons: Price, Services, Create Fare, Bag Fees, Seats, Delete

- The window “Fare for the selected Flights” opens.
- Enter the **Tour Operator- / Cruise- /Educational Fare Basis Code** in “Fare Basis Code” (Example here: Tour Operator Fare). Refer to the “Pricing & Conditions” tab in Book-a-Group for Fare Basis Code to be applied.
- Select “Contract ID” from the drop-down-menu in Type.
- Enter the **Tour Operator Discount Code / Cruise Fare Discount Code / Educational Fare Discount Code etc.** in field “Code”.
- Select the validating carrier from the drop-down-menu in “Airline”.

Fare Selection Options				
Type	Flight	Cities	Fare Basis Code	Ticket Designator (applies to entire request)
ADT	LX 180	ZRH - BKK	<input type="text" value="QTDFSR"/>	<input type="text"/>
ADT	LX 181	BKK - ZRH	<input type="text" value="QTDFSR"/>	

Tour Codes				

Qualifiers				
Type	Code	Name	Airline	
<input type="text" value="Contract ID"/>	<input type="text" value="246457"/>	<input type="text"/>	<input type="text" value="LX"/>	<input type="button" value="Delete"/>
<input type="button" value="Add"/>				

- Click on “Store Fare” at the bottom of the page.
- The itinerary is displayed again.
- Move the mouse over the display “1” and the header “Fare”.
- Click on the pencil icon to view and edit a stored fare.

Note: to delete a previously stored fare, click on the bin icon

Itinerary									
Booked - Air									
				Class		Status	Cnx		Fare
<input type="checkbox"/>		Sun 11Oct20 11:00a - 01:35p	FRA - JFK	LH 400	L	8h 35m 388	HK		LH 1
<input type="checkbox"/>		Sun 18Oct20 04:05p - 05:45a	JFK - FRA	LH 401	L	7h 40m 388	HK		LH 1

Price	Services	Create Fare	Bag Fees	Seats	Delete	Iss
-------	----------	-------------	----------	-------	--------	-----

Fare: 1
 Source: LH
 Ref: WG9TN2
 7597.90 (EUR)

- The Stored Fare mask opens.

Example of a Tour Operator fare

Stored Fare

OFFICE ID [REDACTED] AGENT ID [REDACTED] ORIGIN DESTINATION ZRHZRH VALIDATING CARRIER LX

Passenger Type ADT Price Guaranteed until 2023-05-16 23:59
 Base Amount Guaranteed until 2023-05-18 13:35 Last Date/Time to ticket: 2023-07-20 11:59 PM
 Tax Amount Guaranteed until 2023-05-16 23:59

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	ZRH	BKK	LX	180	Q	10AUG23	06:40 PM	HK	QTDFSR	GR	10AUG2023	10AUG2023	1PC
O	BKK	ZRH	LX	181	Q	20AUG23	01:05 PM	HK	QTDFSR	GR	20AUG2023	20AUG2023	1PC

FARE DETAILS

Base Fare CHF 923.00
 Equivalent Fare
 Taxes CHF 506.30
 Total CHF 1429.30

COMMISSION AND INFORMATION

Commission Percent 0.00
 Reason IT TICKET
 Tour Code IT4YYZTO
 FARE RESTRICTION MAY APPLY

FARE CALCULATION LINE

ZRH LX BKK507.88 LX ZRH507.88 NUC1015.76END ROE0.908663

Example of a Cruise Fare (Extract)

Stored Fare

OFFICE ID ANNO AGENT ID JBlöecher ORIGIN DESTINATION FRAFRA VALIDATING CARRIER LH

Passenger Type GRP(ADT) Last Date/Time to ticket: 2020-06-16 02:04 PM

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	FRA	BCN	LH	1134	Q	16JUN20	02:05 PM	HK	QAXCRU9	GR	16JUN2020	16JUN2020	2PC
O	BCN	FRA	LH	1129	Q	23JUN20	04:00 PM	HK	QAXCRU9	GR	23JUN2020	23JUN2020	2PC

- **Important:** The Ticket “DESIGNATOR” must be changed to “GR”
- Make sure the “FARE BASSI”, “BAG” (Free Baggage Allowance), “Tour Code” and “Endorsement” box shows the correct data. If not, fill-in / overwrite the data as described in chapter [Half automated pricing “Price”](#)
- Click on “Submit” to store the fare.

6.4.5 Pricing of Tour Guide

- Perform the half-automated pricing for the entire group.
- Split off passenger who is the Tour Guide. See chapter [“Split”](#).
- Open the Child Record Locator of the Tour Guide.
- Change the “Base Fare” to **EURO.00** and the Ticket “DESIGNATOR” to **GRCG00**.
- Click “Submit” and store fare.

6.4.6 Pricing of CBBG (Cabin Baggage)

Example below is a Cello (musical instrument) as Cabin Baggage (CBBG).

Important: The CBBG must be booked and selected in the Book-a-Group name template / Quick Passenger Record before being eligible for claim in SPRK.

CBBG as shown in the passenger list of SPRK.

▶	8	GRP	MELANIE	LUSTIG		
▶	9	GRP	CBBG	LUSTIG		

Stored Fare

OFFICE ID: [] AGENT ID: [] ORIGIN DESTINATION: FRAFRA VALIDATING CARRIER: LH

Passenger Type: GRP(ADT) Price Guaranteed until 2022-12-13 23:59
 Base Amount Guaranteed until 2022-12-15 10:58 Last Date/Time to ticket: 2022-12-16 10:57 AM
 Tax Amount Guaranteed until 2022-12-13 23:59

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
Q	FRA	YVR	LH	492	T	20JUN23	01:20 PM	HK	TKWNCF8	CBGR	20JUN2023	20JUN2023	1PC
Q	YVR	FRA	LH	493	Y	27JUN23	04:15 PM	HK	YFFDEW	CBGR	27JUN2023	27JUN2023	1PC

FARE DETAILS

Base Fare	EUR	0.00
Equivalent Fare		0.00
Taxes	CHF	376.25
Tax Details		
Total	CHF	376.25

COMMISSION AND INFORMATION

Commission: Percent 0.00
 Reason: IT TICKET
 Tour Code: IT9YY298GW
 Endorsements: FARE RESTRICTION MAY APPLY

Important: The ticket for the CBBG needs to be issued on a separate ticket.

The fare and the international surcharge (YQ) plus any stopover, Q-surcharge if applicable must be charged. Airport Taxes must not be collected.

- Perform a half-automated pricing for the entire group.
- Issue all tickets, except the one for the CBBG.
- Click on “View/Edit Fare” to show the pricing mask.
- Change the Ticket “DESIGNATOR” to **CBGR** (Cabin Baggage Group).
- Click on “Tax Details” and adjust the taxes for the CBBG.
- Tick / click all taxes except YQ/YR
- Click on “Delete Row”

FARE DETAILS						
Base Fare	EUR					44.00
Equivalent Fare						
Taxes	EUR					105.90
Tax Details						
Designator	Amount	Nature	Collection Point	Airport	Currency	Airport Amount Paid (PD)
<input checked="" type="checkbox"/> DE	11.31	DE				<input type="checkbox"/>
<input checked="" type="checkbox"/> RD	31.61	DE				<input type="checkbox"/>
<input checked="" type="checkbox"/> OY	8.78	DE				<input type="checkbox"/>
<input type="checkbox"/> YQ	5.00					<input type="checkbox"/>
<input checked="" type="checkbox"/> DE	8.94	DE				<input type="checkbox"/>
<input checked="" type="checkbox"/> RD	26.48	DE				<input type="checkbox"/>
<input checked="" type="checkbox"/> OY	8.78	DE				<input type="checkbox"/>
<input type="checkbox"/> YQ	5.00					<input type="checkbox"/>
Taxes Paid	0.00					
Taxes to be Collected	105.90					
Add Row			Delete Row			
Total	EUR					149.90

Only YQ / YR shall remain in "Tax Details".

FARE DETAILS						
Base Fare	EUR					44.00
Equivalent Fare						
Taxes	EUR					10.00
Tax Details						
Designator	Amount	Nature	Collection Point	Airport	Currency	Airport Amount Paid (PD)
<input type="checkbox"/> YQ	5.00					<input type="checkbox"/>
<input type="checkbox"/> YQ	5.00					<input type="checkbox"/>
Taxes Paid	0.00					
Taxes to be Collected	10.00					
Add Row			Delete Row			
Total	EUR					54.00

- Click on "Submit" to store the fare.
- Issue the ticket for the CBBG.

6.4.7 Pricing of EXST (Extra Seat)

Example below is an extra seat for personal comfort.

Important: The EXST must be booked and selected in the Book-a-Group name template / Quick Passenger Record before being eligible for claim in SPRK.

EXST as shown in the passenger list of SPRK.

Group Name: FLX NDC TEST CBBG EXST I Group Size: 12								
Traveler (12 Assigned Travelers)								
#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#	
1	GRP		TOBIAS		SOMMER			
2	GRP		EXST		SOMMER			

Important: The fare for the EXST will be included in the passenger's ticket. The booking of the EXST remains unticketed in SPRK.

The fare and the international surcharge (YQ) plus any stopover, Q-surcharge if applicable must be charged. Airport Taxes must not be collected.

- Perform a half-automated pricing for the entire group.
- Issue all tickets, except the one of the passengers with the EXST.
- Click on "View/Edit Fare" to show the pricing mask.
- Add "EX" to ticket "DESIGNATOR"
- Add the price for the EXST as Q surcharge in the "FARE CALCULATION LINE".
Example: ZRH LX FRA Q47.97 47.97LH ZRH Q47.97 47.97NUC191.88END
ROE0.923857
In case of IT ticket, just show the Q-surcharge for the EXST (without the amount for the passenger).
Example:
GOT LH FRA Q10.00IT LH GOT Q10.00IT NUC20.00END
- Adjust the "Base Fare" by adding the price for the EXST
(Example here: fare for the passenger EUR44.00 plus fare for the EXST EUR44.00 = EUR88.00)

Stored Fare

OFFICE ID: LX11 AGENT ID: SRAL ORIGIN DESTINATION: ZRHZRH VALIDATING CARRIER: LX

Passenger Type: ADT Last Date/Time to ticket: 2022-03-17 04:04 PM

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	ZRH	FRA	LX	1068	W	3MAY22	07:00 AM	HK	WEUFLXPY	EX	03MAY2022	03MAY2022	1PC
O	FRA	ZRH	LH	1184	W	24MAY22	07:40 AM	HK	WEUFLXPY	EX	24MAY2022	24MAY2022	1PC

FARE DETAILS

Base Fare: CHF 806.00

Equivalent Fare:

Taxes: CHF 191.30

COMMISSION AND INFORMATION

Commission: Percent 0.00

Reason: FIRST TICKET

Tour Code:

Endorsements: FARE RESTRICTION MAY APPLY

Tax Details

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport	Amount	Paid (PD)
<input type="checkbox"/>	CH	35.00	CH					
<input type="checkbox"/>	DE	10.20	DE					
<input type="checkbox"/>	OY	13.10	DE					
<input type="checkbox"/>	RA	29.00	DE					
<input type="checkbox"/>	YQ	52.00						
<input type="checkbox"/>	YQ	52.00						

Taxes Paid: 0.00

Taxes to be Collected: 191.30

Total: CHF 997.30

FARE CALCULATION LINE: ZRH LX FRA Q218 08 218 08LH ZRH Q218 08 218 08NUC872.32END ROE0 923857

- Adjust the taxes by adding the YQ for the EXST (Example here: EUR44.35 and EUR12.80 already present for the passenger, add EUR44.35 and EUR12.80 to be added for the EXST)

FARE DETAILS

Base Fare: EUR 88.00

Equivalent Fare:

Taxes: EUR 205.40

Tax Details

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport	Amount	Paid (PD)
<input type="checkbox"/>	AT	8.50	AT					
<input type="checkbox"/>	QD	11.85	AT					
<input type="checkbox"/>	ZY	19.05	AT					
<input type="checkbox"/>	DE	9.85	DE					
<input type="checkbox"/>	OY	12.55	DE					
<input type="checkbox"/>	RA	29.30	DE					
<input type="checkbox"/>	YQ	44.35						
<input type="checkbox"/>	YQ	12.80						
<input type="checkbox"/>	YQ	44.35						
<input type="checkbox"/>	YQ	12.80						

Taxes Paid: 0.00

- Click on "Submit" to store the fare.
- Issue the ticket for the passenger where EXST is included.

6.5 Advance Seat Reservation (ASR)

Important: A Half-automated pricing is required before Advance Seat Reservation (ASR) is possible. In case no stored fare is present, the following message will appear:

⚠ (PNR) (9999) (LXA) ✖ ✖

No fare stored on the PNR, please price PNR and store the fare before pricing services.

Transaction Identifier: dd7ff2a0de734cb8a055720c6b86295b

- Select all flights in the “Itinerary” overview.
- Click on “Seats”
- The seat maps of all selected flights will open. Each flight segment in its own tab.

Itinerary
Booked - Air

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Sat 20Jun20 01:20p - 02:15p	FRA - YVR	LH 492	T 9h 55m 744 HK LH 1
	Sat 27Jun20 04:10p - 10:55a	YVR - FRA	LH 493	Y 9h 45m 744 HK LH 1

Seats

ZRH-BKK LX 180 BKK-ZRH LX 181

Occupied Selected Restricted Preferred Standard Extra Legroom Exit

77W (Boeing 777-300ER Passenger) - Economy Class

TRAVELER	SEAT	STATUS	INFO	SEAT OPTION
<input type="checkbox"/> MR JACK EXAMPLE	29K		Window seat	+CHF 60.00
<input checked="" type="checkbox"/> MRS JACQUELINE EXAMPLE				

- Select the seat map of the flight segment.
- Select the passenger for whom a seat reservation is desired. Note that the first passenger is pre-selected.
- Move the mouse over the seat to get the seat characteristics and the applicable fee displayed.

1 **Green seat:** Standard Seat

2 **Yellow seat:** Preferred Zone Seat

3 **Blue seat:** Extra Legroom Seat

- Once all seats are selected for all flights, click on “Submit”.
- To delete an existing seat reservation, click on the bin icon next to the passenger’s name.

6.5.1 Advance Seat Reservation - Standard Seat – free of charge

Standard Seats are free of charge for group bookings. There are different booking processes depending on the airline.

6.5.1.1 Austrian Airlines (OS), Brussels Airlines (SN), Lufthansa (LH) and **Air Dolomiti (EN)**

For technical reasons, the fee for a Standard Seat is shown even though it is not charged. It can be ignored, and the system automatically removes it at the time of ticketing. An Electronic Miscellaneous Document - A (EMD-A) at no value (“Zero EMD”) is not required.

The screenshot shows the 'Seats' interface for a Boeing 747-400. The legend at the top identifies seat statuses: Occupied (grey), Selected (orange), Restricted (light grey), Preferred (yellow), Standard (green), Extra Legroom (blue), and Exit (red triangle). The seat map shows rows A through K and seats 29 through 58. A pop-up window titled 'SEAT RESERVATION' is open over seat 39K, listing the following passengers and their associated fees:

Passenger Name	Fee
MR TOMMY BURGER	+EUR 35.00
MR OLE JOHNSON	+EUR 35.00
MR FRANK SMITH	+EUR 35.00
MRS SUSI BLUME	+EUR 35.00
MRS PETRA BURGER	+EUR 35.00
MR PETER MCDONALD	+EUR 35.00
MR JAMIE JOHNSON	+EUR 35.00
MR ANTON MCDONALD	+EUR 35.00

6.5.1.2 SWISS (LX)

For bookings made on SWISS (LX flight number and operated), the **Blocked Seat** policy applies. Blocked Seats are free of charge, except for Light Fares.

Important: Advance Seat Reservation (ASR) outside blocked seat or for Light Fares are subject to a fee.

- Please contact your LHG Groups Service Team for booking of blocked seats.
- The team will reserve a block of seats which afterwards will be visible in the seat map.
- An Electronic Miscellaneous Document - A (EMD-A) at no value (“Zero EMD”) is not required.

Example of blocked seats (42A, B, D, E, F, G, J, K) as shown in SPRK

TRAVELER	SEAT	STATUS	INFO	SEAT OPTION
<input checked="" type="checkbox"/> MR FRANK MUELLER	34B	Confirmed	Aisle seat	+EUR 30.00
<input type="checkbox"/> MRS SUSI MUELLER	34A	Confirmed	Window seat	+EUR 30.00

6.5.1.3 Mixed itineraries

For itineraries containing flights of different airlines (amongst OS/SN/LH/LX/**EN**), please proceed as follows:

- Reserve Standard Seats for all flights concerned. The fees will be shown.
- SPRK will prepare the Electronic Miscellaneous Document - A (EMD-A) in the background, which can be ignored.
- **Important:** contact the LHG Groups Service Team to get the fees suppressed for Standard Seats reserved on OS, SN, LH and **EN** or blocked seats on LX flights (excluding Light Fares).

6.5.2 Advance Seat Reservation – chargeable seat

Austrian Airlines (OS), Brussels Airlines (SN), Lufthansa (LH) and Air Dolomiti (EN)

For any other category than Standard Seat (e.g., Preferred Zone Seat, Extra Legroom Seat), a fee needs to be paid and collected by an Electronic Miscellaneous Document - A (EMD-A). Once the chargeable seats are reserved, the system prepares the EMD, and it can be issued at the same time as the ticket or after ticketing.

SWISS (LX)

For seats outside a group seat block or for Light Fares, a fee needs to be paid and collected by an Electronic Miscellaneous Document - A (EMD-A). Once the chargeable seats are reserved, the system prepares the EMD, and it can be issued at the same time as the ticket or after ticketing.

Example of chargeable Preferred Seat characteristics in seat map

The screenshot shows a seat map for flight 32A (Airbus A320 - Sharklets) in V class. The map displays rows F through A and columns 10 through 32. A tooltip for seat 15F is displayed, showing it is a 'Window seat over Wing' and a 'Preferential Seat Option'. A list of travelers is shown with a '+EUR 17.00' fee for each. A 'SEAT RESERVATION' table shows the fee for each traveler. A 'SEAT OPTION' table shows the fee for the 'Included' option as '+EUR 17.00'.

TRAVELER	SEAT RESERVATION
ANTON BAUER	+EUR 17.00
BERT BAUER	+EUR 17.00
CAESAR BAUER	+EUR 17.00
ANNA HUBER	+EUR 17.00
EVELINE HUBER	+EUR 17.00
MARIA HUBER	+EUR 17.00
MICHAEL HUBER	+EUR 17.00
PAUL HUBER	+EUR 17.00
PETER HUBER	+EUR 17.00
ANNA MAIER	+EUR 17.00
MARIA MAIER	+EUR 17.00
PAUL MAIER	+EUR 17.00
EVELINE MEIER	+EUR 17.00
MICHAEL MEIER	+EUR 17.00
PETER MEIER	+EUR 17.00

SEAT OPTION	SEAT RESERVATION
Included	+EUR 17.00



Examples of prepared EMD in Special Service Request (SSR)

Transactions				
No items to display.				
Special Service Requests(SSR)				
AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR LX	ALL	ALL
F1		OTHS PLS ADV TKT NBR BY 20MAY23/0732Z OR LX OPTG/MKTG FLT5 WILL BE CANX / APPLIC FARE RULE APPLIES IF IT DEMANDS EARLIER TKTG	ALL	ALL
LX	HD	ASVC A/0B5/RQST/PRE RESERVED SEAT ASSIGNMENT/A	MR JACK EXAMPLE (ADT)	LX180 ZRH-BKK 10AUG
LX	HD	ASVC A/0B5/RQST/PRE RESERVED SEAT ASSIGNMENT/A	MRS JACQUELINE EXAMPLE (ADT)	LX180 ZRH-BKK 10AUG
LX	HD	ASVC A/0B5/RQST/PRE RESERVED SEAT ASSIGNMENT/A	MR JACK EXAMPLE (ADT)	LX181 BKK-ZRH 20AUG
LX	HD	ASVC A/0B5/RQST/PRE RESERVED SEAT ASSIGNMENT/A	MRS JACQUELINE EXAMPLE (ADT)	LX181 BKK-ZRH 20AUG

6.5.2.1 Issuance of Electronic Miscellaneous Document (EMD-A) for ASR

- Select the flight(s) for which the ticket and / or EMD shall be issued and click on “Issue Documents”.

Itinerary
Booked - Air

			Class		Status	Cnx		Fare
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Thu 10Aug23 06:40p - 10:25a	ZRH - BKK LX 180	Q	10h 45m	77W HK	LXA 1
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Sun 20Aug23 01:05p - 07:35p	BKK - ZRH LX 181	Q	11h 30m	77W HK	LXA 1

Price Services Create Fare Auto-Exchange Bag Fees Seats Delete **Issue Documents**

- Select the traveler(s) where EMD(s) shall be issued and click on “Next”. Make sure to select a **maximum of 9 passengers per transaction!**

Issue Documents

1 - Travelers 2 - Fare Groups/Services 3 - Optional Selections

Select Travelers							
<input checked="" type="checkbox"/>	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	TICKETED FARE
<input checked="" type="checkbox"/>	ADT	MR	JACK		EXAMPLE	01JAN2000	LX180 ZRH-BKK 10AUG LX181 BKK-ZRH 20AUG
<input checked="" type="checkbox"/>	ADT	MRS	JACQUELINE		EXAMPLE	01JAN2002	LX180 ZRH-BKK 10AUG LX181 BKK-ZRH 20AUG

Next

- Select “Check All Fare Group(s)” and / or the Flight related Services.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Select Fare Group(s)

Check All Fare Groups

ZRH/ZRH - ADT 1368.10 (CHF) Uncheck Flight related Service(s)

Class	Status	Cnx	Fare
LX 180 Q	10h 45m	77W HK	LXA 1

MR JACK EXAMPLE (ADT)

Service Description	Status	Price (CHF)	Type	Number	Cpn
STANDARD SEAT 40K	HD	40.00			

MRS JACQUELINE EXAMPLE (ADT)

Service Description	Status	Price (CHF)	Type	Number	Cpn
STANDARD SEAT 40J	HD	40.00			

MR JACK EXAMPLE (ADT)

Service Description	Status	Price (CHF)	Type	Number	Cpn
STANDARD SEAT 40B	HD	40.00			

MRS JACQUELINE EXAMPLE (ADT)

Service Description	Status	Price (CHF)	Type	Number	Cpn
STANDARD SEAT 40A	HD	40.00			

- Choose the Form of Payment (FOP) by clicking on “Show”.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Show

Service Endorsements - Show

- To change the Form of Payment, click on the arrow.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Hide

Company: American Expre: v Number: Expires: Security Approval: First Name: Last Name: Add Address

Associate Items by dragging - 160.00

STANDARD SEAT 40K 40.00 (CHF) JACK EXAMPLE	STANDARD SEAT 40J 40.00 (CHF) JACQUELINE EXAMPLE	STANDARD SEAT 40B 40.00 (CHF) JACK EXAMPLE	STANDARD SEAT 40A 40.00 (CHF) JACQUELINE EXAMPLE
--	--	--	--

Add Credit Card Add Other

Service Endorsements - Show

Back Issue Documents

- Associated items (chargeable services) to the form of payment are shown. Click on "Issue Documents".

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Hide

Other: CASH v

Associate Items by dragging - 160.00

STANDARD SEAT 40K 40.00 (CHF) JACK EXAMPLE	STANDARD SEAT 40J 40.00 (CHF) JACQUELINE EXAMPLE	STANDARD SEAT 40B 40.00 (CHF) JACK EXAMPLE	STANDARD SEAT 40A 40.00 (CHF) JACQUELINE EXAMPLE
--	--	--	--

Add Credit Card Add Other

Service Endorsements - Show

Back Issue Documents

EMDs issued are shown in “Services”.

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
7241817753414	LXA	EMD-A	23MAY23 12:19	1	STANDARD SEAT 40K	ISSUED	CHF	80.00	MR JACK EXAMPLE (ADT)	LX180 ZRH-BKK 10AUG
				2	STANDARD SEAT 40B	ISSUED				LX181 BKK-ZRH 20AUG
7241817753415	LXA	EMD-A	23MAY23 12:19	1	STANDARD SEAT 40J	ISSUED	CHF	80.00	MRS JACQUELINE EXAMPLE (ADT)	LX180 ZRH-BKK 10AUG
				2	STANDARD SEAT 40A	ISSUED				LX181 BKK-ZRH 20AUG

Example of an EMD for Advance Seat Reservation (ASR)

EMD
Print Status: Issued

EMD-A Image Details for Document

Issued For: MR JACK EXAMPLE (ADT)	Issued in Reference to Ticket/Document:
Document Number/Type: 7241817753414 / Type-A	Validating Carrier: LX - Swiss
Issued By (Agency/Agent): 81496962 / [Logo]	Confirmation Reference(s): PSUOEX / F1
Issued on/in: 23MAY23 / ZRH	PXC37E / LXA
Reason for Issuance: A - AIR TRANSPORTATION	Remarks: INT: I
Endorsements: CH, W9, CH	
Tour Code:	

Cpn	Status	CMI	Flight#	Date	Depart	Arrival	Service	Code	Ticket/Cpn Reference	Base	Taxes	Cpn Value
1	O		LX 180	10Aug	ZRH	BKK	STANDARD SEAT 40K	0B5	7245744786605 CPN 1 (A)	40.00	0.00	CHF 40.00
2	O		LX 181	20Aug	BKK	ZRH	STANDARD SEAT 40B	0B5	7245744786605 CPN 2 (A)	40.00	0.00	CHF 40.00

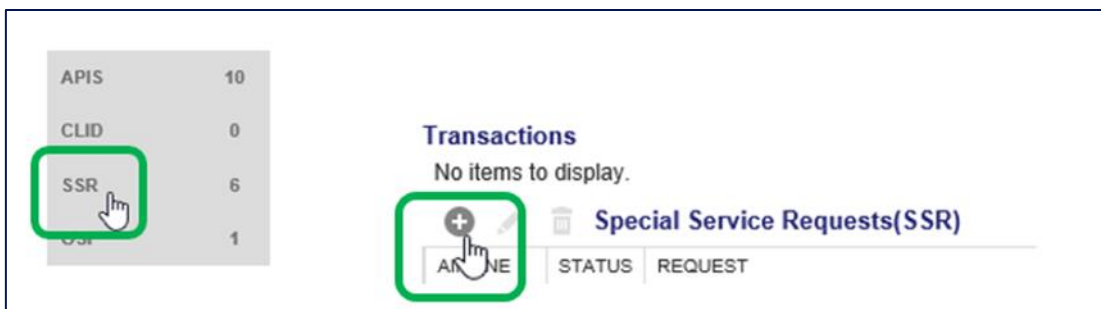
Charges

Base Value of all Services:	CHF	80.00		
Total Charges:	CHF	80.00	CASH	FCI: 0

Void Refund Close

6.6 Special Service Request (SSR)

- Click on “SSR” in the left column of the main screen.
- Click on the plus sign to open the Special Service Request screen.



- Select the applicable SSR code from the drop-down menu.
- Add additional text where required (e.g., for Special Baggage)
- Select the travelers and the segments for which the service shall be requested.

Special Service Requests

Special Service Request

SSR Code: **CTCR** (highlighted in red) Text:

Travelers:

Segments:

AOXY AIRLINE SUPPLIED OXYGEN
 AVIH ANIMAL IN HOLD, SPECIFY NUMBER, TYPE AND PEDIGREE, AND CONTAINER WEIGHT AND DIMENSIONS
 AVML VEGETARIAN HINDU MEAL

6.6.1 Special Baggage

To ensure enough space for additional baggage or/and sports equipment in the cargo hold of the aircraft, an early request is highly recommended.

Important: Payment of special baggage is possible at the airport only. The Electronic Miscellaneous Document – A (EMD-A) cannot be issued in SPRK.

When requesting special baggage, kindly make sure to enter the keyword (where applicable) and the actual size / weight of the bag in the correct format.

Airline	Type of baggage	SSR Code	Text format and keyword examples
OS / SN / LH	Excess / Oversize Bag	BULK	TTL32KG1PC100X40X50CM
OS / SN / LH	Sports Equipment	SPEQ	WINTER TTL23KG1PCDIM180CM GOLF TTL23KG1PCDIM120X50X70CM SCUBA TTL23KG1PCDIM50X60X90CM
OS / SN / LH	Bike	BIKE	TTL23KG1PCDIM120X90X30CM
LX/ EN	For all kind of special baggage, please contact your LHG Groups Service Team		

6.7 Contact data for notification in irregularity scenarios

Contact data for notification in case of irregularities according to IATA Resolution 830d needs to be entered in SPRK via Telephone / Email contact item. In case the passenger declines, the refusal must be entered as a Special Service Request (SSR) item.

6.7.1 Mobile phone (CTCM) / Email (CTCE)

- Tick “Operational Contact” when entering the mobile phone number or email for selected passenger(s). Selection of “Language” is optional.

Telephone

Type: Telephone Number: Language:

Operational Contact: (highlighted in red)

Travelers:

Emails

Email

Email: Language: **Operational Contact** Travelers:

When trying to insert SSR Code CTCM or CTCE as Special Service Request (SSR), the system returns an error message.

Special Service Requests

Special Service Request

SSR Code: Text:

CTCM is a restricted SSR Code. Please use Telephone/Operational Contact.
CTCM is a restricted SSR Code. Please use Telephone/Operational Contact.

6.7.2 Contact refused (CTCR)

Select code "CTCR" from the drop-down list in "Special Service Request" (SSR)

Special Service Requests

Special Service Request

SSR Code: Text: Travelers:

Segments:

CTCR PASSENGER IROP CONTACT INFORMATION REFUSED

When trying to insert SSR Code CTCM (Mobile) or CTCE (Email) as Special Service Request, the system returns an error message.

⚠️ CTCM is a restricted SSR Code. Please use Telephone/Operational Contact.
CTCM is a restricted SSR Code. Please use Telephone/Operational Contact.

Special Service Requests

Special Service Request

SSR Code Text

CTCM **TEST@TEST.COM**

6.8 Split

Important: Any split of a PNR must be performed by travel agency in SPRK to avoid a non-synchronization between SPRK and the airline system.

- Select the passenger(s) you want to split from the main booking and click on the split icon.

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#	
1	GRP	MR	ANTON		BAUER					
2	GRP	MR	BERT		BAUER					

The original booking will turn into a master PNR (example here: P19LGX) and a child PNR is created for the passenger(s) divided from the original booking (example here: PDQJGX).

The child PNR remains associated with the master PNR and vice versa. The associated PNRs are displayed in “Related Reservation(s)”, except for splits executed in Book-a-Group.

“Master” Record Locator “Child” Record Locator

Record Locator: P19LGX **PDQJGX - Child**

Related Reservation(s)

“Child” Record Locator “Master” Record Locator

Record Locator: PDQJGX **P19LGX - Master**

Related Reservation(s)

6.9 Name change

Important

Prior to any name change, the affected passenger must be split from the main booking in SPRK by the travel agency.

Name changes for LIGHT fares are not permitted.

6.9.1 Name changes before ticketing.

Example: passenger “BAUER/ANTONMR” shall be changed to “MUSTERMANN/MAXMR”

- Split off the passenger whose name shall be changed. See chapter “[Split](#)”.
- Open the child record locator (Example here: BAUER/ANTON)
- Contact our LHG Groups Service Team for the name change and provide the child record locator.
- Once the LHG Groups Service Team changed the name, a message will appear in the “Alerts” section.

Group Name: FLX TENNIS CAMP		Group Size: 1		
Alerts				
<input type="checkbox"/>	REASON	CREATION DATE	SOURCE	DESCRIPTION
<input type="checkbox"/>	NameChange	28AUG18 15:12	LH	Previous Name BAUER ANTON New Name MUSTERMANN MAX MR


- Verify if the name is synchronized by displaying the name in “Airline Recorded Names”

Traveler 1 Assigned Traveler)										
#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#	
1	GRP	MR	MAX		MUSTERMAN N					
Frequent Flyer Info		Airline Recorded Names								
Airline	First/Middle/Title				Last Name					
LH	MAX MR				MUSTERMANN					

6.9.2 Name changes after ticketing.

Important: The issued ticket needs to be voided (on the day of issuance) or refunded prior to a name change.

Changing the name when the ticket is not voided or refunded results in a warning message:

⚠ ANTON BAUER's Ticket was issued. Traveler's name can no longer be changed 

Example: passenger “BAUER/ANTONMR” shall be changed to “MUSTERMANN/MAXMR”

- Split off the passenger whose name shall be changed. See chapter “Split”.
- Void / refund the ticket of the child record locator (Example here: BAUER/ANTON) See chapter “How to void a ticket” “How to refund a ticket” respectively.
- Redisplay / refresh the child record locator.
- Contact our LHG Groups Service Team for the name change and provide the child record locator.
- Once the LHG Groups Service Team changed the name, a message will appear in the “Alerts” section.
- Issue the new ticket with the correct name (Example here: MUSTERMANN/MAX) by clicking on Issue Documents. See chapter “Ticketing”.
- The new ticket is shown in the list of tickets with status “TICKETED”.

<input type="checkbox"/>	NameChange	28AUG18 15:12	LH	Previous Name	BAUER ANTON	New Name	MUSTERMANN MAX MR
--------------------------	------------	---------------	----	---------------	-------------	----------	-------------------

Acknowledge

Traveler (1 Assigned Traveler)

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#
1	GRP	MR	MAX		MUSTERMAN N				

Itinerary
Booked - Air

			Class		Status	Cnx	Fare
Tue 18Jun19	10:00a - 10:40a	FRA - LHR	LH 904	V	1h 40m 32A	HK	LH 1
Wed 19Jun19	08:30a - 11:05a	LHR - FRA	LH 925	V	1h 35m 32A	HK	LH 1

Price Services Create Fare Auto-Exchange Bag Fees Seats Delete Issue Documents

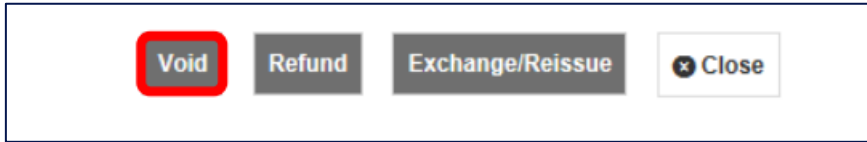
Transactions

Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205341097190	LH	VOIDED	28AUG18 16:27	NAME DISCREPANCY	LH904 FRA-LHR 18JUN LH925 LHR-FRA 19JUN
2205341097192	LH	TICKETED	28AUG18 17:18	MAX MR MUSTERMANN (GRP)	LH904 FRA-LHR 18JUN LH925 LHR-FRA 19JUN

6.9.2.1 How to void a ticket

- Click on the ticket number of the passenger and select “Void” followed by “Submit”.



Void

TICKET VOID AUTHORIZATION REQUEST (VAR)

Ticket Number: 220574975694
 Ticket Issue Date: 23MAY22
 Name: MUSTERMANN/ERIKA(ADT)
 PNR: 3M2T6U
 IATA: 06492021

Submit **Cancel**

The status in the list of tickets will change to “VOIDED” and “NAME DISCREPANCY” is shown in “TRAVELERS”.

Transactions

Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205341097190	LH	VOIDED	28AUG18 16:27	NAME DISCREPANCY	LH904 FRA-LHR 18JUN LH925 LHR-FRA 19JUN

Important: Electronic Miscellaneous Documents (EMD-A) will be voided together with the associated ticket.

Void

TICKET VOID AUTHORIZATION REQUEST (VAR)

Ticket Number: 2205744786067
 Ticket Issue Date: 22MAY23
 Name: EXAMPLE/GROUP MR(ADT)
 PNR: PNP6AX
 IATA: 81496962

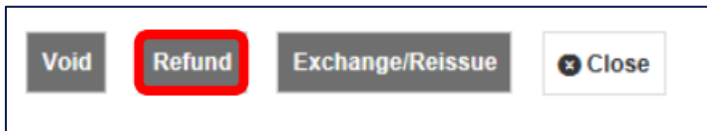
ASSOCIATED EMD(S)

EMD Number: 2201817753304
 EMD Number: 2201817753303

Submit **Cancel**

6.9.2.2 How to refund a ticket

- Click on the ticket number of the passenger and select “Refund”.



- Verify if the full amount of the originally issued ticket is shown in “Total Refund” and click on “Submit”.

Ticket Refund

Auto Manual

Ticket Information

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
ANTON BAUER (GRP)	2205341097190	EUR	28Aug18	P19LGX	23246031	IT8YY29N52

Coupons

TKT	CP	AL	FLT	CL	DATE	BRD	OFF	FARE BASIS	ST	Used
190	1	LH	904	V	18JUN	FRA	LHR	VDECLSP1GR	O	N
190	2	LH	925	V	19JUN	LHR	FRA	VDECLSP1GR	O	N

Calculation of Refund

Base Fare	244.00
Base Fare Used	- 0.00
Base Fare Refund	244.00
Tax Original	128.67
Tax Used	- 0.00
Tax Refund	128.67
Ticket Refund	372.67
Penalty	- 0.00
Total Refund	372.67

Commission

No Commission due 0.00

Waiver Code

Enter waiver code here if applicable

Monetary Settlement

	Charged To	Refunded To
	CASH 372.67	CASH 372.67
Total Amount	9316.75	Refund/Credit 372.67

Submit Cancel

6.10 Rebooking

- Split off the passengers whose flights shall be changed See chapter “Split”.
- Contact our LHG Groups Service Team for the rebooking and provide the child record locator.
- Once the LHG Groups Service Team changed the booking you may refresh the child record locator in SPRK where the new flight segments will be displayed.

6.11 Ticketing

Important

Ticket issuance is possible for a maximum of 9 passengers per transaction.

Reason: Selection of more than 9 passengers may result in a non-synchronization between the systems.

Example: tickets for a group of 21 passengers must be issued in 3 transactions (1x 9 passengers, 1x 9 passengers and 1x 2 passengers)

The tax in “Stored Fare” needs to be checked again prior to ticketing. They may have changed between the date of pricing and ticketing.

- Click on “Issue Documents”.

Itinerary
Booked - Air

	Class	Status	Cnx	Fare
Tue 18Jun19 10:00a - 10:40a FRA - LHR LH 904 V 1h 40m 32A HK	V	HK	LH	1
Wed 19Jun19 08:30a - 11:05a LHR - FRA LH 925 V 1h 35m 32A HK	V	HK	LH	1

Price Services Create Fare Bag Fees Seats Delete **Issue Documents**

- Select the passenger(s) for whom you want to issue the ticket(s)

Issue Documents

1 - Travelers 2 - Fare Groups/Services 3 - Optional Selections

Select Travelers

	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	TICKETED FARE
<input checked="" type="checkbox"/>	GRP		ANTON		BAUER		

- Choose the flight segments.

Issue Documents

1 - Travelers 2 - Fare Groups/Services 3 - Optional Selections

Select Fare Group(s)

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/>	FRA - LHR LH 904 V 1h 40m 32A HK	HK	LH	1
<input type="checkbox"/>	LHR - FRA LH 925 V 1h 35m 32A HK	HK	LH	1

- Choose the Form of Payment (FOP) by clicking on “Show”.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Show

Back Issue Documents

- To change the Form of Payment, click on the arrow.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Hide

Company: American Expre... Number: Expires: Security Approval: First Name: Last Name:

Add Address Split Payment

Associate Items by dragging - 372.67

FRA/FRA GRP 372.67 (EUR) ANTON BAUER

Add Credit Card Add Other

- Click on "Issue Documents".

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Hide

Other: CASH

Associate Items by dragging - 372.67

FRA/FRA GRP 372.67 (EUR) ANTON BAUER

Add Credit Card Add Other

Back Issue Documents

Issued tickets are shown in "Tickets".

Transactions

Tickets

REFERENCE		SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205744786028		LH	VOIDED	22MAY23 10:37	GROUP MR EXAMPLE (ADT)	LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV
2205744786067		LH	VOIDED	22MAY23 11:16	GROUP MR EXAMPLE (ADT)	LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV
2205744786100		LH	TICKETED	22MAY23 11:18	GROUP MR EXAMPLE (ADT)	LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV

6.12 Ancillary Services

Ancillary services can be booked during or after pricing. A stored fare must be present.

6.12.1 Booking of ancillary services during pricing

- Select flights (optional) and click on “Price”.

The screenshot shows an 'Itinerary' section with the following details:

	Class	Status	Cnx	Fare
Wed 01 Nov 23 12:55p - 04:55p FRA - IAD LH 418 W 9h 00m 74H HK				LH
Wed 08 Nov 23 06:05p - 07:40a IAD - FRA LH 419 W 7h 35m 74H HK				LH

Below the flight details is a navigation bar with buttons: Price (highlighted with a red box), Services, Create Fare, Bag Fees, Seats, and Delete.

- Amend pricing options where necessary and click on “Continue”.

The screenshot shows the 'Fare for selected Flights' screen with the following sections:

- Pricing Options:**
 - Published Fares
 - Contract Fares
 - Both
 - Current Classes Best Available + Fares
 - Validating Carrier: **Default** (dropdown)
 - Check/Uncheck All
 - Advance purchase
 - Allow Penalties
 - Allow Min Stay
 - Allow Max Stay

- Travelers:** (empty field)
- Fare Selection Options:** (empty field)
- Tour Codes:** (empty field)
- Qualifiers:** (empty field)
- Tax Exempt Options:** (empty field)
- Services Filter:** (empty field)

At the bottom right, there are two buttons: **Continue** (highlighted with a red box) and **Cancel**.

Available services will be displayed. Services which cannot be booked are greyed out.

- Select the service you want to add and click on “Continue”.

Fare for selected Flights

Optional Services priced in CHF

Options for flight LH 418 from FRA - IAD

OXYGEN	EXAMPLE/G CHF 292.30
UNACCOMPANIED MINOR	EXAMPLE/G CHF 140.00
BUSINESS LOUNGE ACCESS	EXAMPLE/G CHF 38.00
LH - FlyNet Chat	EXAMPLE/G CHF 6.85
LH - FlyNet Mail and Surf	EXAMPLE/G CHF 16.60
LH - FlyNet Mail and Surf Plus	EXAMPLE/G CHF 28.30
ADDITIONAL BAGGAGE	EXAMPLE/G CHF 155.90
SECOND BAG	EXAMPLE/G CHF 77.95

Options for flight LH 419 from IAD - FRA

OXYGEN	EXAMPLE/G
--------	-----------

ADDITIONAL BAGGAGE	EXAMPLE/G CHF 155.90
SECOND BAG	EXAMPLE/G CHF 77.95

Continue Cancel

Selected chargeable and included services are displayed in “Fare for selected Flights”.

- Click on “Store Fare”.

Fare for selected Flights

Total Airfare per Passenger - (Validated on LH)	CHF	839.85
Grand Total CHF - (ADT x 1)		839.85

Services priced in CHF

Options for flight LH 418 from FRA - IAD

BUSINESS LOUNGE ACCESS	EXAMPLE/G CHF 38.00
Food and Beverages	EXAMPLE/G Included
Hand Baggage	EXAMPLE/G Included

Options for flight LH 419 from IAD - FRA

Food and Beverages	EXAMPLE/G Included
Hand Baggage	EXAMPLE/G Included

SUMMARY OF ALL CHARGES

	EXAMPLE/G
Selected Options per traveler	38.00
Basic Airfare per traveler (see above)	839.85
Grand Total per traveler	877.85



Booked services to which an Electronic Miscellaneous Document (EMD) must be issued are shown in “Special Service Request (SSR)”.

Special Service Requests(SSR)				
AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR LH	ALL	ALL
LH	PN	FBLG BUSINESS LOUNGE ACCESS	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV
LH	HN	ASVC E/BLG/FBLG/BUSINESS LOUNGE ACCESS	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV

6.12.2 Booking of ancillary services after pricing

- Select the flight for which a service shall be booked and click on “Services”.

Itinerary
Booked - Air

				Class		Status	Cnx		Fare
<input type="checkbox"/>		Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	W	9h 00m 74H	HK	LH	1
<input checked="" type="checkbox"/>		Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	W	7h 35m 74H	HK	LH	1

Price **Services** **Create Fare** **Bag Fees** **Seats** **Delete** **Issue Documents**


- Select the service you want to add and click on “Continue”.

Services

Optional Services priced in CHF

Options for flight LH 419 from IAD - FRA

OXYGEN	EXAMPLE/G CHF 292.30
UNACCOMPANIED MINOR	EXAMPLE/G CHF 140.00
CASH UPGRADE <ul style="list-style-type: none">• ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS• THE MILEAGE ACCRUAL OF OUR PREMIUM CABINS.• TICKET CONDITIONS AND FREE BAGGAGE• ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED• FARE.• UPGRADE TO CABIN: PREMIUM ECONOMY	EXAMPLE/G CHF 150.00
CASH UPGRADE <ul style="list-style-type: none">• ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS• THE MILEAGE ACCRUAL OF OUR PREMIUM CABINS.• TICKET CONDITIONS AND FREE BAGGAGE• ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED• FARE.• UPGRADE TO CABIN: BUSINESS	EXAMPLE/G CHF 2080.00
WELCOME LOUNGE ACCESS	EXAMPLE/G CHF 47.75
LH - FlyNet Chat	EXAMPLE/G CHF 6.85
1ST BAG UPTO50LB23KG 62LI158CM <ul style="list-style-type: none">• Prepaid Baggage	EXAMPLE/G CHF 75.00
SECOND BAG <ul style="list-style-type: none">• Prepaid Baggage	EXAMPLE/G CHF 90.00

Continue **Cancel** 

Booked services to which an Electronic Miscellaneous Document (EMD) must be issued are shown in “Special Service Request (SSR)”.

Special Service Requests(SSR)				
AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR LH	ALL	ALL
LH	HK	FBLG BUSINESS LOUNGEACCESS	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV
LH	PN	FWLG WELCOME LOUNGE ACCESS	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HN	ASVC E/WLG/FWLG/WELCOME LOUNGE ACCESS	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HD	ASVC E/BLG/FBLG/BUSINESS LOUNGE ACCESS/A	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV

6.12.3 Issuance of Electronic Miscellaneous Document (EMD-A)

Important

EMD-A must be issued at the same time or after the issuance of the ticket.

The status of the Special Service Request (SSR) must be Holding Confirmed “HK” for the service itself and Holding Confirmed – EMD required “HD” for the EMD. In case the status is still on Pending Need – Awaiting Confirmation “PN” / Holding Need “HN”, redisplay/refresh the PNR.

Special Service Requests(SSR)				
AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR LH	ALL	ALL
LH	HK	FBLG BUSINESS LOUNGEACCESS	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV
LH	HK	FWLG WELCOME LOUNGEACCESS	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HD	ASVC E/WLG/FWLG/WELCOME LOUNGE ACCESS/A	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HD	ASVC E/BLG/FBLG/BUSINESS LOUNGE ACCESS/A	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV

- Select the flight(s) for which the ticket and / or EMD shall be issued and click on “Issue Documents”.

Itinerary
Booked - Air

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/> ▶ Wed 01Nov23 12:55p - 04:55p	FRA - IAD LH 418 W	9h 00m 74H HK	LH	1
<input checked="" type="checkbox"/> ▶ Wed 08Nov23 06:05p - 07:40a	IAD - FRA LH 419 W	7h 35m 74H HK	LH	1

- Select the traveler(s) where ticket(s) and EMD(s) shall be issued and click on “Next”. Make sure to select a **maximum of 9 passengers per transaction!**

Issue Documents

1 - Travelers 2 - Fare Groups/Services 3 - Optional Selections

Select Travelers

<input checked="" type="checkbox"/>	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	TICKETED FARE
<input checked="" type="checkbox"/>	ADT	MR	GROUP		EXAMPLE	01JAN2000	

Next

- Select “Check All Fare Group(s)” and / or the Flight related Services.

Issue Documents

1 - Travelers 2 - Fare Groups/Services 3 - Optional Selections

Select Fare Group(s)

Uncheck All Fare Groups

FRA/FRA - ADT 839.85 (CHF) Uncheck Flight related Service(s)

	Class	✈	Status	Cnx	🔗	Fare
Wed 01Nov23 12:55p - 04:55p FRA - IAD LH 418 W 9h 00m 74H HK LH 1						
MR GROUP EXAMPLE (ADT)						
<input checked="" type="checkbox"/>	Service Description	Status	Price (CHF)	Type	Number	Cpn
<input checked="" type="checkbox"/>	BUSINESS LOUNGE ACCESS	HD	38.00			
<hr/>						
Wed 08Nov23 06:05p - 07:40a IAD - FRA LH 419 W 7h 35m 74H HK LH 1						
MR GROUP EXAMPLE (ADT)						
<input checked="" type="checkbox"/>	Service Description	Status	Price (CHF)	Type	Number	Cpn
<input checked="" type="checkbox"/>	WELCOME LOUNGE ACCESS	HD	47.75			

Back Next

- Choose the Form of Payment (FOP) by clicking on Show.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Show

Service Endorsements - Show


[✕ Back](#) [Issue Documents](#)


- To change the Form of Payment, click on the arrow.

Issue Documents




1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Hide

Company	Number	Expires	Security Approval	First Name	Last Name
 American Express ▾	<input type="text"/>	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add Address 

Associate Items by dragging - 925.60

FRA/FRA ADT 839.85 (CHF) GROUP EXAMPLE 	BUSINESS LOUNGE ACCE SS 38.00 (CHF) GROUP EXAMPLE 	WELCOME LOUNGE ACCE SS 47.75 (CHF) GROUP EXAMPLE 
--	--	---

[Add Credit Card](#) [Add Other](#)

Service Endorsements - Hide

MR GROUP EXAMPLE (ADT)

[✕ Back](#) [Issue Documents](#)

- Associated items (ticket and chargeable services) to the form of payment are shown. Click on Issue Documents.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Hide

Other
CASH

Associate Items by dragging - 925.60

FRA/FRA
ADT 839.85 (CHF)
GROUP EXAMPLE

BUSINESS LOUNGE ACCE
SS
38.00 (CHF)
GROUP EXAMPLE

WELCOME LOUNGE ACCE
SS
47.75 (CHF)
GROUP EXAMPLE

Add Credit Card | Add Other

Service Endorsements - Hide
MR GROUP EXAMPLE (ADT)

Back | Issue Documents

EMDs issued are shown in “Services”.

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS	VOUCHER
2201817753303	LH	EMD-A	22MAY23 11:10	1	BUSINESS LOUNGE ACCESS	ISSUED	CHF	38.00	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV	
2201817753304	LH	EMD-A	22MAY23 11:11	1	WELCOME LOUNGE ACCESS	ISSUED	CHF	47.75	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV	

6.12.4 First bag for Light Fare

The first bag is only available for passengers holding a ticket at Light Fare, where Free Baggage Allowance (FBA) is “nil” / “0PC” (0 piece).

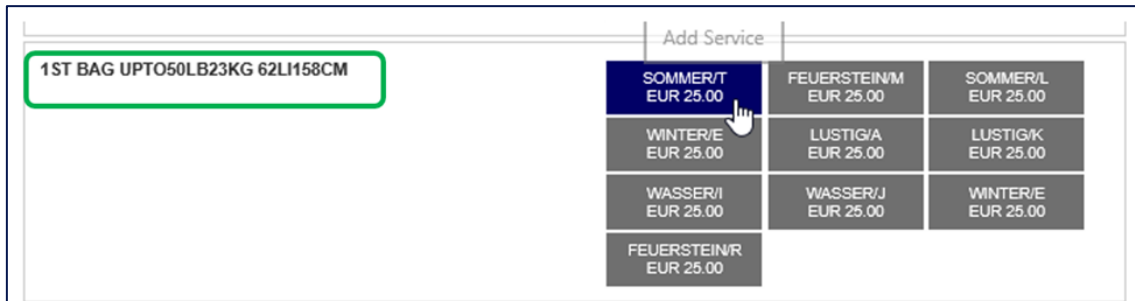
- Select the flights where the first bag shall be added and click on “Services”.

Itinerary
Booked - Air

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/> Wed 01Nov23 12:55p - 04:55p FRA - IAD LH 418 W 9h 00m 74H HK LH 1				
<input checked="" type="checkbox"/> Wed 08Nov23 06:05p - 07:40a IAD - FRA LH 419 W 7h 35m 74H HK LH 1				

Price | **Services** | Create Fare | Auto-Exchange | Bag Fees | Seats | Delete | Issue Documents

- Select “1ST BAG UPTO50LB23KG 62LI158CM” in the list of services for the flight(s) and the passenger for which the service shall be added and click on “Continue”.



Once the status of the service shows Holding Confirmed “HK” / Holding Confirmed – EMD required “HD”, in the list of Special Service Requests (SSR), issue the EMD as per chapter “[Issuance of Electronic Miscellaneous Document \(EMD-A\)](#)”

6.12.5 Fixed price upgrade





6.12.5.1 General information

Important: The ticket must be issued prior to booking and issuance of a fixed price upgrade.

- Fixed price upgrades are available on flights of Austrian Airlines (OS), Lufthansa (LH) and SWISS (LX).
- Upgrades to a higher cabin class can be booked until about 48 hours prior to departure, provided a ticket is issued.
- Upgrades are possible from Economy Class to Premium Economy Class (on flights where cabin class is offered), from Premium Economy Class to Business Class, from Economy Class to Business Class or from Business Class to First Class (on flights where cabin class is offered).
- An upgrade is only possible if there are seats available in the targeted cabin class.
- The price depends on the booking class, the destination, and the base fare of the issued ticket.
- The conditions (e.g., changes and refund) including the baggage allowance of the original underlying ticket remain applicable.
- Standalone refund of an upgrade is not possible.

6.12.5.2 Booking of a fixed price upgrade

- Split off the passenger for which an upgrade shall be booked. See chapter “[Split](#)”.
- Select the flights where the upgrade shall be added and click on “Services”.

Itinerary										
Booked - Air										
				Class		Status	Cnx		Fare	
▶	<input type="checkbox"/>		Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	W		9h 00m 74H	HK	LH 1
▶	<input checked="" type="checkbox"/>		Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	W		7h 35m 74H	HK	LH 1

- Select “CASH UPGRADE” and scroll down (Example here: upgrade from Economy Class to Premium Economy Class)



Services

Optional Services priced in CHF

Options for flight LH 419 from IAD - FRA

OXYGEN	EXAMPLE/G CHF 292.30
UNACCOMPANIED MINOR	EXAMPLE/G CHF 140.00
CASH UPGRADE <ul style="list-style-type: none"> • ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS • THE MILEAGE ACCRUAL OF OUR PREMIUM CABINS. • TICKET CONDITIONS AND FREE BAGGAGE • ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED • FARE. • UPGRADE TO CABIN: PREMIUM ECONOMY 	<i>i</i> EXAMPLE/G CHF 150.00
CASH UPGRADE <ul style="list-style-type: none"> • ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS • THE MILEAGE ACCRUAL OF OUR PREMIUM CABINS. • TICKET CONDITIONS AND FREE BAGGAGE • ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED • FARE. • UPGRADE TO CABIN: BUSINESS 	<i>i</i> EXAMPLE/G CHF 2080.00

- To change the Form of Payment, click on the arrow.

Company	Number	Expires	Security Approval	First Name	Last Name
 American Expre: v	<input type="text"/>	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Add Address					
Associate Items by dragging - 150.00					
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> CASH UPGRADE 150.00 (CHF) GROUP EXAMPLE </div>					
<input type="button" value="Add Credit Card"/>		<input type="button" value="Add Other"/>			
Service Endorsements - Show					
<input type="button" value="Continue"/>		<input type="button" value="Cancel"/>			

- Select the Form of Payment (FOP) and click on “Continue”.

Other
CASH

Associate Items by dragging - 150.00

CASH UPGRADE
 150.00 (CHF)
 GROUP EXAMPLE

Add Credit Card
Add Other

Service Endorsements - Show

Continue
✖ Cancel
⚙

The flight segment will change to the new cabin class and reflect the new Reservation Booking Designator (RBD) (Booking Class) and the EMD is shown in Services.

Itinerary

Booked - Air

				Class		Status	Cnx		Fare	
▶	<input type="checkbox"/>		Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	W		9h 00m 74H	HK	LH 1
▶	<input type="checkbox"/>		Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	N		7h 35m 74H	HK	LH 1

Price
Services
Create Fare
Auto-Exchange
Bag Fees
Seats
✖ Delete
Issue Documents

Transactions

✉ 📄 ↻ Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205744786028	LH	VOIDED	22MAY23 10:37	GROUP MR EXAMPLE (ADT)	LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV
2205744786067	LH	VOIDED	22MAY23 11:16	GROUP MR EXAMPLE (ADT)	LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV
2205744786100	LH	TICKETED	22MAY23 11:18	GROUP MR EXAMPLE (ADT)	LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV

Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
2201817753303	LH	EMD-A	22MAY23 11:16	1	BUSINESS LOUNGE ACCESS	VOIDED	CHF	38.00	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV
2201817753304	LH	EMD-A	22MAY23 11:16	1	WELCOME LOUNGE ACCESS	VOIDED	CHF	47.75	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
2201817753310	LH	EMD-A	22MAY23 12:12	1	CASH UPGRADE	ISSUED	CHF	150.00	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV

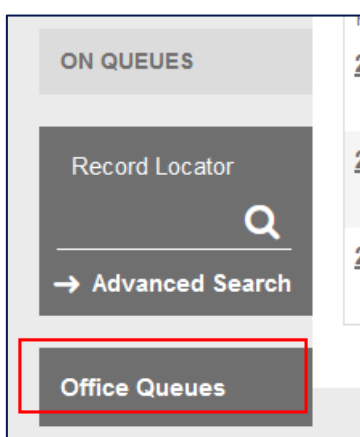
6.13 Queue

Important: If the group PNR is not claimed in SPRK, the booking information is available in Book-a-Group (BaG) only. Once the PNR is claimed in SPRK, important updates and information (e.g., schedule changes) will trigger a placement of the PNR on the queue in SPRK.

6.13.1 Schedule changes

PNRs affected by a schedule change will appear on queue number 7.

- To access the queue, click “Office Queues” on the main screen in SPRK.



- Click the folder icon of queue 7 to open it.

Count Summary

Office ID

Source

Active Only Filter by agent

Queues

NUMBER ▲		NAME	COUNT		
0		GENERAL	20073		
1		CONFIRMATION	9333		
2		CONFIRMATIONFROMWAITLIST	76		
6		NON-AIR SEGMENT NOTIFICATION	1124		
7		SCHEDULECHANGE	1128		
9		TICKETING TIME LIMIT (TTL) ADVISORY	8552		
10		DUPLICATE PNR	751		
12		EXPIRED TIME LIMIT AND SSR CANCELLATION	1032		
14		NEW MARRIED CONDITION	2		
79		INVOICING	11		

1 - 10 of 15 items

- Select the record locator to view the booking.

LX11: Queue 7

POSITION	DATE TIME	CATEGORY	PLACED BY	OFFICE ID	RECORD
1	2023-01-01 14:06:24		AUTOMATION	MIAR	PODXOW
2	2023-01-01 16:08:09		AUTOMATION	MIAR	3BE64W
3	2023-01-01 16:50:44		AUTOMATION	MIAR	35G64W
4	2023-01-01 17:07:57		AUTOMATION	MIAR	PGKWOW
5	2023-01-01 19:50:44		AUTOMATION	MIAR	P3PWOW
6	2023-01-01 22:50:28		AUTOMATION	MIAR	PKUWOW

The PNR will be displayed, and schedule change details are shown in the “Alerts” section.

Queue 7 (3 of 7) [Icons]

Record Locator: Q6X41U [Icons]

Group Name: FLX TEST VALIDATION EDU Group Size: 11

Alerts

REASON	CREATION DATE	SOURCE	DESCRIPTION
<input type="checkbox"/> ScheduleChange	31OCT19 16:29	a	<p>Previous Status:UN LH 401 JFK FRA 2020- 16:10 2020- 06:05 flight data 06-25 06-26</p> <p>b</p> <p>New Status:TK LH 401 JFK FRA 2020- 16:05 2020- 05:45 flight data 06-25 06-26</p>
<input type="checkbox"/> ScheduleChange	31OCT19 16:30	a	<p>Previous Status:UN LH 400 FRA JFK 2020- 11:00 2020- 13:40 flight data 06-04 06-04</p> <p>b</p> <p>New Status:TK LH 400 FRA JFK 2020- 11:00 2020- 13:35 flight data 06-04 06-04</p>

The previous (a) and the new (b) flight data (Example here: JFK-FRA and FRA-JFK) is displayed.

- **If the passenger accepts** the new flight(s) proposed, select the “ScheduleChange” item and click on “Acknowledge”.

Alerts

REASON	CREATION DATE	SOURCE	DESCRIPTION
<input type="checkbox"/> SSR change	01JAN23 13:06	LH	New OTHS Code: MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-SSR
<input checked="" type="checkbox"/> ScheduleChange	01JAN23 13:06	LH	<p>Previous Status:UN LH 8802 EWR FRA 2023-05-21 21:45 2023-05-22 11:45 flight data</p> <p>New Status:TK LH 8802 EWR FRA 2023-05-21 21:50 2023-05-22 11:45 flight data</p>
<input type="checkbox"/> SSR change	01JAN23 13:06	LH	New OTHS Code: PLS ADV TKT NBR BY 04JAN23/1305Z OR LH OPTG/MKTG FLT'S WILL BE SSR
<input type="checkbox"/> SSR change	04JAN23 13:06	LH	New OTHS Code: UNTICKETED LH PAX/SEGS CANX DUE TO TTL EXPIRED //04JAN231305 SSR
<input type="checkbox"/> Cancellation	04JAN23 13:05	LH	<p>Previous Status:HX LH 7603 FRA EWR 2023-05-11 11:20 2023-05-11 13:50 flight data</p> <p>Previous Status:HX LH 8802 EWR FRA 2023-05-21 21:50 2023-05-22 11:45 flight data</p>

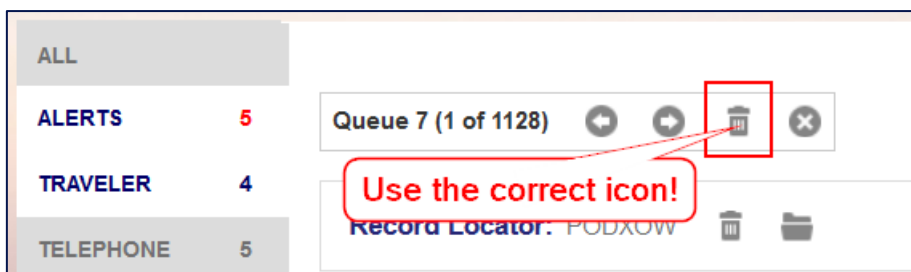
Acknowledge

- **If the passenger does not accept** the new flight(s) proposed, please contact your LHG Groups Service Team.

- To leave the queue, click on the crossed circle icon.



- To remove the PNR from the queue, click on the trash icon next to “Queue 7”.
Important: Do not click on the trash icon next to “Record Locator”, as this would cancel the itinerary!



7 GLOSSARY

Abbreviation	Description
ASR	Advance Seat Reservation
OS	Austrian Airlines
BSP	Billing and Settlement Plan
BaG	Book-a-Group
CC	Credit Card
DOB	Date Of Birth
EMD	Electronic Miscellaneous Document
EN	Air Dolomiti
FLX	Farelogix
FOP	Form Of Payment
GDS	Global Distribution System
LH	Lufthansa
LHG	Lufthansa Group
LX	SWISS
NDC	New Distribution Capability
OPC	Optional Payment Charge
PNR	Passenger Name Record
PCC	Pseudo City Code
SN	Brussels Airlines
SPRK	Sales and servicing tool for NDC content
SSR	Special Service Request
TD	Ticket Designator

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