Travel Agency User Manual BookaGroup

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NDC for Groups Manual



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Travel Agency User Manual BookaGroup

v.10 November 2024

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Date	Version	Change	Chapter	Торіс
01.08.2021	7.0	8.0	3	Complete new chapter added: Registration process for contracted and future IATA agencies
01.08.2021	7.0	8.0	5.3	New sub-chapter added: Change Password
01.08.2021	7.0	8.0	5.4	New sub-chapter added: Password Criterias
01.08.2021	7.0	8.0	9.2	Reqesting roundtrip including Passengers with disabilities (PRM)
01.08.2021	7.0	8.0	9.2.1	TC may not be available in every market
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
01.08.2021	7.0	8.0	9.6.1	OAL specifics: Update on CM and general info added
01.08.2021	7.0	8.0.	10.2	Former sub-chapter "10.2 Modify Name Option" deleted as not available in BaG anymore. Attention: Causing re-numbering of following sub-chapters in chapter 10.
01.08.2021	7.0	8.0	10.2	Name Changes
01.08.2021	7.0	8.0	10.3	Increase Passengers
01.08.2021	7.0	8.0	10.11	Irregularity Handling - Nego Space / Allotment bookings
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
01.01.2024	8.0	9.0	all	Adaption due to SN Integration
19.11.2024	9.0	10.0	all	General update due to EN integration

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LUFTHANSA GROUP

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
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Following **screen resolutions** are supported by BookaGroup: 1920x1080

1366x768 1024x768

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

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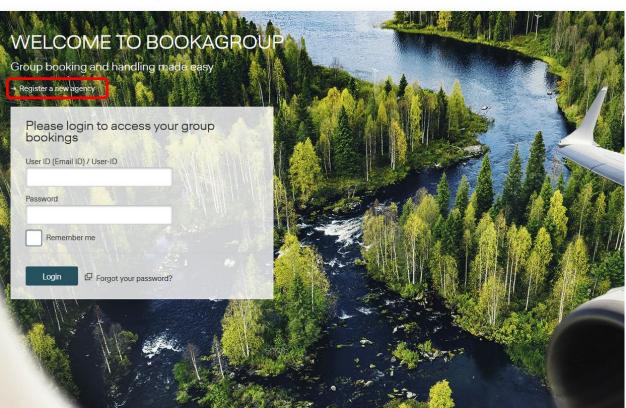
3 Registration process for contracted and future IATA agencies

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".

BookaGroup

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Proceed with entering all relevant information via the next steps:

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Step 1:

	oup			LUFTHANSA GRO	DUP
Register travel agency	Ad	d agency details	Create Loca	I Admin Account	
Please enter first basic	information to regist	er your travel agency			
TRAVEL AGE	NCY REGIS	TRATION			
ATA / ARC Number					
Office ID/ PCC		i GDS/NDC	Please selec	t 👻	
Add Office ID/ PCC					
				Cancel Next step	
					_
tep 2:					
PaakaC	roup				
BookaG	roup				LUFTHANSA GRO
Register travel agency		Add agency details		Create Local Admin Accou	unt
Please enter travel a	agency details				
	ageney details				
AGENCY IN	FORMATI	ON			
	IFORMATI	ON			
Office information	IFORMATI	ON			
Office information			IATA / ARC Number	23223454	
Office information Agency name Agency Email Address*	[
Office information	IFORMATI		IATA / ARC Number GDS/NDC	23223454 AMADEUS	
Office information Agency name Agency Email Address* Office ID / PCC) XXXLH1234	ON			
Office information Agency name Agency Email Address* Office ID / PCC Contact information	 XOXLH1234				
Office information Agency name Agency Email Address* Office ID / PCC Contact information Address type	 XOXLH1234	ON Box Number	GDS/NDC		
Office information Agency name Agency Email Address* Office ID / PCC Contact information Address type Street name and number*	 XOXLH1234		GDS/NDC Lane*		
Office information Agency name Agency Email Address* Office ID / PCC Contact information Address type Street name and number* Building*	 XOXLH1234		GDS/NDC Lane* Area*		
Office information Agency name Agency Email Address" Office ID / PCC Contact information Address type Street name and number" Building" Address line 1"	 XOXLH1234		GDS/NDC Lane" Area" Address line 2"		
Office information Agency name Agency Email Address* Office ID / PCC Contact information Address type Street name and number* Building* Address line 1* City	 XOXLH1234		GDS/NDC Lane* Area* Address line 2* Pin/Zipcode*	AMADEUS	
Office information Agency name Agency Email Address" Office ID / PCC Contact information Address type Street name and number" Building" Address line 1"	 XOXLH1234		GDS/NDC Lane" Area" Address line 2"		
Office information Agency name Agency Email Address* Office ID / PCC Contact information Address type Street name and number* Building* Address line 1* City State/Region* Phone Number	I XXXLH1234 I Street P.O. I		GDS/NDC Lane* Area* Address line 2* Pin/Zipcode*	AMADEUS	
Office information Agency name Agency Email Address" Office ID / PCC Contact information Address type Street name and number" Building" Address line 1" City State/Region"	I XXXLH1234 I Street P.O. I		GDS/NDC Lane* Area* Address line 2* Pin/Zipcode*	AMADEUS	

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Step 3:

BookaGroup

Register travel agency

Add agency details

Create Local Admin Account

Please enter personal information of your local admin

LOCAL ADMIN REGISTRATION

This information can be changed later in the individual user profile.						
Personal information i						
Title	Ms. •					
First name	Susi	Middle name*				
Last name	Sunshine			_		
User ID (Email ID)	susi.sunshine@gmail.com	Worksign	SSU	I		
Contact information	+49 (GERMAN_* 1234 56789					
General settings						
Language for display	ENGLISH • i	Time format	121	h 24h		
Receive important offer or booking related notifications via email	No Yes i					
Receive information about product news, special promotions, etc	No Yes i You can contact me via					
promotions, etc	Telephone					
Security Check						
Please enter the following text before continuing	Stew 7p					
→ 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.

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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

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

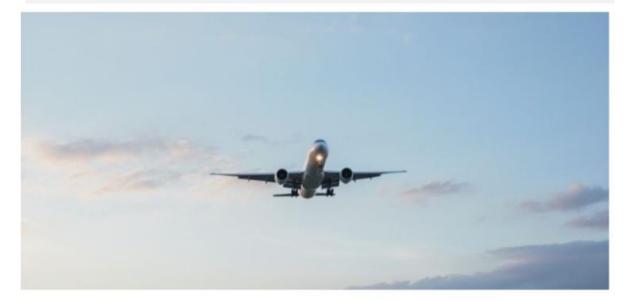
Step 5:

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.

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You are just one click away from BookaGroup

Profile registration confirmation

Agency contract acceptance

Vour 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 settings.	e your User ID inken.may	Ih.de for later login in. You can change your user ID in your profile
Enter new password		Reserverd security low.
Confirm new password		
		Cancel Next step

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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 con	firmation		Agency contrac	ct acceptance			
Please accept the applicable terms & conditions and submit to continue.							
MS. SUSY SUNSHINE							
SUNSHINE							
Terms and Cor	nditions						
 Yes, I accept the Legal a Yes, I have read and und I like to receive im 	I Commercial T&C. D English nd Technical T&C. D English erstood the privacy statement. portant offer or booking related no tifications about product news,spe 23222220 FRAXX12345	Deutsch <u>Privacy Statement</u> tifications via email.					
	antative I accept the Booking ice any prior terms & conditions on	@ 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 <u>all</u> 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.



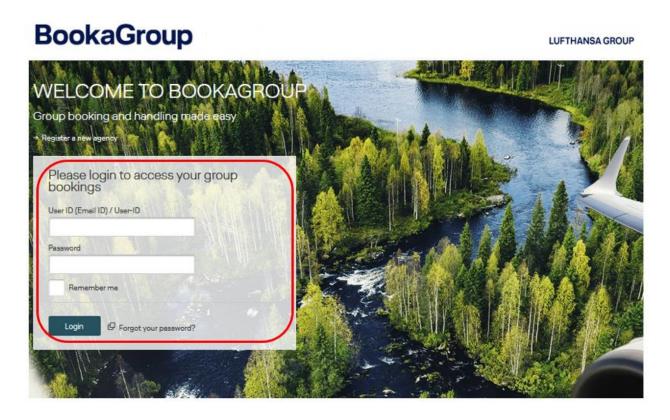
In the registration email to the travel agency it is pointed out that the admin user should have the authority to accept the contracts, terms and conditions on behalf of the travel agency!

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".

L

BookaGroup

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		swiss	Air⊃o → Agency Profile → Change IATA/ARC number	
🔲 ∓ My Groups All Gr	oups 📸 New request		→ Logout	
🔲 🕂 My Groups All	Groups int New request		File ID v Q	
MR TEST USER			ACTIVE	

MR. TEST U Agency details			ACTIVE		
Office information Agency name Agency Email Address	TEST AGENCY DE	LHG Sales Office	BRU GG		
IATA 23212243			+		
Personal detail	s				
Personal Information	1				
i You may update	e your contact and profile details.				
Title First name Last name	Mr. Test User	Middle name*	Test		
User ID (Email ID) User role	ta.user.de.fux1@dh.de Regular User Admin	Worksign	SBR		
Contact information					
Phone number	+49 (GERMAN • 11 1				
General setting	js				
Language for display Language for correspondence Time zone	ENGLISH ENGLISH (UTC +01:00) Amsterdam, Berlin, Bern, R	Time format Receive important offer or booking related notifications via email Receive information about product news, special promotions, etc	12h24hNoYesI		
Cancel Save changes					
E Actions					
Change IATA/ ARC assignr	ment View all groups of this user Change pa	assword			

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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.

BookaGroup	LUFTHANSA GR	OLIP Schmidt,/Gaus → My profile
Austrian 🗡 brussels	😪 Lufthansa 🛛 🔏 SWISS < 🛠 AirDo	
🗐 ∓ My Groups All Groups	n∰ New request	→ Change IATA/ARC number → Logout

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Amongui	Lines (E)	Terms & Conditi			
Agency		Terms & Conditi			
Office information	۱ 				
Agency name	TEST AGENCY DE		LHG Sales Office	BRU GG	
Agency Email Address	sa lh.de		TA Mode	ONLINE	
IATA/ARC number	r data (23212243)				-
Contact informa	tion				
Street name and number	1		Lane		
Building			Area		
Address line 1			Address line 2		
City	Frankfurt		Pin/Zipcode		
State/Region			Country	GERMANY	
Phone Number	+49 1 1				
DS/NDC DC Contact Details	AMADEUS				
IDC Contact Details	 ✓ 				
		_			
Inpublished fare	EDUCATIONAL FARES	✓ TOUR	OPERATOR	✓ CRUISE	
our operator countries	GERMANY				
pecial request types	Return flight outside flight plan	Series		Non-nego half return	
our conductors	Yes				
eries request check	No				
	55 Days	30 Days			
	50				
laximum series					
Aaximum series leparture					
Different name options Aaximum series leparture eneral settings uguage for respondence	ENGLISH	• i	Time zone	(UTC +01:00) Amsterdam, Berlin, Bern	, • i

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:

BookaG	iroup		u		Schmidt Klaus
Austrian 🗡		密 Lufthansa	A SWISS	Air⊃o Air⊃o	ency Profile
🗇 🕂 My Grou	ps All Groups	New request		→ Log	gout
TESTING S	N4G				Active
Agency	User (2)	Terms & Conditi			
Office information					
Agency name	Testing SN4G		LHG Sales Office	FRA AH/M-GR	
Agency Email Address	iww@gmail.com		TA Mode	ONLINE	
IATA/ARC number d	lata (00109130)				-
Contact information	on				
Street name and number	Teststreet		Lane		
Building			Area		
Address line 1			Address line 2		
City	Frankfurt		Pin/Zipcode	12345	
State/Region			Country	GERMANY	
Phone Number	+49 69 12	3456			
Office ID/ PCC					Add Office ID/ PCC

The following pop-up needs to be completed:

Register an Additional Office ID/ PCC					
IATA/ARC number	23212243				
Office ID/ PCC					
GDS/NDC	AMADEUS	•			
			Cancel	Send request	

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

TESTAGENCY DE							
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 & Conditi						
Office information							
Agency name	TEST AGENCY DE		LHG Sales Office	BRU GG			
Agency Email Address	sa Ih.de		TA Mode	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 agencys 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 <u>several IATA</u>'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								
Agency	User (5)	Terms & Conditi						
Office information	Office information							
Agency name	TEST AGENCY DE		LHG Sales Office	BRU GG				
Agency Email Address	sas ilh.de		TA Mode	ONLINE				
IATA/ARC number data (23212243)								

The TA admin user then clicks on "Add Office ID/PCC"

IATA/ARC number d	ata (23212243)			
Contact informatio	n			
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	

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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	23212243				
Office ID/ PCC					
GDS/NDC	AMADEUS	•			
		Cancel	Send request		
And clicks on	"Send request".				
Booka	aGroup			LUFTHANSA GROUP	Schmidt,Klaus Testing SN4G
Austrian 🕫		😪 Lufthansa	A SWISS	≪ ∕air⊃olomili	Help & Contact 🗸
	y Groups All Groups	New request		File ID	v Q
TEST AC	GENCY DE				✓ Active
Vour requ	est for an additional Office	e ID/ PCC has been sent.	Once verified, we v	vill get back to you with t	he 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.

LUFTHANSA GROUP

BookaG	roup		U	UFTHANSA GROL	My profile	
Austrian 🗡		😪 Lufthansa		AIrJo	Agency Profile	_
My Group	os All Groups	Rew request		+	> Logout	R
TEST AGEN	ICY DE				Active	
Agency	User (5)	Terms & Conditi				
Office information						
Agency name	TEST AGENCY DE		LHG Sales Office	BRU GG		
Agency Email Address	sa: Ih.de		TA Mode	ONLINE		
IATA/ARC number de	ata (23212243)					-
Contact informatio	on					
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	v				
Unpublished fare	EDUCATIONAL FAR	ES	✓ TOUR OPERATOR	✔ CRUISE	
Tour operator countries	GERMANY				
Special request types	Return flight outside flig	ht plan Se	eries	Non-nego half return	
Tour conductors	Yes				
Series request check	No				
Different name options	55 Days i	30	Days		
Maximum series departure	50				
General settings					
.anguage for Correspondence	ENGLISH	-	i Time zone	(UTC +01:00) Amsterda	m, Berlin, Bern, 💌 🚺
Email Notification	No Yes	i			
				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**.

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BookaGroup	LUFTHANSA GROUP
Austrian 🗡 brussels 🙀 😪 Lufthansa 👉 SWIS	S ≪Air⊃olomili ^{Help & Contact} ∽
My Groups All Groups New request	File ID 🗸 🔍
Register IATA/ARC number Add IATA/ARC Number	Details
Please enter the following information to register additional IATA/ARC numbers IATA REGISTRATION TESTAGENCY DE	
IATA / ARC Number Office ID/ PCC Add Office ID/ PCC	Please select 👻
	Cancel Next step

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:

					UFTHANSA GROUP	Schmidt,Klaus Testing SN4G
Austria	an 🗡 br		🔄 Lufthansa	A swiss	★Air⊃olomili	Help & Contact 🗸
	My Groups	All Groups	New request		File ID	~
TESTAGENCY DE						
Vour	request for an	additional IATA/	ARC code has been sent.	Once verified, we wil	l get back to you with th	ne confirmation.

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 agencys 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 <u>one</u> or <u>all</u> IATA numbers and also to <u>single</u> or <u>multiple</u> 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.

Agency	User (7)	Terms & Conditi				
♀ List filters (0 filters	s, 7 of 7 results)					+
User Name	▲ User ID	Role	Worksign	IATA/ ARC numbers	Status	·)
					Register new agent	

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

В

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.

Under "Assignments" he/she can assign <u>one</u> or <u>multiple</u> IATA numbers and <u>one</u> or <u>multiple</u> 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.

🗔 ∓ My Grou	ps All Groups	New re	equest		F	ile ID	~	Q
CREATE A I Travel agent re		R PROF	ILE					
Office information								
Agency name	TEST AGENCY DE			IATA / ARC number	23212243			
Personal Information								
i These settings of	can be changed late	er in the individu	ual user pro	ofile.				
Title	Mr. 👻							
First name]	Middle name*				
Last name]					
User ID (Email ID)			1	Worksign	i			
User role	Regular User	Admin						

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Contact information					
Phone number	+49 (GERMAN •				
Assignment					
Assignment to IATA/ARC	Please Select	*			
number					
General settings					
Language for display	ENGLISH	•	i Time format	12h	24h
Receive important offer or booking related notifications via email	No Yes	i			
Receive information about product news, special promotions, etc	No Yes	i			
				Cancel	Complete registration
(*) Optional fields.					∧ Back to top

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

		LHG Groups	TA Groups	Administration	New request	Fie ID	~	Q
< Bac	ck to list v	iew						
SL	JNS	HINE LH	łG			A	pproved	*
	A cor	nfirmation email a	along with the a	ctivation link has be	een 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.

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Agency	User (2)	Terms & C	Conditi		
List filters (0 filters, 2 of 2 results)			
	_				
User Name 🛛	User ID	Role	Worksign	IATA/ ARC numbers	Status Register new agent
May, Inken	inken@gmail.com	Admin	IMR	All IATA/ARC number	Change status
Travel, Louisa	louisa@gmail.com	Regular User	LOU	All IATA/ARC number	 Booking related Email Notifications. br/>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	a complete the missing data
 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 Ih.de fa	or later login in. You can change your user ID in your profile
settings.	
Enter new password	rity low.
Confirm new password	
	Cancel Next step

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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 submi	t to continue.
MS. INKEN MAY	
SUNSHINE TRAVEL AGENCY	
Terms and Conditions	
GERMANY	
Yes, I accept the General Commercial T&C. 19 English 19 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.	
	Cancel Previous step Submit

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.



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BookaGroup	0	LUFTHANSA GF	My profile	Schmidt,Klaus
Austrian 🗡 brussel	s 💽 😪 Lufthansa	🔏 SWISS < 🎸 Air.) c		TA/ARC number
🗊 📑 My Groups All G	roups 👬 🕂 New request		→ Logout	۲.
WELCOME TO YO	OUR BOOKAGRO	My Groups All Groups	News 07 Nov 202	→ View all news
O Penalty Period Warning	O O O Grace Period	O Schedule Changes		
1 Name Options	O Ticketing Time Limit	O Communication Notes		
Quick View File Status	3			
2 Sent Requests	O New Offers	2 Saved Offers		
5 Booked Files				
Quick Links				
Agreed Business	Statistics			

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

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BookaG	Froup		LUP	FTHANSA GROUP	Schmidt,Klaus Testing SN4G
Austrian 🗡		Lufthansa		✔Air⊃olomili	Help & Contact 🗸
🔲 拱 My Grou	ups All Groups 👬 🕄	New request		File ID	• Q
MX. KLAUS Agency details	SCHMIDT ₃				ACTIVE
Office information Agency name Agency Email Address	Testing SN4G		LHG Sales Office	FRA AH/M-GR	
IATA 00109130					+
Personal detai	ls				·
Personal Information	i				
i You may update	e your contact and profile c	letails.			
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 Admi	n			
Contact information					
Phone number	+49 (GERMAN • 11	1			
General setting	gs				
Language for display	ENGLISH	▼ i	Time format	12h 24h	
Language for correspondence	ENGLISH		Receive important offer or booking related	No Yes	i
Time zone	(UTC +01:00) Amsterdam, Berlin	, Bern, R	notifications via email Receive information about product news, special promotions, etc	No Yes	ī
				Cancel	Save changes
Actions					
Change IATA/ ARC assign	ment View all groups of this u	ser Change pass	word		

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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:

Change password			4 ×
Please enter your current passwort and set a	a new one.		
Current password			
Enter current password			
New password			
Enter new password			
	i		
Confirm new password	Password security high.		
		Cancel	Change password

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.

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.

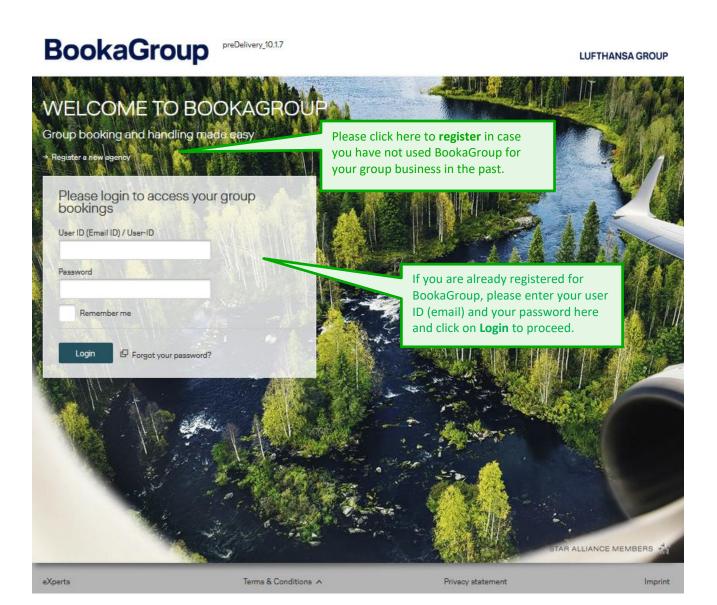
Minimum / maximum stay is defined as per the fare note of the applicable tariff. Since April 1st, 2019 the **booking range** for group bookings is limited up to 344 days before departure for LHG flight.

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

5 Getting Started

5.1 Log-In

Upon accessing BookaGroup via <u>www.LHG-BookaGroup.com</u>, 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.



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:

A Your session has expired. Please login again

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

Vou 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:

A Please note: Due to maintenance access to LGT is currently restricted. System will we 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.

Did you forget your password? Please enter y eset password link will be automatically gene	our User ID (Email ID) as stored in your personal profile. A new rated and sent to this email address.
Jser ID (Email ID)	Fill in your user ID (email) here and a password to request a new password.
Are you a LHG user? You can your responsible help desk.	not reset your password from here. Please contact

You will receive a confirmation message:

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		r assivit security inglit.			
			Cancel	Save	

5.3 Change Password

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

BookaGroup				LUFTHANSA GF	→ My profile
Austrian 🗡		😪 Lufthansa	SWISS	≪ Air⊃c	
🗇 ∓ My Gro	oups All Groups	New request			→ Change IATA/ARC number → Logout
				C	Save changes
E Actions					
Change password	>				
(*) Optional fields.					∧ Back to top

Clicking "Change password" actions link leads to:

Change password		⊕ ×
Please enter your current passwort and set a new one.		
Current password		
Enter current password		
New password Enter new password i		
Password security low.		
	Cancel	Change password

"i" - icon (mouse-over info) =

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Change password			⊕ ×
Please enter your current passwort and set of Current password Enter current password	a new on	e.	
New password Enter new password Confirm new password	Passwor	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.	
		Cancel Change passwor	d

5.4 Password Criterias

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

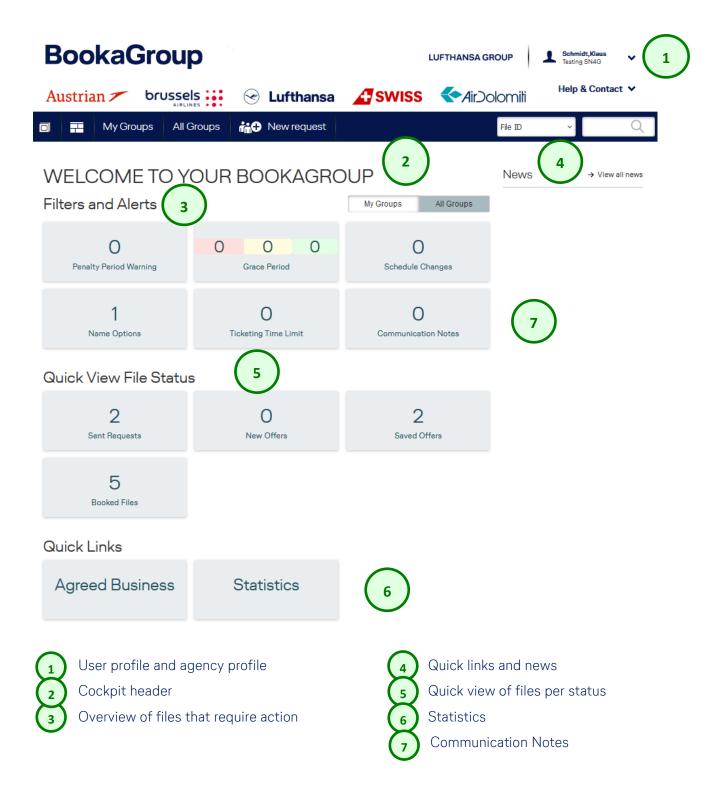
_

i

6 Navigation

6.1 Cockpit

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



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

6.2 User Profile



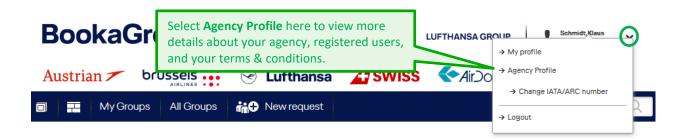
🗇 📑 My Grou	ips All Groups	na hew r	equest	File ID	Q
Mrs. Lilo Te Agency details				ACTIVE	
Office information					
Agency name	Sunshine Travel Agency	In the	upper part of your	FRA AH/M-G	
Agency Email Address	sunshine@travel.comXX	profile	, you will see details of		
IATA 22345676	<	with.	ency you are registered		
Contact information	on				
Street Name and Number	Test		Lane	Test	
City	Frankfurt		Zipcode	00000	
Country	GERMANY				
Phone number	+49 99 0	000000			
Office IDs					
Office ID/ PCC	FRA1234567		GDS	AMADEUS	

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Personal details

Personal Information	i	Below, y	ou will find your	
i You may update	your contact and profile details.	personal	information such as details; you can edit	
Title	Mrs. 🔻	these at	any time.	
First name	Lilo	Middle name*		
Last name	Test			
User ID (Email ID)	testuserlilo@opentrash.com	Worksign	LIT	
User role	Regular User Admin			
Contact information				
Phone number	+49 (GERMA 🔻 111			
General setting	IS			
Language for display	ENGLISH	i Time format	12h 24h	
Language for correspondence	DEUTSCH	Receive important booking related notifications via er	NO Yes	i
Time zone	(UTC +01:00) Amsterdam, Berlin, Bern, R	Receive information product news, spe promotions, etc	NO Tes	I
			✓ Email	
	to receive b	n opt in or opt out ooking related	▼ Telephone	
	information news via en	or marketing nail.	Cancel	Save changes

6.3 Agency Profile



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🗇 开 My Grou	ups All Groups 👬 C New reques	t	File ID 🔽 🔍
Sunshine Ti Agency	User (3) Terms & Condi	+	Active Active Conditions your current contracts.
Office information Agency name Agency Email Address Click the Use	Sunshine Tray	LHG Sales Office TA Mode	FRA AH/M-G ONLINE
	th your agency. Please elow.	OFFLINE =	own access to BaG for Travel Agency no own access to BaG (LHG Service Team acts f of Travel Agency) Test
Building	Test	Area	rest
Address line 1		Address line 2	
City	Frankfurt	Pin/Zipcode	00000
State/Region		Country	GERMANY
Phone Number	+49 99 0000000		
Office ID/ PCC FRA1234567	On the bottom half find details on any o IATA/ARC numbers		Add Office ID/ PCC
GDS	AMADEUS		
Published fare			
Unpublished fare	TOUR OPERATOR	CRUISE	
Special request types Tour conductors Series request check Different name options Maximum series departure	Series Yes No 55 Days i 30 D	ays i	
General settings			
Language for Correspondence	ENGLISH 🔻 İ	Time zone	(UTC +01:00) Amsterdam, Berlin, Bern, 🔻 👔
Email Notification		l Notificatios can be s cy Email Adress	switched on/off for the

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Office ID/ PCC					Add Office ID/ PCC
FRA1234567	LX11	DUSPT1234	DUSJB12345	FRAFF12345	
GDS	FARELOGIX				
NDC Contact Details	FRA AH/M-G			etails displays spe	
Published fare		Dire	ct Connect Info	rmation of a certai	in Sales
Unpublished fare	TOUR OPERATOR		CRUISE		
Special request types	Series				
Tour conductors	Yes				
Series request check	Yes				
Different name options	495 Days i	30	Days i		
Maximum series departure	50				
IATA/ARC number	data (23232322)				+
General settings					
Language for Correspondence	DEUTSCH	• i	Time zone	(UTC +01:00) Amst	terdam, Berlin, Bern, 💌 🚺
Email Notification	No Yes	i			
				Cancel	Save changes

The **Email Notifcation** 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**...

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

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 Product News, promotions related Email Notifications.

Change selection to: Delete

" User (x) " - Tab

Test, Test

User, Test

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

Booka	Group			LUFTHANSA GROU	JP Schmidt,Klaus Testing SN4G	s 🗸
Austrian 🗡		🔄 Lufthansa	A swiss		Help & Cor	ntact 🗸
🗊 📰 My Gro	oups All Groups	New request		File	D V	Q
TEST AGE	NCY DE	Terms & Conditi			Active	
	Iters, 5 of 5 results)	Terris & Conditian				+
User Name 🔺	User ID	Role	Worksign	IATA/ ARC numbers	Status	•
Agentus, Testus	testus@trash-mail.com	Regular User	ТАА	All IATA/ARC number	Registered	•
Bogsert, An	an.bogaert@gmail.com	Regular User	ABC	All IATA/ARC number	Send activation link	
Lufthansa, Claudia	claudia.lh@you-spam.com	n Regular User	CLU	All IATA/ARC number	 Booking related Email Notifications. br/>Change selection to: 	

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

TTT

SBR

Regular User

Admin

	< Change status				
No	 Booking related Email Notifications 				
232	 Product News, promotions related Email Notifications 				
232	View all groups				
	Delete				
All IATA/ARC number	Registered				

agentus.testus@you-spam.com

ta.user.de.fux1@dlh.de

	Change status	
All IATA/ARC number	 Booking related Email Notifications 	
Yes	 Product News, promotions related Email Notifications 	
232	View all groups	
	Delete	

All IATA/ARC number

All IATA/ARC number

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IATA/ ARC numbers	Status 🗸	IATA/ ARC numbers	Status 🗸	
	Register new agent		Register new agent	
All IATA/ARC number	Change status	All IATA/ARC number	Change status	
Yes	 Booking related Email Notifications. Change selection 		Booking related Email Notifications. Change selection	
No	to:		to:	
	Product News, promotions related Email Notifications.	Yes	 Product News, promotions related Email Notifications. 	
	Change selection to:	No	Change selection to:	
	Export all to excel		Export all to excel	
	Delete		Delete	
	Send activation link		Send activation link	

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



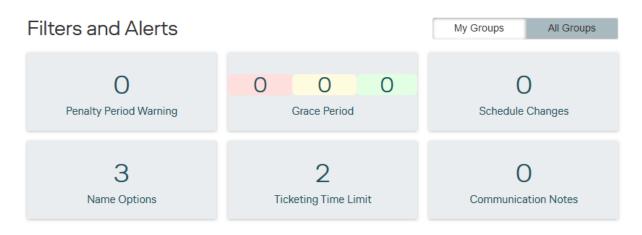
All functions located in the Cockpit Header are accessible from anywhere in the application.

Cockpit Tiles

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

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Filters and Alerts

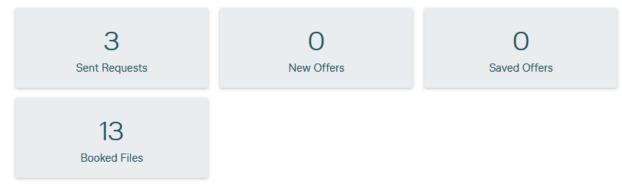


Filters and Alerts display the number of files that require action:

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 overeview of your current bookings

Statistics I		
♥ Statistics filter (Current month)		1+
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** (Fiters 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.

3

In the below example the user clicked on the tile

(Sent Requests):

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BookaGroup

Book	BookaGroup preDelivery_10.1.7				u	JFTHANSA GROUP	Schmidt,Klaus Testing SN4G
Austrian			😪 Lufthan	sa 🚹	SWISS	←Air⊃olomili	Help & Contact 💙
	My Groups A	ll Groups	New reque	st		File ID	~ Q
FILE O	VERVIEV	V					
All	Re	quests	Offers	B	ookings		
Ŷ List filter	s (1 filters, 2 of 2	results)					E
File ID	Group name	Status	First departure date	Request date	 Requeste (Office ID 	' Request type	
4YY28JNC	Multi Stop Surfac e	Sent	15 Jan 2025	07 Nov 2024	group rec	nt to search for a sp juest/booking/offer	, or adapt 🛛 🕓
4YY2VTVS	Multi Stop	Sent	15 Jan 2025	07 Nov 2024	the listed search results, you can use the Filter option by clicking here (+).		

FILE OVERVIEW

All	Re	equests	Offers	Booki	ngs		
Ŷ List filter	rs (1 filters, 2 of 2	results)					-
File ID	Office	ID / PCC	Group name	i			
1st departure da			_				
→ Show advanc	Reset		play additional ns, click here.	filter			
File ID	Group name	Status	First departure date	Request date 🔻	Requested by (Office ID)	Request Type	~
4YY28JNC	Multi Stop Surfac e	Sent	15 Jan 2025	07 Nov 2024	ARL8 - F1	ADHOC	<
4YY2VTVS	Multi Stop	Sent	15 Jan 2025	07 Nov 2024	ARL8 - F1	ADHOC	<

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All	Requests	Offers	Boo	okings			
Y List filters (O filter	s, 50 of 60 results)						-
File ID	Office ID / PCC	Group name		idating carrier			
Available for ALL a BOOKINGS tab. Po selection:Active or	ssible	Until	BOOKI	le for the ALL a NGS tab.	ind		
	Until	Worksign		lidating carrier	•		
Group Flown Please select → Hide advanced filters	ascending o	ed results r descending by ple header field			expo	here to rt all listed ts to Excel.	
Search F	Reset		Cli	ck here to view	, the		
File ID Group na	me Status	First departure date	Request c th	mmunication e file (reminde	attached to rs,		~
3YY2L9VY VALIDAT	ION Offer Expired	12 Oct 2023		tifications and apter 7).	notes (see	\geq	<
3YY2AWWK VALIDAT	ION Booking failed	13 Oct 2023	04 Oct 2023	NUEAX2347 - 1A	ADHOC		<
3YY2SYFA VALIDAT	ION 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 diplay all files including these:

File overview

All	Requests	Offers	Bookings	
 List filters (2 filter) 	ers, 50 of 24023 result	s)		
File ID Sales Office	Office ID Country Please select	Group name nyc Humphrey NYC USA Gymnastics One	i Until	B
→ Show advanced filters Search Reset		OTIX NYC ZAG SJJ GRP NYC FRA	_	

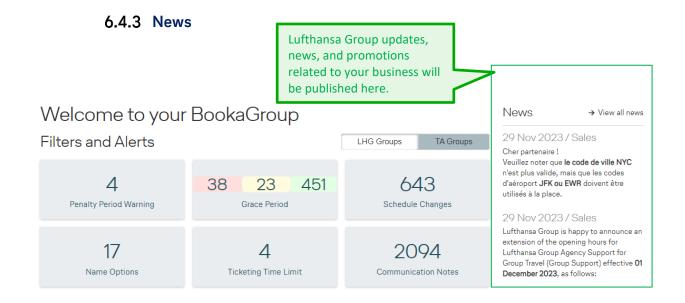
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6.4.1	Search				
			Enter a File ID h it from the list o results to open		
BookaG	roup		LUFT	THANSA GR	Schmidt,Klaus Testing SN4G
Austrian 🗡		🕝 Lufthansa	For more search options, open this	<u>"Zo</u> lomiti	Hen Contact 🗸
🗇 ∓ My Group	os All Groups	new request	drop-down menu.	File ID	~ Q
BookaG Austrian 🗡		a sp	can search e.g.for ecific group or for equests associated a certain PCC.	INSA GROUP Iroolomili File ID	Schmidt,Klaus Testing SN4G Help & Contact V
				File ID	
FILE OVER	/IEW			Group Nam PNR IATA/ ARC	Code
All	Requests	Offers	Bookings	Office ID/ P Special Eve	

6.4.2 Help & Contact



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7 Communication

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

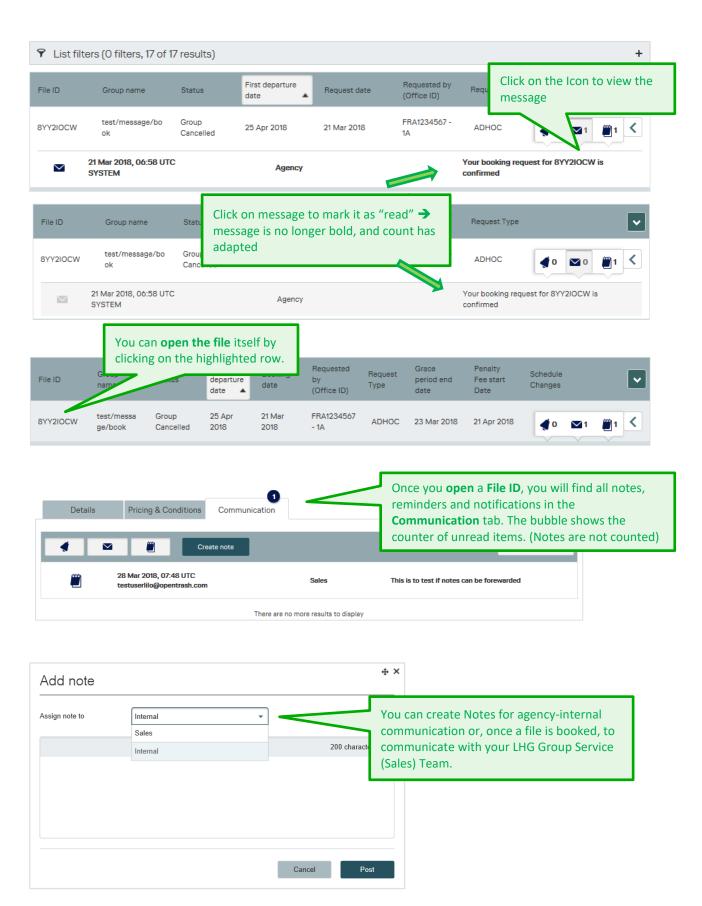
	Reminder	Information where your action is required, e.g. Offer is available,
\sim	Notification	Ticketing Deadlines, Name options etc. Information which does not necessarily require <i>immediate</i> action, e.g.
	Notification	Fulfillment purposes etc.
<u> </u>	Notes	Personal communication, e.g. between 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 Grou	ups 👬	New red	quest			File	ID	~		Q	
FILE C	OVERVI	EW							Click h comm to the	unica			red
А	II	Reques	sts	Offers	6	Bookin	gs		to the	-			
♀ List filt	ters (1 filters, 1	4 of 14 resu	,									Ŧ	
File ID	Group name	Status	First departure date ▼	Booking date	Requested by (Office ID)		Grace period end date	Penalty Fee start Date	Schedule Changes	V		~	
3YY2S9O5	NGVerifyTnC	Booked	13 Mar 2024	09 Oct 2023	NUEAX2347 - 1A	ADHOC			• 0	№ 0 ∨	0	<	
3YY23O9Q	TEST SPLIT	Booked	13 Feb 2024	17 Nov 2023	FRASB4711 - 1A	ADHOC	01 Dec 2023	02 Dec 2023	0	0	0	<	

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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 <u>NO</u> 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 <u>agency</u>.
 - **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.

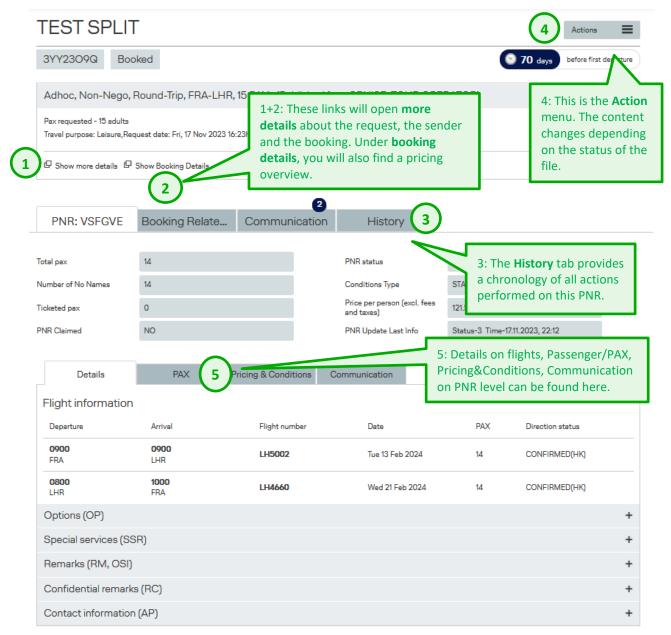
BookaGroup NOTIFICATION= identified by 'envelope' symbol in TAs BookaGroup-communication tab.



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



1 - 5 = detailed informations will follow below:

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1 ÷Χ TEST SPLIT ID: 3YY2309Q Request details Sender details Clicking on Show more Adhoc, Round-Trip, FRA-LHR, 15 pax details will lead to Request Pax requested - 15 adults details for more information Travel purpose: Leisure, Request date: Fri, 17 Nov 2023 16:23h about the request. Directions Outbound FRANKFURT (FRA) - LONDON (LHR) ECONOMY Tue, 13 Feb 2024 LONDON (LHR) - FRANKFURT (FRA) 🔶 Inbound ECONOMY Wed, 21 Feb 2024

Close

TEST SPLIT ID: 3YY23O9Q

Request details	Sender details	Clicking on Sender details
gency name	TEST AGENCY DE	will display more details about the creator of the
	→ Show agency profile	request . .
ATA number	23212243	
Office ID/PCC	FRASB4711 - 1A	
gency user	Mr. Test User	
	→ Show user profile	
 Outbound, FRANKF Tue 13 Feb 2024 	FURT - LONDON,	Under Show booking details , you will find the initial fare and pricing details of the
Departure Arrival F	Flight Duration	ECONOMY CLASSIC
0900 0900 L FRA LHR L	LH5002 1h0min (İ	52.00 EUR
Displayed fare applies per passe	enger incl. YQ/YR	

 Inbound, LONDON - FRANKFURT, Wed 21 Feb 2024

 Departure
 Arrival
 Flight
 Duration

 ECONOMY CLASSIC

 0800
 1000
 1h 0 min
 i

 S2.00
 EUR
 K

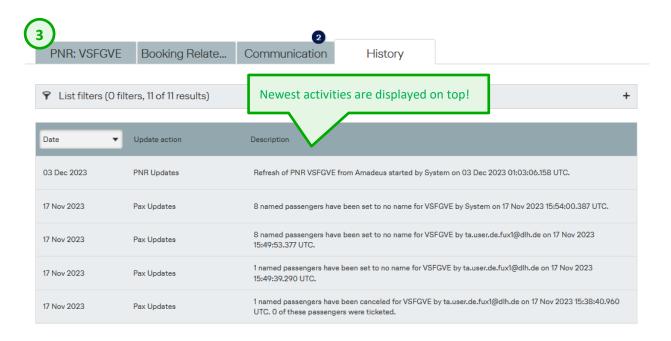
Displayed fare applies per passenger incl. YQ/YR

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BookaGroup

Pricing				
Price overview				LH
	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
≻	47 EUR	KEUCLSP8/GR	x 15	705 EUF
~	47 EUR	KEUCLSP8/GR	x 15	705 EUF
	aranteed at time of booking) yed prices apply to adults. Pric	es for children need to be calculated at time	e of ticketing.	
Fare	94 EUR per p	assenger	x 15	1410 EU
(Excl. YQ/YR and fees a	and taxes.)			
YQ / YR (Excl. DCC)	10.00 EUR perp	assenger	x 15	150.00 EU
(Displayed YQ/YR is gu	aranteed at time of booking.)			
DCC	17.50 EUR per p	assenger	x 15	262.50 EU
Stopover surcharge	0 EUR per p	assenger	x 15	0 EU
Q surcharge	0 EUR per p	assenger	x 15	0 EU
Price	121.50 EUR per p	assenger	x 15	1,822.50 EU
(Incl. YQ/YR, DCC, SO	and Q Surcharge ,excl. fees a	nd taxes)		

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



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.

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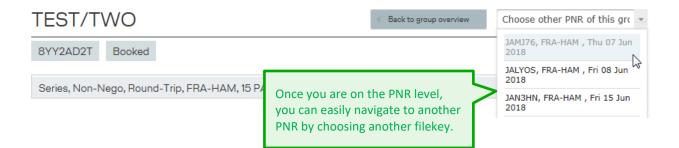
4 TEST SPLIT			Actions
3YY23O9Q Booked	PNR		PAX
The Action menu will offer you	Increase Passengers	Export to Excel	Cancel all No Names
A different options depending on AX, (F	Show Amadeus PNR	Cancel PNR	Import names
the file status.	Reduce No Names	Export Booking as PDF	Download name template
the file status.	Copy the request		
	Split PNR		
PNR: VSFGVE Booking Relate Commu	1		

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

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							
8YY2AD2T Bo	oked						
Series, Non-Nego,	, Round-Trip, FRA-H	HAM, 15 PAX, Pu	blished fare	•			+
			15		_		
PNRs	Booking Relate	e Communi	ication	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 - select a P	vith multiple PN PNR from this li e PNR level view	st to	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)	•
YUUMAL	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)	•



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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:

E Actions		
PNR		PAX
Increase Passengers Export to Excel		Cancel all No Names
Show Amadeus PNR	Show Amadeus PNR Cancel PNR	
Reduce No Names	Export Booking as PDF	Download name template
Copy the request	This link	will open a copy of
Split PNR the Amade		

TEST SPLIT		< Back to PNR
3YY23O9Q Booked Caradeus PNR details	The Amadeus PNR display is a useful feature if your agency uses a GDS other than Amadeus.	
TICKET RECONCILIATION NEEDED RLR RP/BRULH0980/BRULH0980 WS/RC 17NOV23/220 0. 14TEST SPLIT NM: 0 1 LH5002 K 13FEB 2 FRALHR HK14 1 0900 0900 *1A/ /LH /DE/C///CAB M/OBFG////// 2 LH4660 K 21FEB 3 LHRFRA HK14 2 0800 1000 *1A/ /LH /DE/C///CAB M/OBFG////// 3 MIS 1A HK14 XXX 21MAY*INFO-PNR KEPT ALIVE UN TE 4 AP TEST USER 49111 5 APE TA.USER.DE.FUX1@DLH.DE 6 TK OKI7NOV/GLHLH0109	E* /E*	^
 TK OKI/NOV/GLHLHOIO9 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 NAM 2359/14JAN24 UTC / LHG 17NOV23 2207 10 SSR OTHS 1A PLS ISSUE TIX UNTIL 2359/11FEB24 17NOV23 2207 11 OSI YY CONTRACT CONDITION TYPE STANDARD 12 SK RESTRICTED 13 SK RESTRICTED 14 SK RESTRICTED 		~

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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 Bool	ked			0	71 days before first	departure	
A Please note: A b	ooking option has bee	en granted up to 17 N	lar 2019 00:59h, which is	limited to the star	t of the penalty p	eriod.	
Adhoc, Non-Nego, F	Round-Trip, MUC-HK	G, 12 PAX, (Publishe	d fare, TOUR OPERATOR	7)		+	
	nation is incomplete. P	lease contact your L	HG Group Service Team.	\leq	Warning mes once the inco detected by t	onsistent	state is
PNR: LR38DC	Booking Relate	Communication	History				
Total pax	Exclamation ma	rk (!) indicates	PNR status	Not Confirmed			
Number of No Names	PNR with incon		Conditions Type	STANDARD			
Ticketed pax			Price per person (excl. fees and taxes)	-			
PNR Claimed	NO						

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		3			
PNR: LR38DC	Booking Relate	Communicatio	n 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				
			0		
Details	PAX	Pricing & Condit	Communication	FBC is re	placed by
Price overview					LH
Direction	Flight number	Departure	Fare Basis Code	oking class	Fare per person
DUS - HKG	LH2017, LH730	ر 15 May 20	019 -	Т	-
+ HKG - MUC	LX139, LX1100	Wed 22 May 20	D19 -	к	1 -
Please note that display Please refer to your Terr	red prices apply to adults. Pri ms & Conditions for details.F	ices for children need to be ees and Taxes must be cal	calculated at time of ticketing. YQ/ culated at time of ticket issuance.	YR will be calculated as	actual agreement.
YQ / YR (Excl. DCC)					-
DCC			Fare is a	also replaced by -	-
Stopover surcharge					-
Q surcharge					-
Price					-
(Incl. YQ/YR, DCC, SO a	and Q surcharge, excl. fees a	and taxes)			

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

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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.

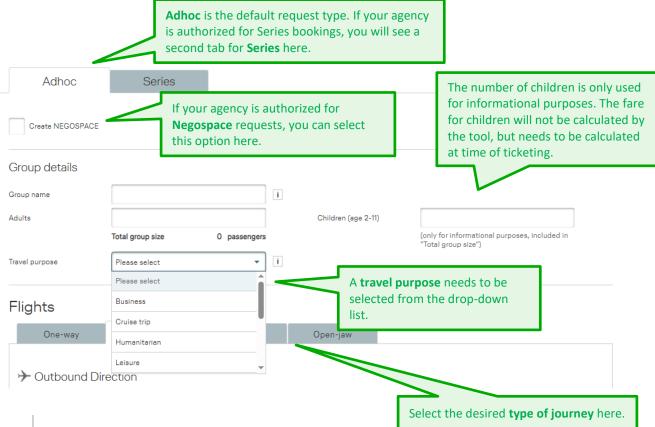
9 Requesting and Booking

9.1 New Request

Booka		Open the New red the Cockpit heade on the Cockpit. ✓ Lu New request	r or via Quick Links	ir)OlOmili File ID	ALK,Admin ALK REIZEN Test Help & Contac	♥ nt ♥ Q
CREATE	A NEW GROU	P REQUEST				
Sender of Reque	est		If you are authoriz ID/PCC only, this f			
Office ID/ PCC	QHA		you are authorized	d for multiple	Office IDs,	
	QHA BG2111 - 1A		a drop-down ment Office ID/PCC can			
	QHA BG2112 - 1A		request.			

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

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Adhoc travel refers to single requests.

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

- 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. 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 expections have to be observed). Select this in case only one direction is required (request according fare and
One-way	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 <u>Chapter 9.4</u> 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 <u>Austrian.com</u>, <u>brusselsairlines.com</u>, <u>Lufthansa.com</u>, <u>SWISS.com</u> and <u>Airdolomiti.eu</u> 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 Dir Preferred Carrier	Please select •	carrier	n select a preferred both for the outbo e inbound direction	ound
Departure			Arrival	
Date			Compartment	ECONOMY
Preferred flight *	Please select 🔹		Preferred * Departure time	ī
🕂 Inbound Direc	ction			Fields marked with an
Preferred Carrier	Please select 🔹			asterisk * are optional.
Departure			Arrival	
Date			Compartment	ECONOMY
Preferred flight *	Please select 🔹		Preferred * Departure time	Inserting a preferred flight or i preferred departure time
Additional require	can select t ements	Excess baggage		might be useful for directions with more than five frequence a day, e. g. FRA – MUC. XBAG-see chapter 10.6
plea opti etc,	ase tick the respect ions, the corre <u>c</u> t SF or kind/size of xba ne GDS.	ive box. For both Relements (like \	า WCHS	Depending on your agency's authorization, you will be able to request <u>Tour conductors</u> . The number of Tour conductors is always included in the total number of passengers!
Fare products	selection			
✓ Published fare				
Unpublished fares	▼ TOUR	OPERATOR		Click here when you are done!
		our agency's ou will be able to nge of fare prod		Cancel Send request

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1

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 muct be requested with the initial group request; they cannot be requested afterwards.

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).

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.

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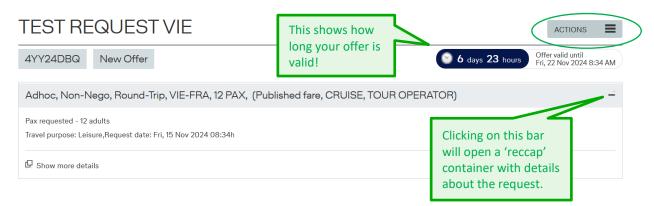
Stopover surcharge	0 EUR per passenger		× 30	0 EUR
Q surcharge	0 EUR per passenger		x 30	0 EUR
	308.00 EUR per passenger urcharge .Excl. fees and taxes.) considered in the calculation of the subtotal/total price	<	You will find information on TC here in case TC applies (in "Pricing" container)	0.00 EUR
Fees and taxes (Displayed fees and taxes	168.57 EUR per passenger are not guaranteed at time of booking. Fees and taxes no	eed to be re	calculated at time of ticketing.)	57.10 EUR
Total Price (Incl. YQ/YR, SO and Q s	476.57 EUR per passenger urcharge and fees and taxes.)		× 30	14,297.10 EUR

Adhoc, Non-Nego, Round-Trip, FRA-LAX, 35 PAX, F	Published fare	
Pax requested - 35 adults Travel purpose: Leisure,Request date: Wed, 20 Jun 2018 09:35h Tour conductor required (1)	and here (the info how many TC may apply as per initial	
C Show more details	booking).	

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



9.2.2 Offer "on-the-fly"



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:

E Actions	
Start new request	Copy the request

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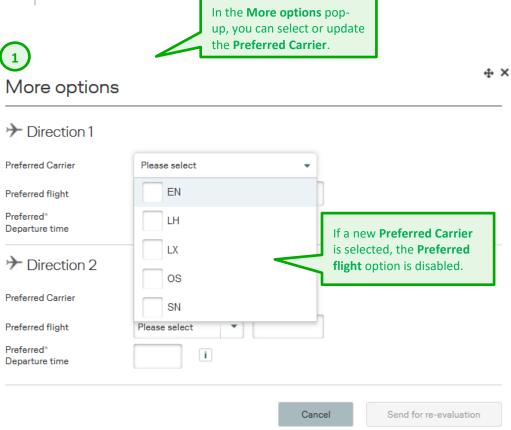
BookaGroup

	er	Commu	nication	History				
Book offer			Upsell offer			er Matrix , you will se t options and a maxiu		
	ound, W/ 9 Oct 20	ARSAW - BAF)17	RCELONA,		Tare obtio	115.		
Departure	Arrival	Flight	Duration		ECONOMY LIGHT	ECONOMY CLASSIC	ECONOMY FLEX	
1845 WAW	2100 BCN	LH1815 LH1818	4 h 15 min	{1	721.83 PLN the	option with the lowe shortest flight time is ected.		
0940 WAW	1406 BCN	LX1343 LX1964	4 h 25 min	< <u> </u>	147.48 PLN	FLN	PLN	
🛕 ЦІСІНТ	l conditio	ona are applic	able for this flig	ght option. Please	see scial condition	s below.		
0716 WAW	1145 BCN	LH1858 LH1128	4 h 30 min	41	The " C " indi	The " C " indicates that special conditions apply for this option; check the container below the		
1035 WAW	1606 BCN	LH1847 LH1128	4 h 30 min	41	conditions a			
1310	1740	LH1613	4 h 30 min	<1	selection fo	selection for details.		
WAW Xsplayed far	nd, BAR	LH1814 eer passenger Incl	. YQ/YR			1	PLN	
WAW Xsplayed far	e applies p	er passenger Incl	. YQ/YR		ECONOMY LIGHT	ECONOMY CLASSIC	Compare far	
WAW Xsplayed far Inbou Sun 2 Departure	e applies p nd, BAR 9 Oct 20 Arrival	er passenger incl ICELONA - W. 117 Flight	. YQYYR ARSAW, Duration		ECONOMY LIGHT	ECONOMY CLASSIC	C Compare far	
WAW Asplayed far Sun 2 Departure 0506 BCN	e applies p nd, BAR 9 Oct 20 Arrival	er passenger incl CELONA - W. 117	. YQYYR ARSAW,	{1	308.61 FLN		Compare far	
WAW Asplayed far Inbou Sun 2 Departure 0505	e applies p nd, BAR 9 Oct 20 Arrival 1220 WAW	CELONA - W. D17 Flight LH1817 LH1812	. YQYYR ARSAW, Duration	{1	308.61	395.61 Selected option	Compare far ECONOMY FLEX 508.61 PLN 373.48 PLN	
WAW Xsplayed far Inbou Sun 2 Departure 0506 BCN 1445	e applies p nd, BAR 9 Oct 20 Arrival 1220 WAW	CELONA - W. D17 Flight LH1817 LH1812	ARSAW, Duration 4 h 15 min	{1	308.61 FLN 147.48	395.61	C Compare far ECONOMY FLEX 508.61 PLN 373.48	
WAW Asplayed far Sun 2 Departure 0505 BCN 1445 BCN 1135	e applies p nd, BAR 9 Oct 20 Arrival 1220 WAW 1910	CELONA - W. D17 Flight LH1817 LH1812	ARSAW, Duration 4 h 15 min	ر no fare	308.61 FLN 147.48 FLN	385.61 Selected option	Compare far ECONOMY FLEX 508.61 PLN 373.48 PLN 721.83	
WAW Xsplayed far Visplayed far Sun 2 Departure Departure 0205 BCN 1445 BCN 1136 BCN 1545	e applies p nd, BAR 9 Oct 20 Arrival 1220 WAW 1910 WAW 1910 WAW 1910 WAW	CELONA - W. D17 Flight LH1817 LH1812 Invalid opti informatior	ARSAW, Duration 4 h 15 min ion; includes h and cannot	T no fare t be selected.	308.61 FLN 147.48 FLN Not available 534.83	355.61 Selected option 559.83 FLN 559.83	Compare far ECONOMY FLEX 508.61 PLN 373.48 PLN 721.83 PLN 721.83	
WAW Xsplayed far Visplayed far Sun 2 Departure 0806 BCN 1445 BCN 1545 BCN 1545 BCN 1646 BCN	e applies p nd, BAF 9 Oct 20 Arrival 1220 WAW 1810 WAW 1818 WAN 2040 WAW 2230 WAW	CELONA - W CELONA - W Fight LH1817 LH1812 Invalid opti information LH1818 LH1818 LH128	ARSAW, Duration 4 h 15 min con; includes a and cannot 4 h 55 min 5 h 45 min	T no fare t be selected.	308.61 PLN 147.48 PLN Not available 534.83 PLN 438.65	385.61 Selected option 559.83 FLN 559.83 FLN 517.65	Compare far ECONOMY FLEX 508.61 PLN 373.48 PLN 721.83 PLN 721.83 PLN 638.65	

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Departure	Arrival	Flight	Duration		ECONOMY FLEX	
1:25 pm FRA	8:00 pm LAS	LH0446 UA0448	Ø		2,949.00 EUR	
10:30 am FRA	5:11 pm LAS	LH0454 UA0943	Limited valid option: price not visible but can be obta		2,949.00 EUR	
10:45 am FRA	5:43 pm LAS	LH0430 UA0451	on request. This option can or saved and must be man		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 4	🛕 On demand : OAL r	equires manual handling	

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



ACTIONS

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BookaGroup

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are Details	i		+	4 ×		
Rebooking	ECONOMY CLASSIC	ECONOMY FLEX	ECONOMY CRUISE	\leq	Clicking on the "Compa Fares" link under the Of Matrix will open the Far Details pop-up, which s	
Refund	Not permitted	? Check fare notes	Against fee		the conditions for each product included in the	
Realization Rate(%)	80/100 Level 1 - 80 Level 2 - 100	80/100 Level 1 - 80 Level 2 - 100	B0/100 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						

STANDARD

STANDARD

TEST REQUEST VIE

STANDARD

T&C Type

3YY25XP5	New	Offer				6 days 23 hours	Offer valid until Wed, 13 Dec 2023 9:27 AM
Adhoc, No	n-Nego, F	Round-Trip,	VIE-FRA, 12 PA	AX, (Published fa	are, CRUISE, TOUR OP	ERATOR)	+
			0		_		
Offe	er	Commu	Inication	History			
Book offer			Upsell offer			Please see chapter	9.2.6 "Upsell
			•			Offer"	
	und, VIEN 7 Jan 202	NNA - FRA 24	NKFURT,				
Departure	Arrival	Flight	Duration		ECONOMY CLASSIC	ECONOMY FLEX	ECONOMY CRUISE
0600 VIE	0730 FRA	OS0199	1 h 30 min	{i	54.00 EUR	84.00 EUR	94.00 EUR
Please upsell b	ooking class:	:	050199 S	•			Deselect

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Pricing rice overview	Booking Related	1	& Conditions in the Pricing Container		next to the		OS
	Fare per passenger		Fare Basis Code	Numb	er of passengers	Si	ibtot
≻	49 EUR		KEUCLSP5/GR		x 12	This flag inc	
€	49 EUR		KEUCLSP5/GR		x 12	Validating the ticketin	
	aranteed at time of bool yed prices apply to adul		n need to be o	ticketing.		carrier.	6/ proting
are	98 E	Click on the	Fare Basis Code to		x 12		1176 EUR
Excl. YQ/YR and fees	and taxes.)	see the Fare	Notes retrieved				
Q / YR (Excl. DCC)	10.00 E	from Amade	eus.		x 12		120.00 EUR
Displayed YQ/YR is gu	aranteed at time of boo	king.)					
OCC	17.50 EUR	per passenger			x 12		210.00 EUR
topover surcharge	0 EUR	per passenger			x 12		0 EUR
) surcharge	0 EUR	per passenger			x 12		0 EUR
rice	125.50 EUR	per passenger			You can eithe	r save the	06.00 EUR
ncl. YQ/YR, DCC, SO	and Q Surcharge ,excl. i	fees and taxes)			offer or book	it right	
ees and taxes Displayed fees and tax		per passenger t time of booking. Fe	ees and taxes need to be recalcula	ited at time	away. You car two options!	save up to	1,164.24 EUR
otal Price	222.52 EUR	per passenger				`	2,670.24 EUR
ncl. YQ/YR, DCC, SO	and Q surcharge and fee	es and taxes.)				$\mathbf{\vee}$	

Validating carrier

- 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 <u>Chapter 11.2</u>.

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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					
Your group request has been sent for evaluation.					
Ve will reply to you as soon as possible. Th	ank you.				
	Create new request	ОК			

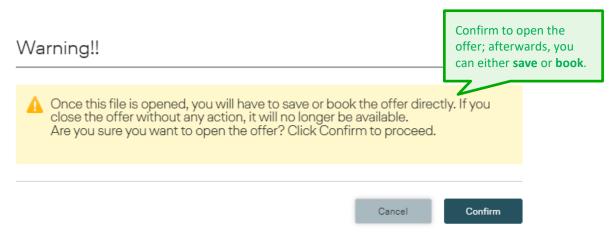
And file status will be "Sent".

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	Boo	kings				
9 List filter	♥ List filters (1 filters, 2 of 2 results)									
File ID	c	Office ID		Group name	ī					
Status		ATA /ARC numb	er		Filt	er search	n can be			
Offer Validity (da		st departure dat	e from	Until	lim on	ited to e y	.g. New	Offer		
Please select	•									
Request date fro	m L	Jntil		Worksign						
Negospace Please select → Hide advanced	▼ d filters									
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
8YY2U7AV	New York	New Offer	26 Sep 2018	20 Jun 2018	FRAAG1111 - 1A	0	ADHOC	Non-Nego		<

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



9.2.4 Saving the Offer

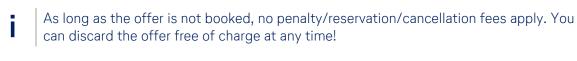
If you do not want to book the offer right away, you can save it, e. g. to discuss and reconfirm prices with your customer.

Your 1st option has been saved	Please keep the offer validity in mind!	⊕ ×
	V	
 Thank you! Your offer will be saved for maximu note that confirmation is subject to availability If required, you can choose a 2nd option from the same request ID. 	at the time of booking.	
You can save up to two options.	Show saved offer	ок

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.



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.

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

E Actions		
Start new request C	opy the request	Export offer as PDF
🕑 6 days 23 hours	Offer valid until Wed, 13 Dec 2023 9:59 AM	

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:

Book no	W	4 ×
Please Conf proceed wit	irm if you have read the applicable Term h booking of selected options in offer.	s & Conditions and are ready to
confir	e note: A booking option of a maximum o mation of all flight segments. This bookir malty period.	
	Your booking option (grace period) is shown here.	Cancel Confirm

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3YY257KJ Booked State and Booked Booked										
Please note: A b period.	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, F	Round-Trip, VIE-BRU	l, 11 PAX, Published fa	ire			+				
PNR: M9OYWW	Booking Relate	Communication	h 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						booking, you			
Details	Details PAX Pricing & Conditions Communication						nd details on ontract ions and			
Flight information							nger names			
Departure	Arrival	Flight number	Date	PAX	Direction status	here.				
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 (SS	R)					+				
Remarks (RM, OSI)	Remarks (RM, OSI) +									

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.

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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.

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3YY2L2A7	ys 23 hours Offer valid until Wed, 13 Dec 2023 10:36 AM										
Adhoc, No	Adhoc, Non-Nego, Round-Trip, ZRH-BRU, 15 PAX, Published fare +										
			0								
Offe	ər	Commu		History							
Book offer			Upsell offer								
> Outbo Tue 0	ound, ZUR 5 Nov 202	ICH - BRU 24	SSELS,								
Departure	Arrival	Flight	Duration		ECONOMY CLASSIC	ECONOMY FLEX					
0715 ZRH	0835 BRU	LX0786	1 h 20 min	{i	133.50 CHF	183.50 CHF					
1250 ZRH	1405 BRU	LX0780	1 h 15 min	< <u>i</u>	120.50 CHF	170.50 CHF					
1630 ZRH	1750 BRU	LX0782	1 h 20 min	<i< td=""><td>119.50</td><td>169.50</td></i<>	119.50	169.50					
Please upsell b	ooking class:		LX0782 L		Clicking on the "Upsell Off down menu will be availab						
1755 ZRH	1910 BRU	LX0788	1 h 15 min	< <u>i</u>	119.50 CHF	169.50 CHF					

Displayed fare applies per passenger incl. YQ/YR $\,$

Compare fares

+ Inbou Tue 12	ind, BRUSS 2 Nov 2024	BELS - ZUF	RICH,			
Departure	Arrival	Flight	Duration		ECONOMY CLASSIC	ECONOMY FLEX
0945 BRU	1105 ZRH	LX0787	1 h 20 min	{i	91.50 CHF	141.50 CHF
Please upsell	booking class:		LX0787 L	•		Deselect
1455 BRU	1610 ZRH	LX0781	1 h 15 min	{ i	91.50 CHF	141.50 CHF
1835 BRU	1950 ZRH	LX0783	1 h 15 min	{i	91.50 CHF	141.50 CHF
2010 BRU	2120 ZRH	LX0789	1 h 10 min	{ i	91.50 CHF	141.50 CHF

Send for evaluation

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

Departure Arrival	Flight Duration		ECONOMY CLASSIC	ECONOMY FLEX
1630 1750 ZRH BRU	LX0782 1 h 20 min	<i l<="" td=""><td>119.50 CHF</td><td>169.50 CHF</td></i>	119.50 CHF	169.50 CHF
splayed fare applies p	er passenger incl. YQ/YR			Compare fares
Inbound, BRU	JSSELS - ZURICH,)24			
Departure Arrival	Flight Duration		ECONOMY CLASSIC	ECONOMY FLEX
0945 1105 BRU ZRH	LX0787 1 h 20 min	{]	125.50 CHF	172.50 CHF
)isplayed fare applies p	er passenger incl. YQ/YR Booking Related T		New O ^r availab	ffer based on requested hig le
Price overview				LX.
	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
	110 01 15	LEUCLSP3/	GR x 1!	5 1,650 CHF
≁	110 CHF			



The offer can be saved or booked.

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9.3 Requesting Negospace

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

Create NEGOSPACI	Please select		If you tick the Ne while creating a r will find a drop-d	new request, you	
	Please select		your Negospace		
aroup details	GBC		code is later auto	matically added	
roup name	GBK		to the group nam	ne.	
	GEB				•
dults	GBC		Children (age 2-11)	(only for informational purp	poses)
ravel purpose	Leisure	•			
lights			is only allowed for		
		Jne-way ar	nd ½ Return reque	sts;	

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 con	tain up to six O&Ds. Surf	aces will reduce	the maximum amo	unt of O&Ds.	
★ Direction 1					
Preferred Carrier	Please select 👻				
Departure	ROME, All Airports (ROM) ,ITA	ALY	Arrival	ZURICH, All A	rports (ZRH) ,SWITZERLAN
Date	Tue, 9 Jan 2024 📰		Compartment	ECONOMY	-
Preferred flight *	Please select		Preferred * Departure time		1
★ Direction 2					
Preferred Carrier	Please select 🔹				
Departure	ZURICH, All Airports (ZRH) ,S	WITZERLAN	Arrival	NEW YORK,	All Airports (NYC) ,USA
Date	Thu, 11 Jan 2024 🛛 📰		Compartment	ECONOMY	
Preferred flight *	Please select 🔹		Preferred ~ Departure time		I

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★ Direction 3		Delete direction			
Preferred Carrier	Please select 👻				
Departure	NEW YORK, All Airports (NYC) , USA				
Arrival	ROME, All Airports (ROM) ,ITALY				
Date	Wed, 17 Jan 2024				
Compartment	ECONOMY				
Preferred flight *	Please select 💌				
Preferred * Departure time	I				
Add departure					
Direct flights only					
Additional requirements					
Passengers with disa	abilities 1 Tour conductor required				
Excess baggage i					

Fare products selection

✓ Published fare				
Unpublished fares	CRUISE	TOUR OPERATOR		
			Cancel	Send request

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

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BookaGroup

BookaGroup	10.1.1 SN_Second_deliv	veryNew	LUFTHANSA GRO		1 (PDT) , UO2 V Headquarter
Austrian 🗡 bruss	els 💽 😪	Lufthansa 🛛 🕂 S	WISS		
🗈 📑 LHG Groups	TA Groups Adm	ninistration 👬 Nev	v request	File ID 🗸 🗸	Q
TEST MULTIST	OP			1	
3YY2HBI3 Schedule Of	fer				
Adhoc, Non-Nego, Multi-St	op, 12 PAX , 3 flights	, Published fare			+
Offer Com	0 munication	History	Choose you for each dir	r preferred de ection.	eparture
Direction 1					Ξ
→ ROME (FCO) - ZURICH	I (ZRH), Tue 09 Jan (2024			
Departure	Arrival	Flight	Duration		
1450 FCO	1625 ZRH	LX1737	1 h 35 min	<1	
2005 FCO	2135 ZRH	LX1733	1 h 30 min	<i l<="" td=""><td></td></i>	
1305 FCO	1630 ZRH	LH1867 LH2370	3 h 25 min	<1	
1330 FCO	1715 ZRH	LH0233 LH1196	3 h 45 min	<1	
0935 FCO	1355 ZRH	LH0231 LH1190	4 h 0 min	41	
1535 FCO	1935 ZRH	LH1869 LH2372	4 h 0 min	< i	
0825 FCO	1255 ZRH	LH1873 LH2368	4 h 30 min	< <u>i</u>	
0825 FCO	1300 ZRH	LH1873 LX7471	4 h 35 min	-1	
Direction 2					+
Direction 3		After-selecting-the only-your-preferre displayed-and-sen	ed-flights-are-	Send for	+ evaluation

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TEST MILLI TISTOD

STMU						ACTIONS
Y2HBI3 Ne	ew Offer			🕑 6 d		er valid until d, 22 Nov 2023 8:18
hoc, Non-Neg	o, Multi-Stop, 12 PAX , 3 flig	hts, Published fare				
	0					
Offer	Communication	History				
lti-Stop flight s	selection (3 flights)					
ase choose yo	ur fare		ECONOMY SUPER SAVER	ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FL
	booking you need to se		,			
	product. Alternatively save up to two options		1,355.01 EUR	1,394.01 EUR	1,508.01 EUR	1,622.01 EUR
layed fare applies p	er passenger incl. YQ/YR					Compare fa
			-			
Pricing	Booking Related T					
ice overview						LX
	Directions	Fare per passenger	Fare Basis Co	ode Number of p	assengers	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
Displayed fares are g Please note that disp		or children need to be calcula	ited at time of ticketir	ng.		
are					x 12	13692 EUR
G7 111	The bracket shows which directions belong to on				x 12	2,568.12 EUR
	component.				x 12	0 EUR
Surcharge	0 EUR per passenge	er			x 12	0 EUR
Price	1,355.01 EUR per passenge	er			x 12	16,260.12 EUR
Incl. YQ/YR, SO and	Q Surcharge ,excl. fees and taxes) 168.43 EUR per passenge	er			x 12	2.021.16 EUR
Displayed fees and t	axes are not guaranteed at time of bo 1,523.44 EUR per passenge Q surcharge and fees and taxes.)	r Click E	book when yo ed your fare, two options	or Save	x 12	18,281.28 EUR
					C	

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 lifecircle 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.

	series departures has to	be between 5 and 4	0	
lights				
One-way	Round-Trip	Open-jaw		
→ Outbound D	Direction			
Preferred Carrier	Please select 🔹			
Departure	VIENNA, VIENNA INTERN	ATIONAL (VIE)	Arrival	THROW APT (LHR) ,UNITED KINGDOM
Compartment	ECONOMY	-		
artures for a se epeating patter	Please select	od),	Preferred* Departure time Arrival	I VIENNA, VIENNA INTERNATIONAL (VI V
can choose bet artures for a se epeating patter	tween two types of ries: regular depart i n over a certain perio	od),	Departure time Arrival Preferred* Departure tim	VIENNA, VIENNA INTERNATIONAL (VI i both departure types, a maximum of
can choose bet artures for a se epeating patter ingle departure e picker.	tween two types of ries: regular depart u n over a certain perio e dates selected from	od), the	Departure time Arrival Preferred* Departure tim For thre	VIENNA, VIENNA INTERNATIONAL (VI 🕶
can choose bet artures for a se epeating patter ingle departure e picker. Preferred flight*	tween two types of ries: regular depart o n over a certain perio e dates selected from	od), the •	Departure time Arrival Preferred* Departure tim For thre	VIENNA, VIENNA INTERNATIONAL (VI • i both departure types, a maximum of ee departure days per week can be
can choose bet artures for a se epeating patter ingle departure e picker. Preferred flight* Travel dates	tween two types of ries: regular depart n over a certain perio e dates selected from	e dates	Departure time Arrival Preferred* Departure tim For thre	VIENNA, VIENNA INTERNATIONAL (VI • i both departure types, a maximum of ee departure days per week can be
can choose bet artures for a se epeating patter ingle departure e picker. Preferred flight* Travel dates Regular departu Begin date Frequency	tween two types of ries: regular departu n over a certain perio e dates selected from Pleas res Single Departure Every Week	e dates	Departure time Arrival Preferred* Departure tim For thre sele	VIENNA, VIENNA INTERNATIONAL (VI • i both departure types, a maximum of ee departure days per week can be ected.
can choose bet artures for a se epeating patter ingle departure e picker. Preferred flight [*] Travel dates Regular departu Begin date	tween two types of ries: regular departurn n over a certain period e dates selected from Pleas Ires Single Departure Every Week	e dates	Departure time Arrival Preferred* Departure tim For thre sele	VIENNA, VIENNA INTERNATIONAL (VI • i both departure types, a maximum of ee departure days per week can be ected.
can choose bef artures for a se epeating patter ingle departure e picker. Preferred flight [*] Travel dates Regular departu Begin date Frequency Outbound weekday(mai	tween two types of ries: regular departu n over a certain perio e dates selected from Pleas res Single Departure Every Week	od), the dates i t	Departure time Arrival Preferred* Departure tim For thre sele End date	VIENNA, VIENNA INTERNATIONAL (VI both departure types, a maximum of ee departure days per week can be ected.

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4YY2BFDW	New Offer				Offer valid until Fri, 22 Nov 2024 9:57 A
Series, Non-Ne	ego, One-way, VIE-LON	I, 15 PAX, (Published f	are, TOUR OPERAT	OR)	
Offer	Communicati	1 on History		By clicking on the + sign expanded view of each	, the
EN	LH LX	OS	SN	departure is visible.	
 Departure 	1, Mon 13 Jan 2025				
Price (Incl. YQ/YR, DCC,	244.50 E SO and Q Surcharge , excl. fee	EUR per passenger s and taxes)		x 15	3,667.50 EU
 Departure 	2, Fri 17 Jan 2025				
Price (Incl. YQ/YR, DCC,	244.50 E SO and Q Surcharge , excl. fee	UR per passenger s and taxes)		x 15	3,667.50 EUI
Departure	3, Mon 20 Jan 2025				
Price	244.50 E SO and Q Surcharge , excl. fee	EUR per passenger s and taxes)		x 15	3,667.50 EU
(Incl. YQ/YR, DCC,					
_	4, Fri 24 Jan 2025				
Departure		EUR per passenger s and taxes)		x 15	3,667.50 EUI
Departure Price (Incl. YQ/YR, DCC,	244.50 E			x 15	3,667.50 EU

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Offe EN Depart	LF	Commun I I 13 Jan 203	LX	History os	SN	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	on 1, VIEN	INA - LONE	DON, Mon 13	3 Jan 2025			Remove selection			
Departure	Arrival	Flight	Duration			ECONOMY CLASSIC	ECONOMY FLEX			
0650 VIE	0820 LHR	OS0451	2 h 30 min	{i		227.00	276.00			
1235 VIE	1405 LHR	OS0461	2 h 30 min	<i< td=""><td></td><td>239.00</td><td>292.00</td></i<>		239.00	292.00			
1715 VIE	1840 LHR	OS0455	2 h 25 min	<i< td=""><td></td><td>227.00</td><td>276.00</td></i<>		227.00	276.00			
2020 VIE	2140 LHR	OS0652	2 h 20 min	<i< td=""><td></td><td>239.00</td><td>292.00</td></i<>		239.00	292.00			
2020 VIE	2140 LHR	OS0457	2 h 20 min	<i< td=""><td></td><td>227.00</td><td>276.00</td></i<>		227.00	276.00			

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
(Displayed fares are guaran Please note that displayed		or children need to be calculated at tim	e of ticketing.	
Fare	199 EUR		x 15	2,985 EUR
(Excl. YQ/YR and fees and t	taxes.)			
YQ / YR (Excl. DCC)	28.00 EUR		x 15	420.00 EUR
(Displayed YQ/YR is guarar	teed at time of booking.)			
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 (Incl. YQ/YR, DCC, SO and (244.50 EUR per p Q Surcharge ,excl. fees and tax		x 15	3,667.50 EUR
Fees and taxes Displayed fees and taxes a	46.22 EUR per present time of bo	bassenger boking. Fees and taxes need to be recal	x 15 culated at time of ticketing.)	693.30 EUF
Sub Total Price	290.72 EUR per p	bassenger	x 15	4,360.80 EUF
Incl. YQ/YR, DCC, SO and	Q surcharge and fees and taxe	s.)		

Save offer *

Book offer

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	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.	_
Update pricing		
Your selection has changed. Please update the YQ/YR, SO and Q Surcharge) as well as fees ar	pricing container to calculate the total price (incl. nd taxes for the whole offer.	:UI
rer S narge	Update	

After booking

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

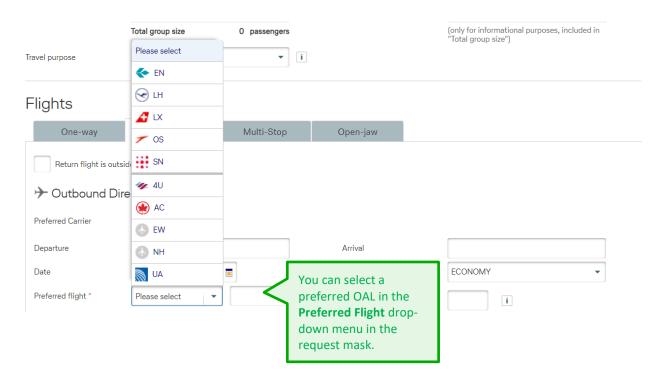
Open the "Action Box" (either in the top right corner or at the end of the screen) and select the respective function concerning the whole series.

PNRs	Dealing Delete	Commun	26	History			
PINRS	Booking Relate.	Commun	ication	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)	~
+ K6BIXK	VRN - FRA	Wed 23 Oct 2024	9	N/A	177 EUR	Canceled(HX)	~
K6BIDZ	VRN - FRA EN8823	Wed 30 Oct 2024	12	12	168 EUR	Confirmed(HK)	ř
K6B3BG	VRN - FRA	Wed 06 Nov 2024	12	N/A		o amend single	4
					departures (please selec drop-down	Passenger or PN t the option from menue of the eparture date.	

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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.



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.

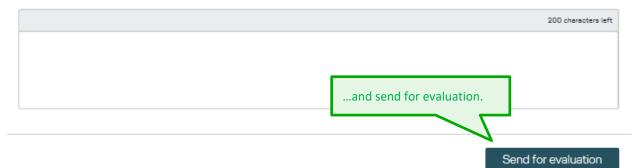
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Flights					
One-way	Round-trip Mult	ti-stop	1/2 Return	Open-jaw	
Preferred Carrier	Select options +				
\rightarrow Outbound Dire	ection				
Departure	ZURICH, All Airports (ZRH) ,SWITZ	ZERLAI	Arrival	IARE INTERN	ATIONAL APT (ORD) ,USA
Date	Mon, 21 Aug 2017		Compartment	ECONOMY	•
Preferred flight *	Please select 🔹		Preferred * Departure time		1
Inbound Direct	tion	re •		L: point-to-point t LHG share.	switze •
Date	Fri, 25 Aug 2017		Compartment	ECONOMY	•
Preferred flight *	🕢 UA 🔻 🛛 134		Preferred * Departure time		1

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Offer Com	amunication H	listory		
Dutbound				In case of a schedule
ZURICH (ZRH) - CHIC.	AGO (ORD), Wed 19 Se	p 2018		offer, select the desired flights
Departure	Arrival	Flight	Duration	ingrits
1265 ZRH	1630 ORD	LX0008	9 h 35 min	{1
0740 ZRH	1365 ORD	OS0568 OS0065	13 h 15 min	< <u>1</u>
nbound				
🔶 CHICAGO (ORD) - ZUI	RICH (ZRH), Wed 26 Se	ep 2018		
Departure	Arrival	Flight	Duration	
1400 ORD	0830 + 1 ZRH	UA0230 UA0134	11 h 30 min	{1
1130 ORD	0830 + 1	UA0609	14 h 0 min	
	ZRH	UA0134	14 h 0 min	< <u>1</u>
1100 ORD	0830 + 1 ZRH	UA0134 UA0791 UA0134	14 h 0 min	{i
1100	0830+1	UA0791		
1100 ORD 1000	0830 + 1 ZRH 0830 + 1	UA0791 UA0134 UA0608 UA4402	14 h 30 min	
1100 ORD 1000 ORD 0900	0830 + 1 ZRH 0830 + 1 ZRH 0830 + 1	UA0791 UA0134 UA0608 UA4402 UA0134 UA0632 UA6055	14 h 30 min 15 h 30 min	{] {]
1100 ORD 1000 ORD ORD 0900 ORD	0830 + 1 ZRH 0830 + 1 ZRH 0830 + 1 ZRH 0830 + 1	UA0791 UA0134 UA0608 UA4402 UA0134 UA0632 UA6055 UA0134 UA0134 UA0632 UA0632 UA1811	14 h 30 min 15 h 30 min 16 h 30 min	

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



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BookaGroup

Offer	Communication	History			
lound-Trip flight sel	ection (2 flights)				+
lease choose your	fare		ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FLEX
			1,313.50 CHF	1,638.50 CHF	2,980.50 CHF
isplayed fare applies pe	r passenger incl. YQ/YR		1		모 Compare fares
Pricing	Booking Related		Choose your o	lesired fare	
rice overview					LX
	Directions	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
\rightarrow	ZRH-ORD	384 CHF	VKWNCSRW/GR	x 15	5,760 CHF
<i></i> ≁	ORD-ZRH	573 CHF	VHWNCSRW/GR	x 15	8,595 CHF
	aranteed at time of booking) ed prices apply to adults. P	rices for children need to be ca	lculated at time of ticketing		
Fare	957 CHF per pas	senger		x 15	14355 CHF
YQ / YR	356.50 CHF per pas	senger		x 15	5,347.50 CHF
(Displayed YQ/YR is gua	aranteed at time of booking	.)			
DCC	16 CHF per pas	senger		x 15	240 CHF
StopOver Surcharge	0 CHF per pas	senger		x 15	0 CHF
Q Surcharge	0 CHF per pas	senger		x 15	0 CHF
Price	1,329.50 CHF per pas	senger		x 15	19,942.50 CHF
(Incl. YQ/YR, DCC, SO ;	and Q Surcharge .Excl. fee	s and taxes.)			
Fees and taxes (Displayed fees and taxe	97.30 CHF per pase are not guaranteed at tin	senger ne of booking. Fees and taxes i	need to be recalculated at t	x 15	1,459.50 CHF
Total Price	1,426.80 CHF per pas			and either sav	e or book
(Incl. YQ/YR, DCC, SO ;	and Q surcharge and fees a	and taxes.)		the offer .	

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Flights

One-way	Round-Trip	Multi-Stop	Open-jaw	
>> Outbound Dire	ection		4	Example 2: long-haul LHG flight with OAL feeder
Preferred Carrier	Please select 🔹			
Departure	ZURICH, ZURICH AIRF	PORT (ZRH) ,SWIT	Arrival	MINNEAPOLIS/ST PAUL, MINNEAPOLIS
Date	Tue, 23 Oct 2018		Compartment	ECONOMY -
Preferred flight *	Please select 👻		Preferred * Departure time	i
← Inbound Direc	tion			
Preferred Carrier	Please select 🔹			
Departure	MINNEAPOLIS/ST PAU	., MINNEAPOL 🔻	Arrival	ZURICH, ZURICH AIRPORT (ZRH) ,SWI 🔻
Date	Tue, 30 Oct 2018	I	Compartment	ECONOMY -
Preferred flight *	Please select 💌		Preferred * Departure time	i
Direct flights only				
Additional require	ments			
Passengers with disa	ibilities i	Excess baggag	je i	

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)eparture	Arrival	Flight	Duration		5001018/01010		
					ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FLEX
625 RA	2115 LAS	LH1196 LX8002	13 h 50 min	{i	🛕 On demand		
415 RA	2115 LAS	LX1073 LX8002	16 h 0 min	<i< td=""><td>🛕 On demand</td><td></td><td></td></i<>	🛕 On demand		
1325 FRA	2000 LAS	LH0446 UA0448	15 h 35 min	{i	602.00 EUR	780.00 EUR	1,421.00 EUR
1030 FRA	1711 LAS	LH0454 UA0943	15 h 41 min	<i< td=""><td>🛕 On demand</td><td>N</td><td></td></i<>	🛕 On demand	N	
1045 FRA	1743 LAS	LH0430 UA0451	15 h 58 min	<i< td=""><td>233.00 EUR Se</td><td>elect the desired flig</td><td>hts and if</td></i<>	233.00 EUR Se	elect the desired flig	hts and if
isplayed far	e applies per	passenger incl	YO/YR		0	n demand is selected	d than click
		Ū				Send for evaluatio	i ai
← Inbou Sat 03	nd, LAS VE 7 Oct 2017	GAS - FRA					i ai
` Sat 07	nd, LAS VE 7 Oct 2017 Arrival	-					i ai
Departure	7 Oct 2017	GAS - FRA	NKFURT,	< <u>i</u>	or	Send for evaluatio	n.
2 Sat 07 Departure 1620 LAS	7 Oct 2017 Arrival 1545 + 1	GAS - FRA Flight	NKFURT,	<ī (ī)	ECONOMY BASIC	Send for evaluatio	n.
Sat 07 Departure 1620 LAS 1620 LAS	7 Oct 2017 Arrival 1545 + 1 FRA 1645 + 1	EGAS - FRA Flight LX8003 LH1191 LX8003	NKFURT, Duration 14 h 25 min	-	ECONOMY BASIC	Send for evaluatio	n.
Inbou Sat 01 Departure 1620 LAS 1323 LAS 0900 LAS	7 Oct 2017 Arrival 1545 + 1 FRA 1645 + 1 FRA 1100 + 1	EGAS - FRA Flight LX8003 LH1191 LX8003 LX1074 UA0764	NKFURT, Duration 14 h 25 min 15 h 25 min	{i	ECONOMY BASIC	ECONOMY BASIC PLUS	ECONOMY FLEX

New name option

Send for evaluation

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One-way	Round-trip Multi-stop	1/2 Return	Open-jaw
Multi-stops can co	ontain up to six O&Ds. Surfaces will red	luce n. 👷 emount	In case a RT does not work with
Preferred Carrier	Colort opficer		the desired OAL, try requesting a
Preferred Camer	Select options 🔹		Multi-stop which will lead to the
▲ Direction 1			2 step approach: schedule offer
Departure	VIENNA, All Airports (VIE) ,AUSTRIA	Arrival	needs to be sent before receiving
			a New Offer.
Date	Mon, 9 Oct 2017	Compartment	Contoint
Preferred flight *	Please select -	Preferred * Departure time	i
★ Direction 2			
Departure	KONG, All Airports (HKG) ,HONG KONG	Arrival	IPEI, All Airports (TPE) , CHINESE TAIPEI
-			
Date	Tue, 10 Oct 2017	Compartment	ECONOMY
Preferred flight *	🕗 CX 🔻 464	Preferred * Departure time	i
★ Direction 3			I Delete direct
Departure	IPEI, All Airports (TPE) ,CHINESE TAIPEI	Arrival	i KONG, All Airports (HKG) ,HONG KONG
Date	Mon, 16 Oct 2017	Compartment	ECONOMY
Preferred flight *	CX • 473	Preferred *	
r reien eu nigne	W or 1	Departure time	ī
★ Direction 4			IDelete direct
Departure	HONG KONG, All Airports (HKG) ,HONG I	Arrival	HNHOF RAIL STATION (XWC) ,AUSTRIA
Date	Mon, 16 Oct 2017	Compartment	ECONOMY
Preferred flight *	Please select	Preferred *	
r reierreu nign		Departure time	i

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.

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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	4	×
Please Confirm if you have read the applicable Terms & proceed with booking of selected options in offer.	Conditions and are ready to	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 to confirmation of the other airline. The other airline your local LHG Groups Service Team after booking Please note: A booking option of a maximum of 14 confirmation of all flight segments. This booking o the penalty period. If OAL segment is not requeste days after booking, LHG has the right to cancel the assistance, please do not hesitate to contact your	e flights will be requested by g of the LHG segments. days will be granted after ption is limited to the start of a and/ or confirmed within 21 e booking. If you need any	
	Cancel Confirm	
LAS VEGAS	Also when opening the boo file ID, then the same inforr is displayed to the user whe OAL has not yet been reque by your LHG Group Service	nation en the ested
1YY27Z5F Booked		Status before first departure
Please note: The OAL segments will be requested by Sales availability of our airline partner. Please request these within of the OAL flights. A booking option of 72 hours will be granted after confirma If OAL segment is not requested and/ or confirmed within you need any assistance, please do not hesitate to contact	n the next 1 days otherwise the boo ation of all flight segments. 21 days after booking, LHG has the	oking option will start irrespective
Adhoc, Non-Nego, Round-Trip, FRA-RDU, 15 PAX, Published 1	fare	-
Pax requested - 15 adults Travel purpose: Leisure,Request date: Tue, 06 Jul 2021 11:19h		
Show more details Details		

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		3			
PNR: PDHDTY	Booking Relate	Communication	History	/	
Y List filters (0 filte	ers, 4 of 4 results)				+
Date 🔻	Update action	Description			
20 Jun 2018	Booking Creation		-	com on Wed, 20 Jun 2018 11:02:32. PNR(s) generated are: need to be requested manually by LHG Groups Service Team.	
20 Jun 2018	Offer Updates	Offer created on Wed, 2	0 Jun 2018 10:58:28.		
20 Jun 2018	Communication Updates	Note has been added by	susi.sunshine@tras	The history confirms the booking of the LHG PNR and indicates that	
20 Jun 2018	File Creation	Request has been create	ed by susi.sunshine@	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.

I

i

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.

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.

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:

A 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.

Request a break-up for current offer	
Send break up directly to travel agency	Please enter any additional information in the pop-up
Please add a note to your request for break-up to get a proper offer.	window before you submit your break-up request.
183 characters left	break-up request.
Breakup the offer	
Cancel Submit	

After the request is processed a new offer is displayed.

A break-up will always result in multiple PNRs.

9.11 Agreed Business

9.11.1 Special Event

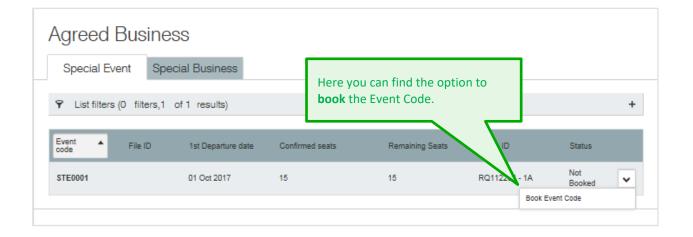
Characteristics:

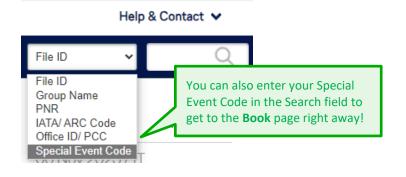
- Expected demand is higher than capacity
- Usually high yield business
- Events identified by Lufthansa Group
- Demand actively collected by Lufthansa Group
- Capacity and price is usually guaranteed

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

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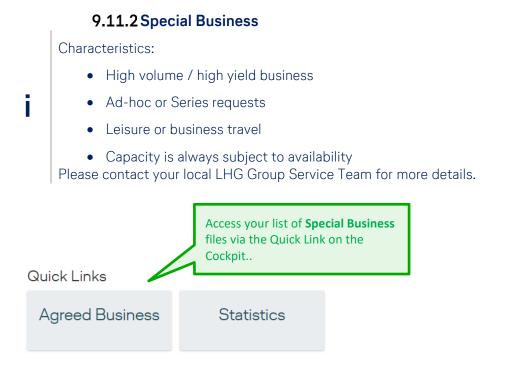




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Sunshine T	ravel Event - ST	E			
Special Event, Rou	und-Trip , MUC - LHR, 15 pax				+
Book option			Just enter the group number of passeng		
roup name umber of passengers	STE/	i	Remaining group size	15	
Outbound, MU Sun 01 Oct 20	UNICH - LONDON, 017				
Departure Arrival	Flight			Special event fare	
MUC LHR	LH2470			225.00 EUR	
+ Inbound, LON Tue 10 Oct 20					
Departure Arrival	Flight			Special event fare	
LHR MUC	LH2477			225.00 EUR	
Pricing					
Price overview					LH
F	are per passenger	Compartment	Fare Basis Code	Number of passengers	Subtotal
$\dot{}$	150.00 EUR	ECONOMY	WAXSEDE/GR	x 0	0.00 EUR
. (150.00 EUR	ECONOMY	WAXSEDE/GR	x 0	0.00 EUR
	ayed prices apply per adult. Prices for fer to Terms & Conditions for details. F				s per contractual
Fare (Excl. YQ/YR ,SO, Q S	300.00 EUR per passenger Surcharge and fees and taxes.)			x 0	0.00 EUR
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			× O	0.00 EUR
Price (Incl. YQ/YR, SO and	450.00 EUR per passenger Q Surcharge, excl. fees and taxes.)			an	d book the offer!
			New name	e option Canc	Book offer

Back to top



AGREED BUSINESS							
Special Event	Teilkontingent	Blocked Space	Special Business				
Y List filters (O filters, 1 of 1 results)							
Master event Even	nt name E	vent period	Request period	Destination country	Destination city	~	
SE00201 NYC	C MARATHON 2	5 Nov 2023 - 27 Nov 2023	13 Oct 2023 - 23 Nov 2023	US	NYC	•	
		ck on a saved File to book the offer.					
File ID	Bus	ou know your Speci iness File ID, you ca en it right away via S	an also				

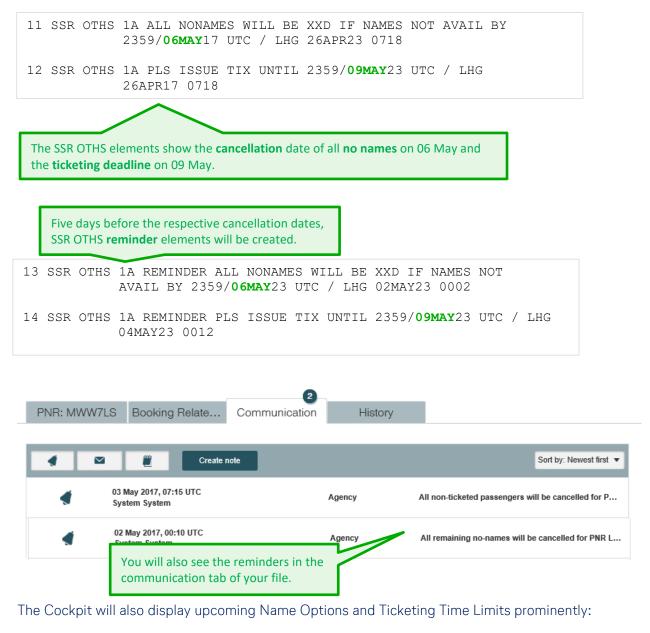
LUFTHANSA GROUP

YY2RV1V S	aved offer				
ADHOC, One Wa	ay, FRA - TXL, 15 PAX				+
Book option					
oup name	MNN/	ī	Just enter a g name here	group	
 Direction 1, Fri 12 May 2 	FRANKFURT - BERLIN, 017				
Departure Arriva	I Flight			Manual Fare	
FRA TXL	LH190			300.00 EUR	
Pricing	Booking Related				
rice overview					LH
rice overview	Fare per passenger	Compartment	Fare Basis Code	Number of passengers	LH Subtotal
→	Fare per passenger 250.00 EUR	Compartment ECONOMY	Fare Basis Code MNODE/GR	Number of passengers x 15	
→ Please note that dis		ECONOMY	MNODE/GR	x 15 .YQ/YR will be calculated as pe	Subtotal 3750.00 EUR
→ Please note that dis	250.00 EUR	ECONOMY s for children need to be cal ills. Fees and Taxes must b	MNODE/GR	x 15 .YQ/YR will be calculated as pe	Subtotal 3750.00 EUR r contractual
>> Please note that dis agreement. Please r Fare	250.00 EUR played prices apply per adult. Price efer to Terms & Conditions for deta	ECONOMY s for children need to be cal ills. Fees and Taxes must b	MNODE/GR	x 15 YQ/YR will be calculated as pe at issuance	Subtotal 3750.00 EUR r contractual
>> Please note that dis agreement. Please r Fare	250.00 EUR played prices apply per adult. Price efer to Terms & Conditions for deta 250.00 EUR per passent	ECONOMY s for children need to be cal ills. Fees and Taxes must b	MNODE/GR	x 15 YQ/YR will be calculated as pe at issuance	Subtotal 3750.00 EUR r contractual
Please note that dis agreement. Please r Fare (Excl. YQ/YR ,SO, C	250.00 EUR played prices apply per adult. Price efer to Terms & Conditions for deta 250.00 EUR per passeng & Surcharge and fees and taxes.)	ECONOMY s for children need to be cal ills. Fees and Taxes must b ger ger	MNODE/GR	x 15 .YQ/YR will be calculated as pe at issuance x 15	Subtotal 3750.00 EUR r contractual 3,750.00 EUR
Please note that dis agreement. Please r Fare (Excl. YQ/YR ,SO, 0 YQ / YR	250.00 EUR played prices apply per adult. Price efer to Terms & Conditions for deta 250.00 EUR per passen 2 Surcharge and fees and taxes.) 50.00 EUR per passen	ECONOMY s for children need to be cal ills. Fees and Taxes must b ger ger	MNODE/GR	x 15 YQ/YR will be calculated as pe et issuance x 15 x 15	Subtotal 3750.00 EUR r contractual 3,750.00 EUR 750.00 EUR
Please note that dis agreement. Please r Fare (Excl. YQ/YR ,SO, C YQ / YR DCC	250.00 EUR played prices apply per adult. Price efer to Terms & Conditions for deta 250.00 EUR per passen 2 Surcharge and fees and taxes.) 50.00 EUR per passen 20 EUR per passen	ECONOMY s for children need to be cal iils. Fees and Taxes must b ger ger ger	MNODE/GR	x 15 YQ/YR will be calculated as pe t issuance x 15 x 15 x 15 x 15	Subtotal 3750.00 EUR r contractual 3,750.00 EUR 750.00 EUR 300 EUR
Please note that disp agreement. Please r Fare (Excl. YQ/YR ,SO, C YQ / YR DCC Q Surcharge Stop Over Cost Price	250.00 EUR played prices apply per adult. Price efer to Terms & Conditions for deta 250.00 EUR per passeng 2 Surcharge and fees and taxes.) 50.00 EUR per passeng 20 EUR per passeng 0.00 EUR per passeng	ECONOMY s for children need to be cal iils. Fees and Taxes must b ger ger ger ger ger ger ger ger ger	MNODE/GR	x 15 YQ/YR will be calculated as pe tt issuance x 15 x 15 x 15 x 15 x 15	Subtotal 3750.00 EUR r contractual 3,750.00 EUR 750.00 EUR 300 EUR 0.00 EUR

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.



Filters and Alerts	[My Groups All Groups
1	1 0 1	O
Penalty Period Warning	Grace Period	Schedule Changes
5	3	O
Name Options	Ticketing Time Limit	Communication Notes

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.

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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, <u>name corrections</u> (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 <u>full name change</u> (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 <u>prior</u> 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.

		nber of passengers can be ed for both ad-hoc and ookings.	
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

Departure	e Arrival	Flight number	Date	PAX 0	compartment	
0600 VIE	0730 FRA	OS 199	Wed, 17 Jan 2024	12 E	CONOMY	Edit
0920 FRA	1045 VIE	OS 202	Wed, 31 Jan 2024		CONOMY want to adjust	Edit
Pricing rice overvie	W		Tign	t details.		
	Fare per passenger		F	are Basis Code		Subtotal
≻	49 EUR			KEUCLSP5/GR		588 EUR
÷	49 EUR			KEUCLSP5/GR		588 EUR
		Increase passenger	Reset	Canc	el Send f	or evaluation
	Enter the nu	umber of				

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

ght informatio	on					
Departure	Arrival	Flight number	Date	PAX	Compartment	
0600 VIE	0730 FRA	OS 199	Wed, 17 Jan 2024	12	ECONOMY	Edit
eparture	Arrival	Date	Flight		Compartment	
IENNA INTE 🔻	FRANKFURT I 🔻	Wed, 17 Jan 2024 🛛 😨	Please select 🔹		ECONOMY	•
0920 FRA	1045 VIE	OS 202	Wed, 31 Jan 2024	12	ECONOMY	Edit
Pricing			the airport (in case), date, flight numb			
rice overview	/		nt for the additiona			
	Fare per passenger	passengers			ode	Subtotal
						>
		Increase passenger	Reset		Cancel Sen	d for evaluation
ec 2023	Pax Updates		X has been requested for PN ade on 06 Dec 2023 14:21:22.		with temporary file ID 3YY	/20IWY by
		temporary file ID ca	the gl tempo after ID ins	obal se orary fil booking	to search for the arch up to the tir le ID. A search fo g will lead to the	me of booking o r the temporary
EST REC	QUEST VIE					ACTIONS
SYY20IWY	New Offer					Offer valid until Wed, 13 Dec 2023 3:21 PM
	that the File ID abo iginal File ID.	ve is a temporary one and	can be used for trackir	ig. After	booking the new PN	IR can be found
2						
		nd OJ 'Departure-' d (EDIT) but only fc		ort (sa	me city) and 'C)ate' and/or
Eorloor	asa tha data	flight number and r	airport (for multir		ort citics) can	ho
	d (EDIT) in on	flight number and a e direction only as				
	nartment can	be changed for bo	th directions			
	ipartinent call	be changed for bu				

In case of a ¹⁄₂ **Return**, **Multi-stop**, or **One-way** journey, only the compartment can be edited.

PNRs	Booking Rela	te Communi	2 cation	History			
otal pax Io Name pax icketed pax	17 17 0	tab		ory and Comr ncrease file m PNR.			
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)	•
1 KWD3W4	VIE - FRA OS199	Wed 17 Jan 2024	5	5	98 EUR	Confirmed(HK, HK)	•
	g the number of rs will create a c 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



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

PNR: M6TXZG	Booking Relate	Communicat	0 tion	History			
Total pax Number of No Names	15		PNR s	itatus tions Type	Confirmed)	
Ticketed pax PNR Claimed	0 NO		Fare p YQ/YI	import a r	name templ	an choose to ate or use Quick add passenger	
Details	PAX P	ricing & Conditi	Commun				
Passenger Na	ame List				Quick p	assenger record Import	names i
Q Search							+
Last Nam	e 🔺 First Name and I	/liddle Name	Pax	Туре Ті	cket number	Doc Status	
		1	No records found	1			

10.5.1 Adding Passenger Names

Details	PAX	Pricing & Conditi	Communication			
Passenger N	ame List			these links to enter		nes ㅣ
Quick passenger	record			rmation, such as Fr Iber, Infants, or Ext		al Field
Add passenger	First name	Middle name Title	Pax type Date of birth*		nfo. i No. → Infant → Extra Record passen	
	k passenger reco n be recorded at		Рах Туре	Ticket number	Doc Status	+
		N	o records found			

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.

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Details	PAX	Pricing & Conditi	Communica	ition		
Passenger N	lame List					Import names
Quick passenger	record					(*) Optional Field
Last name	First nam	e Middle name Title	Pax type Da	ate of birth*		Adding an Infant will open a second name entry row. The last name is optional;
Last name*	First nam	e Middle name Title	Pax type INF	Date of bir	h	the first name is mandatory.
Add passenger					(Cancel Record passenger

Pas	senger Name L	ist		If a passenger would like
Qui	ick passenger record			to request an extra seat for their own comfort or additional cabin baggage ,
L	Last name Test	First name Middle name Title Test MR	Pax type Date of birth*	a second row is added to their name.
	Last name Test	First name Middle name Title	Pax type Please select	壶 Delete
	Add passenger		Please select CBBG	Cancel Record passenger
			EXST	

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	Communicatio		EXST or CBBG will be	
Passenger Na	ime List				recorded together wit the passenger.	th
Q Search					7/	+
Last Name	First Name and N	/liddle Name	Рах Туре	Ticket number	Doc Status	~
TEST	TEST MR		ADT		Incomplete	~
TEST	CBBG		CBBG		Not Applicable	~

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!

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E Action	ns			You can download the	
PNR			PAX	new enhanced name	
Increase Pas	sengers	Refresh PNR	Cancel all No Names	template including APIS data here	
Export to Exc	cel	Show Amadeus PNR	Import names		
Cancel PNI	and up	load the template	Download name template		
Export Boo	here to r	record the names!			
Split PNR					

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

				rileid.		Grouphame.					
											-
S.No.	Last name	First name	Middle name	Academic Title	Salutation Title	PAX type	Date of birth	Gender	Airline assoc	iated with frequent flyer program	Frequent flyer number
1											
	(() () ()	AC 18 AV 1	"								
	"IVIR/I	MS/MX/r	none" is								
	ontor	ed in a se	narato								
			parace								
	colum	n Title .				Under D	ax Type, j	aloaci	_		
						enter "A	DT/CHD/	STU/	YTH".		
							,,				
		1	1								1

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.

Passer	nger Name Li	st		Quick passenger record Import names i
Q Sear	ch			+
	Last Name 🔺	First Name and Middle Name	Рах Туре	After the upload, you can Import
	TEST	ANNA MS	ADT	again if you need to make changes to the template – this will overwrite the
	TEST	EDDI MR	ADT	previously uploaded list.
2				
			Click on Rec Passenger t	to finish.
				Record Passenger

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Please note:

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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	< Previou	us passenger Next passenger >		
TEST, TEST MI	R (Pax1of2)	The passenger details se always read only.	ection is	Actions
Passenger name and	ticketing information	5		
Pax type	ADT	Ticket number		
First and middle name	TEST MR	Airline		
Last name	TEST	FF program		
Date of birth*		FF number		
Passenger ID				
A Information enter changes.	red in ALL SEGMENTS will overw	rite the information in the individu	ual segments at :	the time of saving
DOC S - Secured Flig	ght Data i			+
DOCO i				+
			Cancel	Save changes

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BookaGroup

Information enter changes.	ered in ALL SEGME	NTS will overwrite th	ne inforr	nation in the individu	ual segments at the	time of savi	ng	
DOC S - Secured Flig All segments Personal Details (P	FRA - JFK	JFK - ZRH fication. Mandatory for issu	ZR Jance of tic	any PNR and is is applicable for will indicate if it	tion can be enter mandatory in cas r the PNR (Booka t is).	se SFP		-
First name Last name Date of birth				ddie name* Inder	M		•	
DOC O i								+
					Cancel	Save c	hanges	

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 0 i All segments Visa	FRA - JFK	JFK - Z	If required, DOC O Informati (Visa information, Redress number, Known Traveller number) can be entered here				_
Doc number Date of issue			Issuing country Country where document applies				i
Redress							
Doc number							
Known traveller							
Doc number							
						C	
				Cano	cel	Save char	nges

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.

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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.

E Actions					
PNR		PAX			
Increase Passengers	Export to Excel	Cancel all No Names			
Show Amadeus PNR	Cancel PNR	Import names	Import names		
Reduce No Names		Download name template			
Split PNR	with a passen	e number of seats not ass ger (no names), choose I om the Action menu.			

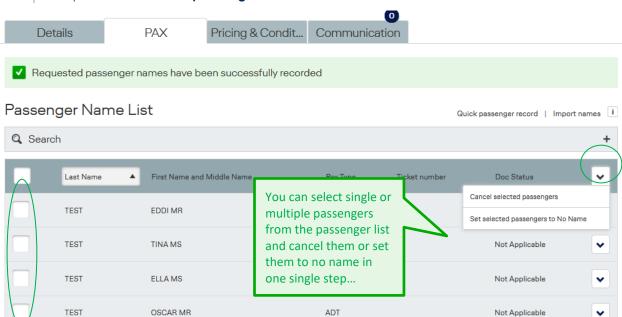
Please note:

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 <u>correct</u> 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.



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Det	ails	PAX	Pricing & Con	dit	Communication			
Passen	ger Nam	e List				Quick p	assenger record Imp	ort names 🚺
Q Searc	h							+
	Last Name	 First Name and 			elect an	umber	Doc Status	•
	TEST	EDDI MR			idual name and se an action here.	\geq	Not Applicable	•
	TEST	TINA MS			ADT	_	Not Applicable	~
	TEST	ELLA MS			ADT		Cancel passenger Set to No Name	
	TEST	OSCAR MR			ADT		Not Applicable	~

When canceling passenger(s) <u>within</u> 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, cancelin fees according to the applicable contract condition		
	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

button, or, at the bottom of the File display page under section "Actions":

Actions

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Cancel

φ×

Submit

E 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 i SPLIT PNR	n new		Split All No Names			
	Last Name	▲ First Name and	Middle Name	Рах Туре		
 Image: A set of the	TEST	EDDI MR		ADT		
 Image: A set of the	TEST	TINA MS		ADT		
	TEST	ELLA MS		ADT		
	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 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:

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TEST REQ	UEST VIE					Actions	
3YY25XP5 Bo	oked					42 days before fire	st departure
Child PNR KV	/PR27 has been su	accessfully created	d.				
Adhoc, Non-Nego), Round-Trip, VIE-F	FRA, 12 PAX, (Pub	lished fare,	CRUISE, TOUR C	PERATOR)		+
PNRs	Booking Rela	te Commun	2 nication	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)	•
Ss 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.

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10.6 Extra Baggage / Excess Baggage

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

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.



Actions		
PNR		This option enables you to export the relevant information in form
Increase Passengers	Export to Excel	of an Excel sheet and save it locally to your computer.
Show Amadeus PNR	Cancel PNR	
Reduce No Names		Import names
Split PNR		Download name template

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.



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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.

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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 <u>Chapter 10.2</u>) and the group definition (at least one trunk route must be flown together by all passengers (see <u>Chapter 10.8.1</u>), 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 <u>inbound flight</u>: 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 <u>outbound flight</u> 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

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

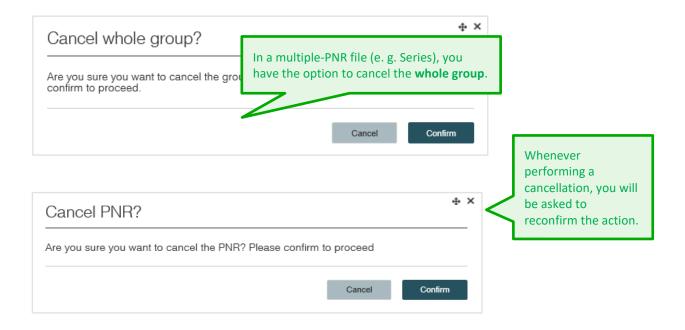
Before ticketing: The reservation fee or penalty fee fixed in the contract applies.

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.

Actions		
PNR		PAX
Increase Passengers	Export to Excel	Click this link in the Action menu
Show Amadeus PNR	Cancel PNR	to cancel a single PNR.
Reduce No Names		·
Split PNR		Download name template

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



LUFTHANSA GROUP

-	27 has been canceled				\leq		cellation, a nessage will	
Please note: . period.	A booking option has	s been granted up	to 20 D	ec 2023 08:48 UT(C, which		yeu	У
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PNRs	Booking Relate	e Communi	cation	History				
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keted pax	0							
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al pax nber of No Names atted pax R Claimed Details ice overview Direction VIE - FRA FRA - VIE Please note that displa	2 N/A N/A Pricing & Con Flight numb OS199 OS202 ayed prices apply to adults.	er Depart Wed 17 Wed 3 . Prices for children neer	ication ure 1 Jan 2024 1 Jan 2024 d to be cald	Conditions Type Price per person (exc and taxes) PNR Update Last Info Fare Basis Coo KEUCLSP5/Gi KEUCLSP5/Gi Culated at time of ticketing	S 12 0 S 12 12 12 12 12 12 12 12 12 12	TANDARD 25.50 EUR tatus-6 Time-06. Booking class K	The PNR w the status	vill show canceled OS re per person 49 EUR 49 EUR 10.00 EUR 12.50 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 availibility 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 to the three of the total total you may change once free of charge to an alternative accession conditions.
 Flight and price information will remain visible even after PNR canceled.
- 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 cancelation 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.

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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

				Code (ket-designator and PTC) "GR" must be	added to the issue
Details	PAX	Pricing & Con	Commun		isis code in order to oup including the flo	· · · · · · · · · · · · · · · · · · ·
ice overview			l			LH
Direction	Flight number	Departure	Fare Bas	is Code	Booking class	Fare per person
FMO - BOG	LH065, LH542	Fri 14 Feb 2020	NTOXDS	2/GR	Y,N	365 EUR
BOG - FMO	LH543, LH066	Sun 23 Feb 2020	NTOXD9	V/GR	N,Y	365 EUR
	d prices apply to adults. Prices s & Conditions for details.Fees		d at time of ticket	issuance.	R will be calculated as per con	tractual agreement. 400.00 EUR
DCC					k the applicable Itee for Fare	16.00 EUR
Stopover surcharge				e oddrar		0 EUR
Q surcharge						0 EUR
Price (Incl. YQ/YR, DCC, SO and	d Q surcharge, excl. fees and 1	taxes)				1,146.00 EUR
Additional informatio	on (IT code, Endorsem	ent restrictions)			e, Endorsement hater 11.1.1)	+

11.1 General Ticketing Instructions

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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					
Direction	Flight number	Departure	Fare Basis Code	Booking class	Fare per person
FRA - ZRH	LX1069	Fri 08 Mar 2019	KDECLSP5/GR	к	48 EUR
ZRH - FRA	LX1068	Mon 11 Mar 2019	KDECLSP5/GR	к	48 EUR
	d prices apply to adults. Prices s & Conditions for details.Fee		ulated at time of ticketing. YQ/YF ed at time of ticket issuance.	R will be calculated as per cor	ntractual agreement.
YQ / YR (Excl. DCC)					10.00 EUR
DCC					25.00 EUR
Stopover surcharge					0 EUR
Q surcharge					0 EUR
Price (Incl. YQ/YR, DCC, SO an	d Q surcharge, excl. fees and		lease click on this bu	tton	131.00 EUR
Additional information	on (IT code, Endorsem	nent 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

<u>Exception</u>: 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 <u>Chapter 9.3</u>)
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 <u>Chapter 11.3</u>)
DOC O	Redress number, Known traveller number or Visa data (see <u>Chapter 10.5.2</u>)
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 <u>Chapter 10.5.2</u>)
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 <u>Chapter 9.3</u>)
NN (in Fare element)	Nonrefundable, non-changeable fare
NO	Name Option (see <u>Chapter 10.1</u>)
Penalty period	Starts after the end of the booking option and reservation fee period (if

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	applicable). Cancelation 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.
j-	Each Series departure must comprise of at least ten passengers, and for each departure the initial number of passengers must be the same.
TC	Each Series departure must comprise of at least ten passengers, and for
	Each Series departure must comprise of at least ten passengers, and for each departure the initial number of passengers must be the same.
TC	Each Series departure must comprise of at least ten passengers, and for each departure the initial number of passengers must be the same. Tour Conductor
TC TTL	 Each Series departure must comprise of at least ten passengers, and for each departure the initial number of passengers must be the same. Tour Conductor Ticketing Time Limit (see <u>Chapter 10.1</u>) 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

LUFTHANSA GROUP

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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7 Glossary

OVERVIEW OF SUBSTANTIAL CHANGES

Version	Date	Chapter	Туре	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			
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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 <u>Lufthansa</u> <u>Group NDC Partner Program</u> 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 <u>registration form</u> on the NDC Partner Program Website to receive a FLX PCC and a SPRK User ID.

- 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.
- 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 "<u>Selection of FLX PCC</u>".
- 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"

	BookaGroup 10.17	LUFTHANSA GF	→ My profile
	Austrian 🛩 brussels 🔛 😪 Lufthansa 🔏 SWISS	🕻 🔶 Air⊃c	
	🖻 🛛 🃰 🛛 My Groups 🔤 All Groups 📄 👬 🗘 New request		→ Logout
1	Open the field IATA / ARC number by clicking) on the '	
	IATA/ARC number data (22345676)		+
	Click on "Add Office ID / PCC"		
	Office ID/ PCC		Add Office ID/ PCC

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

• Click "Send request".

Office information						
	Office ID/ PCC	LX11				
Agency name	GDS	FARELOGIX	-			
Agency Email Address		ABACUS	^			
		AMADEUS	- 11	Cancel	Send request	
IATA/ARC number of		AXESS	110			-
Contact information	on	FARELOGIX				
Street name and number	LAC	GALILEO	¥	Am Air	roortring	

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 \rightarrow Request \rightarrow Offer \rightarrow Booking \rightarrow Display of Changes (e.g., PNR Split / Feeder) \rightarrow Name Upload \rightarrow Claim PNR to FLX \rightarrow

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.

			ing in Book-a- oup	After Claiming in SPRK		
Category	Transaction	Travel Agent	Group's Service Team	Travel Agent	Group's Service Team	
Offer	Request offer	х				
Booking	Booking offer	х				
Name Insert	Insert of pax names	x				
INF/CHD	Infant / Child as part of the group*	x				
EXST/CBBG	Extra seat/Cello seat*	×				
Split	Splitting of pax	plitting of pax x		x	Not	
Name Change	Name change of pax	×	х	1st: Splitting SPRK	2nd: Name change	
Feeder	Feeder rebooking for pax		х	1st: Splitting SPRK	х	
Rebooking	Rebooking of pax		х	1st: Splitting SPRK	х	
Schedule changes	Information about schedule changes	via Dashboard		via Queue		
	Problems with schedule changes		х	x	X	
Driging	Half automatic Pricing			X		
Pricing	Full manual Pricing			x	x	
	Seat reservation free of charge			X		
Seat Reservation ASR	Seat reservation if charges apply			x		
Seal Reservation ASR	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 Tarif)			X		
DAGIS	EMD A for 1st Bag (Light Tarif)			x		
	Booking for 2nd Bag (LX only)			x		
	Ticketing issuance			x		
Ticketing	Ticketing Problems			x	x	
	Ticket Exchange			x	х	

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	\checkmark
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, <mark>EN</mark> and marketing flight numbers (codeshare flights).

5 NDC GROUPS PROCESS IN BOOK-A-GROUP

Steps for creating a NDC group booking in BaG.

- 1. <u>Selection of FLX PCC</u>
- 2. <u>"FLX" in group name</u>
- 3. <u>Request</u>
- 4. <u>Receive offer</u>
- 5. <u>Book offer</u>
- 6. Entry of all names of the passengers
- 7. <u>Claim of the PNR in BaG</u>

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.

Booka	Group 10.1.2	7		UFTHANSA GROUP	Schmidt,Klaus Testing SN4G
Austrian 🗡		😪 Lufthansa	A swiss	≪ ∕lir⊃olomiti	Help & Contact 💙
🗇 ∓ My Gro	oups All Groups	Rew request		File ID	v Q
CREATE A	NEW GRO	UP REQUES	Г		
Sender of Request	t				
Office ID/ PCC	ARL8 - F1				
Farelogix PCC					I

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" infront of the group name is mandatory!
Group details	K
Group name	FLX Tennis Camp
Adults	25
	Total group size 25 passengers
Travel purpose	Leisure 👻 i

5.3 Request

Group details				
Group name		i		
Adults			Children (age 2-11)	1)
	Total group size	0 passengers		(only for informational purposes, included in "Total group size")
Travel purpose	Please select	• i		
Flights				
-				
One-way	Round-Trip	Multi-Stop	1/2 Return	Open-jaw
Return flight is outs	ide booking period 👔			
→ Outbound Dir	rection			
Preferred Carrier	Please select 🔹			
Departure			Arrival	
Date			Compartment	ECONOMY
Preferred flight *	Please select 🔹		Preferred * Departure time	i
✓ Inbound Direct	ction			

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

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.

FLXT	EST C	SSCC					ACTIONS	≡
3YY20VD	C Nev	v Offer				S 6 days 23 hours	Offer valid until Fri, 24 Nov 2023 2:39	РМ
Adhoc, No	on-Nego, (One-way, ZF	RH-CDG, 10 P	AX, Published far	re, NDC 1			Ŧ
Off	fer	Commu	o nication	History				
	tion, ZURI Dec 2023	CH - PARIS, }			-			
Departure	Arrival	Flight	Duration		2 ECONOMY LIGHT	3 ECONOMY CLASSIC	ECONOMY FLEX	
0730 ZRH	0900 CDG	LX0632	1 h 30 min	{i	206.50 CHF W	242.50 CHF W	288.50 CHF	W
1235 ZRH	1355 CDG	LX0638	1 h 20 min	<i< td=""><td>206.50 CHF W</td><td>242.50 CHF W</td><td>288.50 CHF</td><td>W</td></i<>	206.50 CHF W	242.50 CHF W	288.50 CHF	W

- 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 EUR0.00 (or local currency).

Pricing	Booking Related			
rice overview				
	Fare per passenger	Fare Basis Code	Number of passengers	Subtotal price
≁	180 CHF	W05LGTX9/GR	x 10	1,800 CHF
	aranteed at time of book yed prices apply to adult	ing) s. Prices for children need to be calculated at time	e of ticketing.	
Fare	180 CHF	per passenger	x 10	1800 CHF
(Excl. YQ/YR and fees a	ind taxes.)			
YQ / YR (Excl. DCC)	26.50 CHF	per passenger	x 10	265.00 CHF
(Displayed YQ/YR is gu	aranteed at time of book	ting.)		
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
(Incl. YQ/YR, DCC, SO	and Q Surcharge , excl. f e	es and taxes, ROE CHF:EUR=1.038194)		
Fees and taxes (Displayed fees and tay		per passenger time of booking. Fees and taxes need to be recal	x 10 culated at time of ticketing.)	350.00 CHF

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
ncrease 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	40
Split PNR		

			0		
Details	PAX	Pricing & Conditions	Communication		
Passenger N	ame List			Guick passenger record	Import names
Q Search					J

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"

Actions		
PNR		PAX
Increase Passengers	Refresh PNR	Set all to No Names
Export to Excel	Show Amadeus PNR	Download name template
Cancel PNR	Prepare Claim PNR	
Reassign File	Export Booking as PDF	
Modify name options	Copy the request	
Split PNR		

• Confirm the claim by selecting "Confirm".

FLX TENNIS	CAMP * *	Actions
8YY29N52 Book	Claim PNR?	before first departure
Requested pass	Are you sure you want to claim this PNR? Please Confirm to proceed or Cancel to return. Kindly note that once successful in BookaGroup, the actual claim can be performed in your respective GDS.	
A Please note: A be	Cancel Confirm	nalty period.
Adhoc, Non-Nego, Ro	und-Trip, FRA-LON, 25 PAX, Published fare	+

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	
A Please note: A booking option has been granted up to 11 Sep 2018 12:15h, which is limited to	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	
Ŷ List filters (0 filte	ers, 9 of 9 results)		+
Date 🔻	Update action	Description	
28 Aug 2018	PNR Updates	SK Elements of PNR RXPROK 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					LH
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. <u>Claim</u>
- 3. <u>Search</u>
- 4. Pricing
- 5. Advance Seat Reservation (ASR)
- 6. Special Service Request (SSR)
- 7. <u>Contact data</u>
- 8. <u>Split</u>
- 9. <u>Name change</u>
- 10. Rebooking
- 11. <u>Ticketing</u>
- 12. Ancillary Services
- 13. Exchange of tickets
- 14. <u>Queue</u>

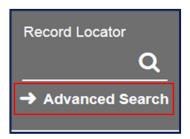
6.1 Log-in

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

Aus	trian 🗡 😪 Lufthansa 🕂 SWISS
	Office ID
	Agent ID
	Password
	Forgot password?
	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: RXPRQK)
- 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"

Search and Claim	Functions			1
Search for Reservation	FLX Advanced Search	Search for Ticket/Document	Claim Reservation	Flight Stats
	urce H - Lufthansa X - Swiss SS - Austrian SN - Brussels Airlines	Claim]

earch for Reserv	ation FLX Ad	vanced Search Search fo	r Ticket/Document	Claim Reserv	ation Fligh	ht Stats				
Record Locator	Source									
RXPRQK	LH - Lufthar	nsa v Claim								
	FIRST NAME	GROUP NAME	DATE	DEPARTURE	ARRIVAL	TYPE	VENDOR	RECORD LOCATOR	SOURCE	
# LAST NAME	PIRSTNAME	ONOOF INVINE								

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."

A PNR is secured	arch and Claim	Functions			
	Search for Reservation	FLX Advanced Search	Search for Ticket/Document	Claim Reservation	Flight Stats
		urce I - Lufthansa 🔻	Claim		

A This Source PNR has already been claimed with FLX Rec claimed again	ord Locator 4O2A6T and c	annot be			
		FLX Advanced Search urce - Lufthansa 🔻	Search for Ticket/Document	Claim Reservation	Flight Stats

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	R	ecor	d Locat	or: P19	LGX 💼 🖺	5		
TELEPHONE	2						-		
EMAIL	0		up N			IS CAMP Grou	ıp Size: 25 avelers)		
PAYMENT	0		#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
ADDRESS	0		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.

Itine Book	rary (ed - Air													
۲						Class		>	≻	Status	Cnx	P	Fare	
۲		\bigcirc	Tue 18Jun19 10:00a - 10:40a	FRA - LHR	LH 904	V	₫	1h 40m 3	32A	нк			LH Source: LH Ref: RXPRQK	
•		\bigcirc	Wed 19Jun19 08:30a - 11:05a	LHR - FRA	LH 925	V	đ	1h 35m 3	82A	нк			LH	1
Pric	ce Ser	vices	Create Fare Bag F	ees Seats	😢 Delete									

6.3 Search

To search for a booking, either enter the SPRK Record Locator or click on "Advanced Search" for more options.



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 Fun	octions			
Search for Reservation FLX	Advanced Search Se	earch for Ticket/Document Claim Reservation	Flight Stats	
Apply Search to selected Office	ANNO - Lufthansa Tr	ravel Gate Hamburg 🔻	Count by Decord London	-
Search by Name	First Name	0	- Search by Record Locator	
Last Name	First Name	Active Source Active Source Image: Constraint of the second	rch	Source FLX - Farelogix MI The Search
				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.

ear	ch and Claim I	Func	tions									
Sear	rch for Reservation	FLX A	dvanced Search	Search for Ticke	et/Document	Claim Rese	rvation	Flight Stats				
	y Search to selected (elect / Enter Search			sa Travel Gate Ha	mburg	•						
C	arrier	Ŧ	Flight #	Actual Travel Da	ites	Origin FRO		Country O	Destination City TO	Country O	Ticket Statu	S V
				то								
E	mail Address			Ticket Issuance I FROM	Date (Range)		ler or Fre r Travele	quent Flyer #	First Name		Last Name	
_	roup Name FLX TENNIS CAMP			PNR Creation Da FROM TO	ate (Range)	Creat	ing Agent	ID	Source FLX - Farelogi	ix MI 🔻	Search	© Clear
#	LAST NAME	FIR	ST NAME	TRAVEL DATE	DEPARTURE	ARRIVAL	TYPE	VENDOR	CREATION DATE ¥	AGENT	AGENCY	RECORD LOCATO
6	JOHNSON	KA	LLE	2020-06-20	FRA	YVR	А	LH	2019-11-26 08:34	JBLOECHER	ANN0	4YQXEW
1	BLUME	MA	x	2020-06-20	FRA	YVR	А	LH	2019-11-15 08:42	JBLOECHER	ANN0	4GOOGW
2	BLUME	SU	ISI	2020-06-20	FRA	YVR	А	LH	2019-11-15 08:39	JBLOECHER	ANN0	4BS4HW
3	BURGER	PE	TRA	2020-06-20	FRA	YVR	А	LH	2019-11-15 08:39	JBLOECHER	ANN0	4BS4HW
4	BURGER	то	MMY	2020-06-20	FRA	YVR	A	LH	2019-11-15 08:39	JBLOECHER	ANN0	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.

Contraction of the second second	e rary ked - Air												
	\checkmark					Class			\rightarrow	Status	Cnx P		Fare
		\odot	Tue 18Jun19 10:00a - 10:40a	FRA - LHR	LH 904	V	4	1h 40m	32A	нк		LH	
•	V	\odot	Wed 19Jun19 08:30a - 11:05a	LHR - FRA	LH 925	V	4	1h 35m	32A	нк		LH	
Pri	ce Selected	rices	Create Fare Bag F	ees Seats	O Delete								

• The "Fare for selected Flights" window appears.

6.4.1.1 Fare Selection Options

• Click on "Fare Selection Options".

Fare for selected Flig	hts	
	Pricing Options	
	OPublished Fares OContract Fares	Check/Uncheck All Advance purchase Allow Penalties Allow Min Stay Allow Max Stay
	Travelers Fare Selection Options	
	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 Sele	ection Optic	ons		
Туре	Flight	Cities	Fare Basis Code	Fare Basis Code
GRP	LH 924	FRA-LHR	VDELGTX1	VDELGTX1
GRP	LH 921	LHR - FRA	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 <u>Ancillary Services</u>.

ptional Services priced in EUR			
Options for flight LH 400 from FRA - JFK			
OXYGEN	BLUME/M EUR 300.00	BURGER/T EUR 300.00	JOHNSON/O EUR 300.00
	SMITH/F EUR 300.00	BLUME/S EUR 300.00	BURGER/P EUR 300.00
	MCDONALDIP EUR 300.00	JOHNSON/J EUR 300.00	MCDONALD/A EUR 300.00
	JOHNSONIK EUR 300.00		
UNACCOMPANIED MINOR	BLUME/M EUR 125.00	BURGER/T EUR 125.00	JOHNSON/O EUR 125.00
	SMITH/F EUR 125.00	BLUME/S EUR 125.00	BURGER/P EUR 125.00
	MCDONALD/P EUR 125.00	JOHNSON/J EUR 125.00	MCDONALD/A EUR 125.00
	JOHNSONIK EUR 125.00		45 6
LH - FlyNet Chat	BLUMEM EUR 7.00	BURGER/T EUR 7.00	JOHNSON/O EUR 7,00
	SMITH/F EUR 7.00	BLUME/S EUR 7.00	BURGER/P EUR 7.00
	MCDONALDIP EUR 7.00	JOHNSON/J EUR 7.00	MCDONALD/A EUR 7.00
	JOHNSONIK EUR 7.00		
LH - FlyNet Mail and Surf	BLUME/M EUR 17.00	BURGER/T EUR 17.00	JOHNSON/O EUR 17.00
	SMITH/F EUR 17.00	BLUME/S EUR 17.00	BURGER/P EUR 17.00
	MCDONALD/P EUR 17.00	JOHNSON/J EUR 17.00	MCDONALD/A EUR 17.00
	JOHNSONIK		

• Move to the bottom of the window and click on "Continue".

LH - FlyNet Mail and Surf Plus	BLUME/M	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:

A 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 <u>Manual pricing "Create Fare".</u>
- 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 Information		
Additional Fare Details (Fare Calculation / Endorsement)		
Itinerary Details		
Bag Fees		
Passenger Type	Currency	AD
Base Fare per Passenger	EUR	59.0
LH 983: DUB-FRA Class: Economy Light (T) Cabin: Economy	CHF	58.3
Total Equivalent Fare (Rate used: 0.98859969, Table: BSR)	CHF	59.0
Taxes and Fees		
YQ YQI LH CARRIER IMPOSED MISC FEE	CHF	12.9
UP PASSENGER CHARGE	CHF	12.8
Total Taxes and Fees	CHF	25.7
Total Airfare per Passenger - (Validated on LH)	CHF	84.7
Additional Fees - (TEST/O OPC JC IE 2.20)		2.2

• 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

	e rary ked - Air	r				Class	<i>\</i>	Status	Cnx 🧬		Fare	Fare: 1 Source: LH
+		\bigcirc	Thu 18Jun20 07:00a - 07:40a	FRA-LHR	LH 924	V 🚽	1h 40m 32Q	нк		LH	1	Ref. WU4TBW 3604.40 (EUR)
•		\bigcirc	Fri 19Jun20 06:30a - 09:05a	LHR - FRA	LH 921	V 🚽	1h 35m 32N	нк		LH	1	
Pri	ice Se	rvices	Create Fare Bag	Fees Seats	Delete						l: s	View/Edit Fare ue Documents

• 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.

NVA B						
IN2020 🔟 🔲						
IN2020 🔟 🔲						
0.00						
FARE RESTRICTION MAY APPLY						

• The required information is stated in the Book-a-Group "Pricing & Conditions" tab.

Details	PAX Prie	ting & Condit	Communication		
Price overview					LH
Direction	Flight number	Departure	Fare Basis Cod	e Booking class	Fare per person
FRA - LHR	LH924	Thu 18 Jun 2020	D <u>VDELGTX1/GR</u>	v	104 EUR
LHR - FRA	LH921	Fri 19 Jun 2020	VDELGTX1/GR	v	104 EUR
	d prices apply to adults. Prices s & Conditions for details.Fees				as per contractual agreement.
YQ / YR (Excl. DCC)					60.00 EUR
DCC (to be collected as a	ddition YR tax)				0.00 EUR
Stopover surcharge					0 EUR
Q surcharge					0 EUR
Price (Incl. YQ/YR, DCC, SO and	d Q surcharge, excl. fees and t	axes)			268.00 EUR
Additional information	on (IT code, Endorseme	ent restrictions)			Ŀ
IT code IT9YY2Z09X					
Endorsement rest					

• The following items must be adjusted:

FICE ID	LX11	AGENT	D		c	DRIGIN DESTINATION	ZRHCDG	VALIDATING CARRIER	LX	
ssenger Type	GRP(ADT)	~	Base Amount	eed until 2023-11- Guaranteed until 2 uaranteed until 20	2023-11-	19 16:04 Last Dat	e/Time to ticket: 2023-11	-20 03:19 PM		
STP DEP	ARR AL	FLTNO	CL DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O ZRH	CDG LX	632	W 15DEC23	07:30 AM	нк	W05LGTX9	GR 2	15DEC2023	15DEC2023	OP
ARE DETAILS							COMMISSION AND INFORMAT	ION		
Base Fare		CHI	:	180.00	4		Commission	Percent v	0.0	0
Equivalent Fare							Reason	IT TICKET V		
Taxes		CHI		61.50			Tour Code	IT3YY20VDC	3	
Tax Details								REF/CHG CHECK FARE NOTE	S	
Designator A	mount Na	ture Collec	tion Point Airpo	rt Currency Airp	ort Am		Endorsements			
CH	35.00 C		aon rontra po	it out only raip	5					
YO	26.50	-			U					
Taxes Paid	0.00					_				
Taxes to be Collected	61.50									
Add Row			Delete Row							
		CHI		241.50						

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"

Itine Book	rary ked - Air ☑					Class	;		<i>ት</i>	Status	Cnx 🧬		Fare
۲		\bigcirc	Sat 20Jun20 01:20p - 02:15p	FRA - YVR	LH 492	Т	4	9h 55m	744	нк		LH	
•	✓	\bigcirc	Sat 27Jun20 04:10p - 10:55a	YVR - FRA	LH 493	Y	4	9h 45m	744	нк		LH	
Pric	ce Serv	rices	Create Fare Ba	g Fees Seats	O Delete								Issue Documents

• The "Stored Fare" window appears.

6.4.2.1 Stored Fare

• The following data must be entered.

FICE ID	LX11	AGEN	IT ID	all dealers			ORIGIN DESTINATION	ZRHCDG	VALIDATING CARRIER	LX	
ssenger Type	GRP(ADT)	~		Price Guarante Base Amount G Tax Amount Gu	uaranteed unti	I 2023-11	-19 16:04 Last D	ate/Time to ticket: 2023-11	-20 03:19 PM		4
STP DEP A	ARR AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BA
O ZRH (CDG LX	632	W	15DEC23	07:30 AM	нк	W05LGTX9	GR	15DEC2023	15DEC2023 🗐	OP
ARE DETAILS								COMMISSION AND INFORMA	TION		
Base Fare		С	HF		180.00	6		Commission	Percent v	0.0	0
Equivalent Fare								Reason	IT TICKET v		
Taxes		C	HF		61.50			Tour Code	IT3YY20VDC	5	
Tax Details							~		REF/CHG CHECK FARE NOTES	3	
Designator An	nount Na	ture Coll	ectio	n Point Airpor	t Currency Ai	rport Ar	nount Paid (PD)	Endorsements			
	35.00 Cł					6					
	26.50					U					
Taxes Paid	0.00										
Taxes to be Collected	61.50										
Add Row				Delete Row							
Total		C	HF		241.50						
ZRH LX PAR M		8									

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. Not Valid Before (NVB) / Not Valid After (NVA) Insert departure and arrival date for outbound / inbound flights

4. Free Baggage Allowance (FBA)

Contact your LHG Groups Service Teams for details

5. 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"

6. Fare Details

Enter the fare shown in Book-a-Group "Pricing & Conditions" tab (Example here: CHF180.00)

7. Taxes

Contact your LHG Groups Service Teams for details

8. 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

6.4.2.2Tax 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 A	mount Nature Collection Point Airport Currency Air	port Amount Paid (PD)
CH	35.00 CH	
□YQ [26.50	
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)

G) //		Trave	ler (11 /	Assigned Traveler	rs)						16.75 16.75
	#		TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#	
•	1		GRP		THEO		WALTER					
•	2		GRP		ANNA		SCHULZE					
+	3	47	GNN		ТІММІ		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.

Р	assenger	Туре 🤦	NN(CNN) ~	0	L	ast Date/Time	to ticket:				
[STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB
	0	FRA	WAW	LH	1352	к	16JUN20	08:40 PM	нк	KDECLSP3	GRCH25	16JUN2020
	0	WAW	FRA	LH	1349	к	23JUN20	02:40 PM	нк	KDECLSP3	GRCH25	23JUN2020
ARE DETAILS	s		EUR]		_(70.00			COMMISSION AND INFORMATIO Commission		0.00
Equivalent F Taxes	are		EUR			_	91.61			Reason Tour Code	IT TICKET	
Tax Detail: Total	s		EUR	_	_	_	161.61	¥]	Endorsements	DOB 04AUG2014	
Total			JEOK				101.01					,

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"

С	-	e rary ked -												
	•	\checkmark					Class			\rightarrow	Status	Cnx	P	Fare
	۲	V	\odot	Wed 06May20 04:15p - 06:25p	FRA - PMI	LH 1154	к	đ	2h 10m	321	нк		LH	
	•	•	\odot	Wed 13May20 06:20a - 08:40a	PMI - FRA	LH 1485	к	4	2h 20m	32A	нк		LH	
	Pri	ce	Services	Create Fare Bag F	ees Seats	O 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 Sele	ection Opt	ions			
Туре	Flight	Cities	Fare Basis Code	Ticket Desigr (applies to entire	
ADT	LX 180	ZRH - BKK	QTDF SR		
ADT	LX 181	BKK - ZRH	QTDF SR		
Tour Cod					
Туре		Code	Name	Airline	
Contra	ct ID 🗸	246457	v	LX v	Delete
					Add

- Click on "Store Fare" at the bottom of the page.
- The itinerary is displayed again.
- 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

_	rary (ed - /	Air				Class	ŝ		+	Status	Cnx P		Fare	
•		\odot	Sun 11Oct20 11:00a - 01:35p	FRA-JFK	LH 400	L	4	8h 35m	388	нк		LH	1	Fare: 1
•		Θ	Sun 18Oct20 04:05p - 05:45a	JFK-FRA	LH 401	Ľ	4	7h 40m	388	нк		LH	1	Source: LH Ref: WG9TN2 7597.90 (EUR
Prie	e s	Services	Create Fare Bag I	Fees Seats	O Delete								Iss	

• The Stored Fare mask opens.

Example of a Tour Operator fare

FFICE	D	1.011		AGENT	ID	10.00		ORI	GIN DESTINATION		ZRHZRH	VALIDATING CARRI	ER D	X
asseng	er Type	ADT		•	Base	Guaranteed ur Amount Guara Amount Guarant	nteed until 202	3-05-18		e/Time to ti	cket: 2023-07-20	11:59 PM		
STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS		DESIGNATOR	NVB	NVA	BA
0	ZRH	вкк	LX	180	Q	10AUG23	06:40 PM	нк	QTDFSR	0	GR	10AUG2023	10AUG2023 📖	1P(
0	вкк	ZRH	LX	181	Q	20AUG23	01:05 PM	нк	QTDFSR	0	GR	20AUG2023	20AUG2023	1P(
FARE D	ETAILS									COMMIS	SION AND INFOR	MATION		
Base F	are			CHF	-		923.00			Commis	sion	Percent 🗸	0.0	00
Equival	ent Fare				=					Reason		IT TICKET 🗸		
Taxes				CHF	-		506.30			Tour Coo	ie	IT4YY2TO		
Tax D	etails											FARE RESTRICTION MAY	APPLY	
Total				CHF			1429.30			Endorse	ments			
														,
												·		
ARE C	ALCULA	TION LIN	IE											

Example of a Cruise Fare (Extract)

ored Fa	re												
FFICE ID	[ANN0		AGENT	ID	JBloec	her		ORIGIN DESTINATION	FRAFRA	VALIDATING C	RRIER	LH
Passenger Type GRP(ADT) V 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
0	FRA	BCN	LH	1134	Q	16JUN20	02:05 PM	нк	QAXCRU9	GR	16JUN2020	16JUN2020	2PC
	BCN	FRA	LH	1129	Q	23JUN20	04:00 PM	нк	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 <u>Half automated pricing "Price"</u>
- 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 **EUR0.00** 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.

۲	8	GRP	MELANIE	LUSTIG
•	9	GRP	CBBG	LUSTIG

OFFICE ID		1.8.39		AGEN	IT ID	Salat.			ORIGIN DESTINATION	FRAFRA	VALIDATING CARRIER	LH	
Passenge	r Type	GRP(A	DT)	•	B	ase Amount Gu	d until 2022-12- uaranteed until 2 tranteed until 20	022-12-	15 10:58 Last Da	te/Time to ticket: 2022-12-16	10:57 AM		
STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BA
0	FRA	YVR	LH	492	т	20JUN23	01:20 PM	нк	TKWNCF8	CBGR	20JUN2023	20JUN2023	1
0	YVR	FRA	LH	493	Y	27JUN23	04:15 PM	нк	YFFDEW	CBGR	27JUN2023	27JUN2023	1
FARE DET	AILS									COMMISSION AND INFORMATIO	DN		
Base Fa	re			EU	R	[0.00			Commission	Percent 🗸	0.0	0
Equivale	nt Fare					Ì	0.00	1		Reason	IT TICKET 🗸		
Taxes				CH	IF	Ì	376.25			Tour Code	IT9YY298GW		
Tax De	tails			Riccission of Contract of Contract							FARE RESTRICTION MAY AF	PPLY	
Total				CH	F	1	376.25	1		Endorsements			

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"

Base Fare	EUR 44.00]
Equivalent Fare]
Taxes	EUR 105.90	
Tax Details		<u>^</u>
Designator Am	ount Nature Collection Point Airport Currency	Airport Amount Paid (PD
DE	11.31 DE	
RD	31.61 DE	
✓ OY	8.78 DE	
	5.00	
✓ DE	8.94 DE	
RD	26.48 DE	
VOY	8.78 DE	
	5.00	
Taxes Paid	0.00	
Taxes to be Collected	105.90 Delete Row	
Add Row	Delete Row	

Only YQ / YR shall remain in "Tax Details".

FARE DETAILS					
Base Fare		EUR		44.00	
Equivalent Fare					
Taxes		EUR		10.00	
Tax Details					^
Designator Am	iount I	Nature Collectio	n Point Airport (Currency Airpo	rt Amount Paid (PD)
YQ	5.00				
YQ	5.00				
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.

Gr	oup	Name: FLX	NDC TEST (BBG EXST I Group Siz	e: 12	Group Name: FLX NDC TEST CBBG EXST I Group Size: 12												
- ())	🧷 📋 Trav	veler (12 As	signed Travelers)					5 A 2 A									
	#	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)

FICE ID		LX11		AGE	NT ID	SRAL			ORIGIN DESTINATION	ZRHZRH	VALIDATING CARRIER	LX	
issenger	Туре	ADT		~		Last Date/Tir	ne to ticket: 2	022-03-1	7 04:04 PM				
STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	B/
0	ZRH	FRA	LX	1068	w	3MAY22	07:00 AM	нк	WEUFLXPY	EX	03MAY2022	03MAY2022	1F
0	FRA	ZRH	LH	1184	w	24MAY22	07:40 AM	нк	WEUFLXPY	EX	24MAY2022	24MAY2022	16
ARE DETA	AILS									COMMISSION AND INFORMAT	ION		
Base Far	е			CI	IF	[806.00			Commission	Percent 🗸	0.0	00
Equivaler	nt Fare					[Reason	FIRST TICKET 🗸		
Taxes				CI	ΗF		191.30			Tour Code			
Tax Det	ails								~		FARE RESTRICTION MAY AP	PLY	
Desigr	nator A	mount	Na	ture C	ollectio	on Point Airpo	rt Currency Ai	rport Am	ount Paid (PD)	Endorsements			
СН		35.0	00 C	H									
DE		10.2	20 D	E									
OY		13.1	10 D	E									
RA		29.0	00 D	E									
YQ		52.0	00										
YQ		52.0	00										
Taxes Pa	aid	0.0	00										
Taxes to Collecte		191.3	30										
Add	Row					Delete Row							
Total				C	IE		997.30						

• 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				- F	_		
Base Fare		l	EUR		88	.00	
Equivalent Fa	re	[_		
Taxes		[EUR		205	.40	
Tax Details							^
Designato	r Amount	Nature	Collection F	oint Airp	ort Currenc	y Airpo	rt Amount Paid (PD)
□ AT	8.50	AT)				
	11.85	AT]				
ZY	19.05	AT]				
DE	9.85	DE	j				
OY	12.55	DE)				
RA	29.30	DE					
_YQ	44.35]				
∣YQ	12.80						
□ YQ	44.35						
₽YQ	12.80						
Taxes Paid	0.00						

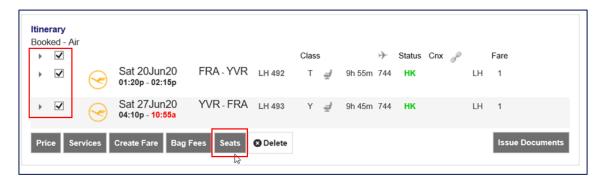
- Click on "Submit" to store the fare.
- Issue the ticket for the passenger where EXST is included.

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:



- 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.





- 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

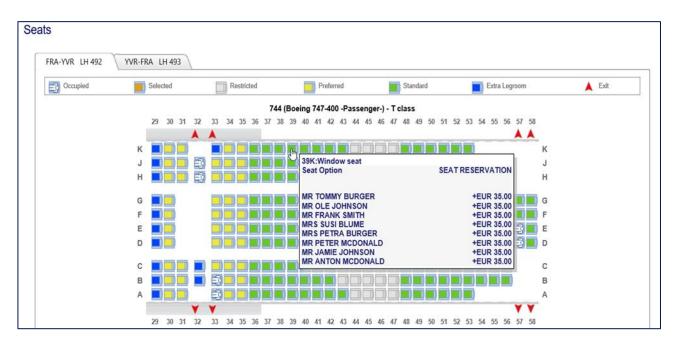
- 2 Yellow seat: Preferred Zone Seat
- 3 Blue seat: Extra Legroom Seat
 - Once all seats are selected for all flights, click on "Submit".
 - To delete an existing seat reservation, click on the bin icon next to the passenger's name.

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.



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

ZRH-JFK LX 16	FK-GVA LX 23 GVA-ZRH L	X 2807			
Occupied	Selected	Preferred	Standard	Extra Legroom	👗 Esit
		333 (Airb	us A330-300) - Economy Class		
	22 23 24 25 2	and the second se	29 30 31 32 33 34 35 36 3	7 38 39 40 41 42 43 44 45	
	K EDEDEDE	к к			
	J 📄 📑 📑			() (() (() (() () () () () (() () () ()	
	G 📕 📑	G G			
	F 🔜	F F		() ((() ((() (() (() (() (() (() (() ((
	ε 🔳 🛄 🛄) E E		ε μα μα μα μα μα μα μα μα μα μα μα μα μα μα μα μα μα	
	D 📕 🛄 🛄				
	в 📑 🗐 📑	B B		() (M) (E() (M) (M) (M) (M) (B	
	A 📃 🔜 🖬		2 2 I I I I I I I I I I I I I I I I I I		
	22 23 24 25 2	1 27 28	29 30 31 32 33 34 35 36 3	7 38 39 40 41 42 43 44 45	
TRAVELER		SEAT	STATUS INFO		SEAT OPT
MR FRANK	KMUELLER	348	Confirmed Aisle seat		+EUR 30
MRS SUSI	MUELLER	34A	Confirmed Window se	at	+EUR 30

6.5.1.3 Mixed itineraries

For itineraries containing flights of different airlines (amongst OS/SN/LH/LX/<mark>EN)</mark>, 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).

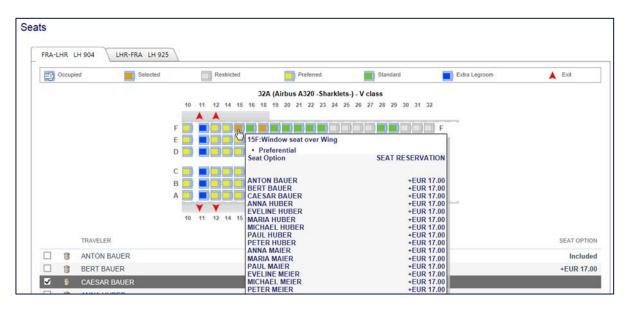
6.5.2 Advance Seat Reservation - chargeable seat

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

Transacti	ons			
👌 No iten	ns to displa	у.		
0 /	Specia	al 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 FLTS 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

Examples of prepared EMD in Special Service Request (SSR)

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".

i <mark>nerar</mark> ooked													
<u>۲</u>	2					Class	8		≁	Status	Cnx 🧬		Fare
• 🗸		4	Thu 10Aug23 06:40p - <mark>10:25a</mark>	ZRH - BKK	LX 180	Q	,đ	10h 45m	77W	нк		LXA	1
▶ 🔽		4	Sun 20Aug23 01:05p - 07:35p	BKK - ZRH	LX 181	Q	,#	11h 30	m77W	НК		LXA	1
Price	Servic	es	Create Fare Auto-	Exchange Bag	j Fees	Seats	O D	elete					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	Documer	nts					
				1 - Travelers 2 - Fare	Groups/Services	3 - Optional Selections	
	t Travelers						
	ADT	MR	FIRST NAME	MIDDLE NAME	EXAMPLE	01JAN2000	TICKETED FARE LX180 ZRH-BKK 10AUG LX181 BKK-ZRH 20AUG
	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.

				1	- Travele	rs 2 ·	Fare (Groups/	Services	3 -	Optional Selections
	re Group(s)										
	II Fare Groups										
RH/ZR	H - ADT 1368.10 (CH	IF) 🕚	Unchec	k Flight i							-
					Clas	SS	\rightarrow	Status	Cnx P		Fare
A	Thu 10Aug23 06:40p - 10:25a	S ZRF	I-BKK	LX 180) Q	10h 45m	77W	НК		LXA	1
R JAC	K EXAMPLE (ADT)										
_	ervice Description	Status	Price ((CHF)	Туре	Nur	nber		Cpn		
	FANDARD EAT 40K	HD	4	40.00							
RS JA	CQUELINE EXAMPLE	(ADT)									
Se	ervice Description	Status	Price	(CHE)	Туре	Mur	nber		Cpn		
				(0111)	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	NUL	noci		Oph		
-	FANDARD SEAT 40J	HD		40.00	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Nul			Орп		
-	Sun 20Aug23 01:05p - 07:35p			40.00				НК		LXA	1
ST	Sun 20Aug23		4	40.00				НК	Cpri	LXA	1
	Sun 20Aug23 01:05p - 07:35p		-ZRH	40.00		11h 30		НК	Cpn	LXA	1
R JAC	Sun 20Aug23 01:05p - 07:35p CK EXAMPLE (ADT)	BKK	4 C - ZRH Price (40.00 LX 181	I Q	11h 30)m77W	НК		LXA	1
R JAC Se St SE	Sun 20Aug23 01:05p - 07:35p CK EXAMPLE (ADT) ervice Description	BKK Status	4 C - ZRH Price (40.00 LX 181 (CHF)	I Q	11h 30)m77W	НК		LXA	1
R JAC Se St St St St St St St St St St St St St	Sun 20Aug23 01:05p - 07:35p CK EXAMPLE (ADT) ervice Description TANDARD EAT 40B	BKK Status	4 C - ZRH Price (40.00 LX 181 (CHF) 40.00	I Q	11h 30)m77W	нк		LXA	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 Service Endorsements - Show			
		Seck Issue Docu	ments

• 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	
Add Address	Expires Security Approval First Name Last Name
	Associate Items by dragging - 160.00
STANDARD SEAT 40K 40.00 (CHF) JACK EXAMPLE	STANDARD SEAT 40J STANDARD SEAT 40B 40.00 (CHF) JACQUELINE EXAMPLE STANDARD SEAT 40B STANDARD SEAT 40A 40.00 (CHF) JACQUELINE EXAMPLE STANDARD SEAT 40A
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	
	Associate Items by dragging - 160.00
STANDARD SEAT 40K 40.00 (CHF) JACK EXAMPLE	STANDARD SEAT 40J STANDARD SEAT 40B 40.00 (CHF) 40.00 (CHF) JACQUELINE EXAMPLE STANDARD SEAT 40B
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
7 <u>241817753414</u>	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
<u>7241817753415</u>	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													
🗐 Pri	Print Status: Issued												
EMD-	A Image D	etails fo	r Document										
Issue	d For:				MR JACK E	XAMPLE (A	ADT)						
Docur	ment Num	ber/Type	e:		724181775	3414 / Typ	e-A	Issued in Reference	e to Tick	et/Document:			
Issue	d By (Ager	cy/Agen	it):		81496962/	10 A 1		Validating Carrier:				LX - Swiss	5
Issue	d on/in:				23MAY23/Z	RH		Confirmation Refer	rence(s):			PSUOEX	/F1
Reas	on for Issu	ance:			A - AIR TRAI	NSPORTA	TION					PXC37E /	LXA
Endor	rsements:				CH, W/9, Cł	H		Remarks:					
Tour C	Code:							INT:				1	
Cpn	Status	CMI	Flight #	Date	Depart	Arrival	Service	Code	Ticket	Cpn Reference	Base	Taxes	Cpn Value
1	0		LX 180	10Aug	ZRH	BKK	STANDARD SEAT 40K	0B5	72457	44786605 CPN 1 (A)	40.00	0.00	CHF 40.00
2	0		LX 181	20Aug	BKK	ZRH	STANDARD SEAT 40B	0B5	72457	44786605 CPN 2 (A)	40.00	0.00	CHF 40.00
Charg	jes												
Base	Value of a	I Service	es:				CHF	8	0.00				
Total (Charges:						CHF	8	0.00	CASH	FCI:	0	
							Void Refu	Ind 💌 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.

APIS	10	
CLID	0	Transactions
SSR	6	No items to display.
J	1	💿 🥥 📋 Special Service Requests(SSR)
0	1	AR STATUS REQUEST

- Select the applicable SSR code from the drop-down menu.
- Add additional text where required (e.g., for <u>Special Baggage</u>)
- Select the travelers and the segments for which the service shall be requested.

ial Service	e Requests	
💼 Speci	al Service Request	
SSR Code	Text	Travelers
CTCR	•	Tavelets
AOXY	AIRLINE SUPPLIED OXYGEN	All
AVIH	ANIMAL IN HOLD, SPECIFY NUMBER, TYPE AND PEDIGREE, AND	Segments
	CONTAINER WEIGHT AND DIMENSIONS	All
AVML	VEGETAR AN HINDU MEAL	241

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	SSR Code	Text format and keyword examples
	baggage		
OS / SN /	Excess /	BULK	TTL32KG1PC100X40X50CM
LH	Oversize Bag		
OS/SN/	Sports	SPEQ	WINTER TTL23KG1PCDIM180CM
LH	Equipment		GOLF TTL23KG1PCDIM120X50X70CM
			SCUBA TTL23KG1PCDIM50X60X90CM
OS / SN	Bike	BIKE	TTL23KG1PCDIM120X90X30CM
/LH			
LX/ <mark>EN</mark>	For all kind of spe	ecial baggage, p	blease 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				
Туре	Telephone Number	Language	Operational Contact	Travelers
MOBILE	▼ 41799998877	•		All

💼 Email			
Email	Language	Operational Contact	Travelers
TEST@SWISS.COM		, ⊻	All

When trying to insert SSR Code CTCM or CTCE as Special Service Request (SSR), the system returns an error message.

Telephon	l is a restricted SSR Code. Please use e/Operational Contact. a restricted SSR Code. Please use Telephone/Operational Contact.
Special	Service Requests
	SSR Code Text
	CTCM TEST@TEST.COM

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
CTCR V	AII
CTCR PASSENGER IROP CONTACT INFORMATION REFUSED	Segments
"	All
•	

When trying to insert SSR Code CTCM (Mobile) or CTCE (Email) as Special Service Request, the system returns an error message.

Telephon	l is a restricted SS e/Operational Co a restricted SSR C	ntact.	e. Please use lease use Telephone/Operational Contact.
Specia	Service Red	ques	ts
	SSR Code		equest Text
	СТСМ	•	TEST@TEST.COM

6.8 Split

Important: Any split of a PNR must be performed by travel agency in SPRK to avoid a nonsynchronization between SPRK and the airline system.

• Select the passenger(s) you want to split from the main booking and click on the split icon.

C			raveler	(4 Assigned Trave	lers)						К X К X
	#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#	
Þ	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.





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 Nan Alerts	e: FLX	TENNIS CAMP	Group Size	e: 1	
REASO	N	CREATION DATE	SOURCE	DESCRIPTION	
□ Name	Change	28AUG18 15:12	LH	Previous Name New Name	BAUER ANTON MUSTERMANN MAX MR

• Verify if the name is synchronized by displaying the name in "Airline Recorded Names"

1	GRP	MR	FIRST NAME MAX	MIDDLE NAME	LAST NAME MUSTERMAN N	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#	
requent Airlir	Flyer Info		dle/Title	nes	Last Name					

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 "<u>How to void a ticket</u>" "<u>How to refund a ticket</u>" 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 "<u>Ticketing</u>".
- The new ticket is shown in the list of tickets with status "TICKETED".

	Na	meCł	nange	28/	AUG1	18 15:12	LH	Previous Name			N N MAX MF	ł					
Ac		wledg		veler	· (1 A	ssigned	Traveler)										
,	#	4	TYPE GRP	MF	R	FIRST NA	ME MI	DDLE NAME	LAST NAME MUSTERM N	AN	DATE OF	BIRTH	REMARK	NAME R	EFERENCE	FF#	
		ary ed - A	ir	3		e 18Jun 00a - 10:44		A-LHR LF	Cla I 904 V		1h 40m		atus Cnx IK	୍ମ P	Fare 1		
	• Price	• S	Gervice)	08:3	ed 19Jur 30a - 11:0 te Fare		R-FRA LH			1h 35m Velete	32A F	łK	LH	1 Issue De	ocumen	nts
Tran		tions	s ckets				\$										
	FEREI	NCE 109 <mark>71</mark>	90	1	ŵ	SOURCE	STATUS VOIDED	TRANSAC	TION DATE 8 16:27		VELERS	EPANCY		LH9	MENTS 04 FRA-LHI 25 LHR-FR		
220	5341	10971	<u>92</u>		-	LH	TICKETED	28AUG1	8 17:18	MA	X MR MUS	TERMAN	NN (GRP)		04 FRA-LHI 25 LHR-FR		

6.9.2.1 How to void a ticket

• Click on the ticket number of the passenger and select "Void" followed by "Submit".

Void	Refund	Exchange/Reissue	Close	
Void	UEST (VAR)			
Ticket Number:	220574975569	94		
Ticket Issue Date:	23MAY22			
Name:		N/ERIKA(ADT)		
PNR:	3M2T6U	and an all and a set		
	06402024			

The status in the list of tickets will change to "VOIDED" and "NAME DISCREPANCY" is shown in "TRAVELERS".

Submit Cancel

Transactions						
🖂 📑 Tickets						
REFERENCE		SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
<u>2205341097190</u>	Ŵ	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".

Void Refund Exchange/Reissue Close

• Verify if the full amount of the originally issued ticket is shown in "Total Refund" and click on "Submit".

Ticket Inform	ation										
	Traveler			Ticket #	Curren	cy D)ate	PNR	IATA	Tour C	ode
ANT	ON BAUER	(GRP)	220	05341097190	EUR	28/	Aug18	P19LGX	23246031	IT8YY29	N52
Coupons											
TKT	CP	AL	FLT	CL	DATE	BRD	OF	F	FARE BASIS	ST	Used
190	1	LH	904	V	18JUN	FRA	LHI	۹.	VDECLSP1GR	0	N
190	2	LH	925	V	19JUN	LHR	FR	4	VDECLSP1GR	0	N
Calculation o	f Refund					Com	mission	3			
Base Fare					244.	-	Commission				0.0
Base Fare Use	ed				- 0.	Waiy	er Code				
Base Fare Ref	fund				244		r waiver co	de here if app	licable		
Tax Original Tax Used 🔛					128	00	etary Sett	lement			
Tax Refund Ticket Refund					128			C	harged To		Refunded To
Penalty					- 0.	- market and a second sec		CASH	372.67	CASH	372.67
Total Refund					372	.67	Total	Amount	9316.75	Refund/Credit	372.67

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.

	erary oked -	Air											
Þ						Class			\rightarrow	Status	Cnx P		Fare
,		C	Tue 18Jun19 10:00a - 10:40a	FRA-LHR	LH 904	V	4	1h 40m	32A	нк		LH	1
•	V	C	Wed 19Jun19 08:30a - 11:05a	LHR - FRA	LH 925	V	4	1h 35m	32A	НК		LH	1
Р	rice	Services	Create Fare Bag	Fees Seats	O Delete								Issue Documents

• Click on "Issue Documents".

• Select the passenger(s) for whom you want to issue the ticket(s)

Issue [ocument	ts					
				1 - Travelers 2 - Fare G	iroups/Services 3 - Optic	onal Selections	
Select	Fravelers	1	((in more set		1
V	GRP	TITLE	FIRST NAME ANTON	MIDDLE NAME	BAUER	DATE OF BIRTH	TICKETED FARE

• Choose the flight segments.

Issue Documents	
1 - Travelers 2 - Fare Groups/Services 3 - Optional Selections	
Select Fare Group(s)	
□ PRAFRA - GRP 372.67 (EUR) Class → Status Cnx P Fare Tue 18Jun 19 FRA - LHR LH 904 V 10 40m 32A HK LH 1	
Tue 18Jun 19 FRA-LHR LH 904 V 1h 40m 32A HK LH 1 10:00a - 10:40a	
Wed 19Jun 19 LHR - FRA LH 925 V 1h 35m 32A HK LH 1 08:30a - 11:05a	

• 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	
Add Address Split Payment	Expires Security Approval First Name Last Name
	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 ✓		
FRA/FRA GRP 372.67 (EUR) ANTON BAUER	Associate Items by dragging - 372.67	
Add Credit Card Add Other		
	Back Issue Documents	

Issued tickets are shown in "Tickets".

Transactions						
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 2Price".

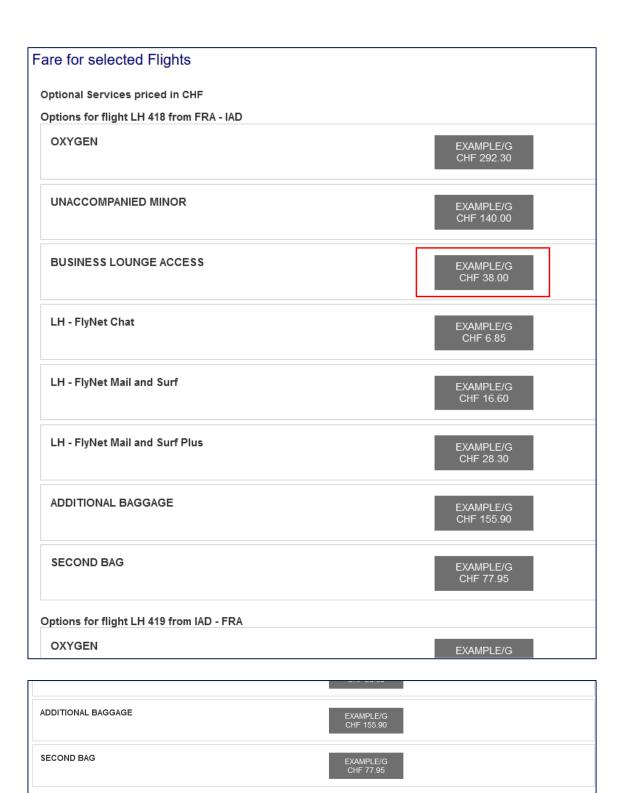
	erary ked - Air	-								
►	✓					Class	*	Status	Cnx 🥜	Fare
×	✓	T	Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	₩₫	9h 00m 74H	нк		LH
×		T	Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	w 🚽	7h 35m 74H	нк		LH
Pri	ce Se	rvices	Create Fare Bag I	ees Seats	🙁 Delete					

• Amend pricing options where necessary and click on "Continue".

Fare for selected Fligh	ts			
	Pricing Options			
	 Published Fares Contract Fares Both Current Classes 	est Available O+ Fare	Check/Uncheck All Advance purchase Allow Penalties Allow Min Stay Allow Max Stay	
	Validating Carrier Default v Travelers Fare Selection Options			
	Tour Codes Qualifiers			
	Tax Exempt Options			
	Services Filter			
		Continue	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".



Selected chargeable and included services are displayed in "Fare for selected Flights".

🛛 Cancel

Continue

• Click on "Store Fare".

tal Airfare per Passenger - (Validated on LH)		CHF	839
and Total CHF - (ADT x 1)			839
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			3.00
Basic Airfare per traveler (see above)			9.85
Grand Total per traveler			7.85

Booked services to which an Electronic Miscellaneous Document (EMD) must be issued are shown in "Special Service Request (SSR)".

IRLINE	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
•	S	Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	₩₫	9h 00m 74H	нк		LH	1
► <mark>۲</mark>	T	Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	₩ ⊉	7h 35m 74H	нк		LH	1
Price Ser	vices	Create Fare Bag	g Fees Seats	B Dele	ete					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 • 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 • 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 • Prepaid Baggage	EXAMPLE/G CHF 75.00
SECOND BAG • 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)".

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	НК	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.

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	нк	FBLG BUSINESS LOUNGEACCESS	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV
LH	нк	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".

Þ	\checkmark]				Class	<i></i>	Status Cnx 🥜		Fare
Þ	✓	T	Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	W 🚽	9h 00m 74H	нк	LH	1
Þ		<	Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	₩₫	7h 35m 74H	нк	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	Document	s					
				1 - Travelers 2 - Fare Gro	oups/Services 3 - Option	al Selections	
Soloo	t Travelers						
	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	TICKETED FARE
	ADT	MR	GROUP		EXAMPLE	01JAN2000	
	I				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 FRA - IAD LH 418 W 9h 00m 74H HK 12:55p - 04:55p	LH 1
MR GROUP EXAMPLE (ADT)	
Service Description Status Price (CHF) Type Number Cpn	
BUSINESS LOUNGE HD 38.00 ACCESS	
Wed 08Nov23 IAD - FRA LH 419 W 7h 35m 74H HK 06:05p - 07:40a MR GROUP EXAMPLE (ADT)	LH 1
Service Description Status Price (CHF) Type Number Cpn	
WELCOME LOUNGE HD 47.75 ACCESS	
S 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			
		Seck Issue Docu	ments

• To change the Form of Payment, click on the arrow.

Issue Documents		
	1 - Travelers 2 - F	are Groups/Services 3 - Optional Selections
Forms of Payment - Hide		
Company Number American Expres Add Address	Expires Security Approval	First Name Last Name
	Assoc	iate 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)		
	0	Back Issue Documents

• Associated items (ticket and chargeable services) to the form of payment are shown. Click on Issue Documents.

ssue 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".

Services											
REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS	VOUCH
<u>2201817753303</u>	LH	EMD-A	22MAY23 11:10	1	BUSINESS LOUNGE ACCESS	ISSUED	CHF	38.00	MR GROUP EXAMPLE (ADT)	LH418 FRA- IAD 01NOV	Ē
<u>2201817753304</u>	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" / "OPC" (O piece).

• Select the flights where the first bag shall be added and click on "Services".

	e rary ked - Ai	ir								
•		11				Class	<i></i> →	Status Cr	IX P	Fare
•		Ś	Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	₩₫	9h 00m 74H	нк	LH	1
Þ		T	Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	₩ <i>₫</i>	7h 35m 74H	нк	LH	1
Pri	ce S	Services	Create Fare Au	to-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".

	Add Service		
IST BAG UPTO50LB23KG 62LI158CM	SOMMER/T	FEUERSTEIN/M	SOMMER/L
	EUR 25.00	EUR 25.00	EUR 25.00
	WINTER/E	LUSTIG/A	LUSTIG/K
	EUR 25.00	EUR 25.00	EUR 25.00
	WASSER/I	WASSER/J	WINTER/E
	EUR 25.00	EUR 25.00	EUR 25.00
	FEUERSTEIN/R EUR 25.00		

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 "<u>Issuance of Electronic Miscellaneous Document (EMD-A)</u>"

6.12.5 Fixed price upgrade

6.12.5.1General 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 of 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".

	e rary ked - Air												
•						Class			≁	Status	Cnx 🥜		Fare
•		T	Wed 01Nov23 12:55p - 04:55p	FRA - IAD	LH 418	W	4	9h 00m	74H	HK		LH	1
+		T	Wed 08Nov23 06:05p - 07:40a	IAD - FRA	LH 419	W	4	7h 35m	74H	HK		LH	1
Pri	ce Ser	vices	Create Fare Auto-	Exchange Ba	ig Fees	Seats	🙁 De	elete					Issue Documents

• 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 • 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> CHF 150.00
CASH UPGRADE • 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> CHF 2080.00

• To change the Form of Payment, click on the arrow.

American Expres	Number	Expires Security Approval	First Name	Last Name	k
CASH UPGRADE 150.00 (CHF) GROUP EXAMPLE	ì	Associate Items by	dragging - 150.	00	
Add Credit Card	Add Other ents - Show				
		Continue	Cancel		

• Select the Form of Payment (FOP) and click on "Continue".

Other	
	Associate Items by dragging - 150.00
CASH UPGRADE 150.00 (CHF) GROUP EXAMPLE	
Add Credit Card Add Other	
Service Endorsements - Show	
	Continue

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.

ltinerary Booked - Air													
	Class 🔶 Status Cnx 🧬							Fare					
• • 6	▶ □												
• • 6	-)		1 08Nc 5p - <mark>07:4</mark>		RA	LH 419 N 🚽	7h 35n	n 74H HK			LH 1		
Price Service	es C	reate	e Fare	Auto-Exchange	Bag	Fees Seats 🗴	Delete				Issue	Documents	
ransactions													
🛛 📄 🖒 Ticket	ts												
REFERENCE			SOURC	E STATUS	TRA	NSACTION DATE	TRAVELERS				SEGMENTS		
2205744786028			LH	VOIDED	22M	AY23 10:37	GROUP MR EXAMPLE (ADT)				LH418 FRA- LH419 IAD-F		
2205744786067			LH	VOIDED	22M	AY23 11:16	GROUP	IR EXAMPLE	(ADT)			LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV	
2205744786100			LH	TICKETED	22M	AY23 11:18	GROUP N	IR EXAMPLE	(ADT)		LH418 FRA-IAD 01NOV LH419 IAD-FRA 08NOV		
ervices													
REFERENCE	SOURCE	TY	'PE 1	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRA	/ELERS	SEGMENTS	
2201817753303 L	LH	EMD-A		22MAY23 11:16	1	BUSINESS LOUNGE ACCESS	VOIDED	CHF	38.00		GROUP MPLE (ADT)	LH418 FRA- IAD 01NOV	
2201817753304 L	LH	EN	ID-A 2	22MAY23 11:16	1	WELCOME LOUNGE ACCESS	VOIDED	CHF	47.75 MR EXA		GROUP MPLE (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.

ON QUEUES	2
Record Locator	2
Q → Advanced Search	2
Office Queues	

• Click the folder icon of queue 7 to open it.

F1		Office ID LX11 Refresh							
Source F1 - Farelogix Active Only Filter by agent									
	inci by ugent								
	NAME	OOLINT							
~			-						
	GENERAL	20073		+					
15	CONFIRMATION	9333	-	+					
1	CONFIRMATIONFROMWAITLIST	76		+					
1	NON-AIR SEGMENT NOTIFICATION	1124	-	+					
1	SCHEDULECHANGE	1128		+					
1	TICKETING TIME LIMIT (TTL) ADVISORY	8552		+					
1	DUPLICATE PNR	751		+					
1	EXPIRED TIME LIMIT AND SSR CANCELLATION	1032		+					
1	NEW MARRIED CONDITION	2		+					
1	INVOICING	11		+					
	14 14 14 14 14 14	 CONFIRMATION FROM WAITLIST CONFIRMATION FROM WAITLIST NON-AIR SEGMENT NOTIFICATION SCHEDULECHANGE TICKETING TIME LIMIT (TTL) ADVISORY DUPLICATE PNR EXPIRED TIME LIMIT AND SSR CANCELLATION NEW MARRIED CONDITION 	Image: stateContributionGENERAL20073CONFIRMATION9333CONFIRMATIONFROMWAITLIST76NON-AIR SEGMENT NOTIFICATION1124SCHEDULECHANGE1128TICKETING TIME LIMIT (TTL) ADVISORY8552DUPLICATE PNR751EXPIRED TIME LIMIT AND SSR CANCELLATION1032NEW MARRIED CONDITION2	Image: Sector of the sector					

• Select the record locator to view the booking.

LX11: Que	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.

Record Locator: Group Name: FLX			oun Size:	11						×
Alerts			oup 512e.							
REASON	CREATION DATE	SOURCE	DESCRIPTIO	ЛИ						
ScheduleChang	e 310CT19 16:29	а	flight	Status:UN	LH 401	JFK FR	A 2020- 06-25	16:10	2020- 06-26	06:05
			data							
		b	New flight data	Status:TK	LH 401	JFK FR	A 2020- 06-25	16:05	2020- 06-26	05:45
ScheduleChang	e 310CT19 16:30	 a	Previous flight data	Status:UN	LH 400	FRA JF	K 2020- 06-04	11:00	2020- 06-04	13:40
			uata							13:35

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".

REASON	CREATION DATE	SOURCE	DESCRIPTION
SSR change	01JAN23 13:06	LH	New OTHS Code: MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON- SSR SSR CONSENT FOR LH
ScheduleChange	01JAN23 13:06	LH	Previous Status:UN LH 8802 EWR FRA 2023-05-21 21:45 2023-05-22 11:45 flight data New Status:TK LH 8802 EWR FRA 2023-05-21 21:50 2023-05-22 11:45 flight data
SSR change	01JAN23 13:06	LH	New OTHS Code: PLS ADV TKT NBR BY 04JAN23/1305Z OR LH OPTG/MKTG FLTS WILL BE SSR CANX / APPLIC FARE RULE APPLIES IF IT DEMANDS
SSR change	04JAN23 13:06	LH	New OTHS Code: UNTICKETED LH PAX/SEGS CANX DUE TO TTL EXPIRED //04JAN231305 SSR
Cancellation	04JAN23 13:05	LH	Previous Status:HX LH 7603 FRA EWR 2023-05-11 11:20 2023-05-11 13:50 flight data Previous Status:HX LH 8802 EWR FRA 2023-05-21 21:50 2023-05-22 11:45 flight data

• 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.

ALL		
ALERTS	5	Queue 7 (1 of 1128) 🔿 🗂 î
TRAVELER	4	
TELEPHONE	5	Record Locator: PODXOW

• To remove the PNR from the queue, click on the trash icon next to "Queue 7". **Important**: Do <u>not</u> click on the trash icon next to "Record Locator", as this would cancel the itinerary!

ALL		
ALERTS	5	Queue 7 (1 of 1128) 🖸 🖸 🧵
TRAVELER	4	Use the correct icon!
TELEPHONE	5	Record Locator: PODXOW

7 GLOSSARY

Abbreviation	Description
ASR	Advance Seat Reservation
OS	Austrian Airlines
BSP	Billing and Settlement Plan
BaG	Book-a-Group
СС	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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