Travel Agency User Manual BookaGroup

&

NDC for Groups Manual

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

Travel Agency User Manual BookaGroup

v.10 November 2024

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Date	Version	Change	Chapter	Topic
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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1 Introduction

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

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

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

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

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

2 System Requirements

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

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

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

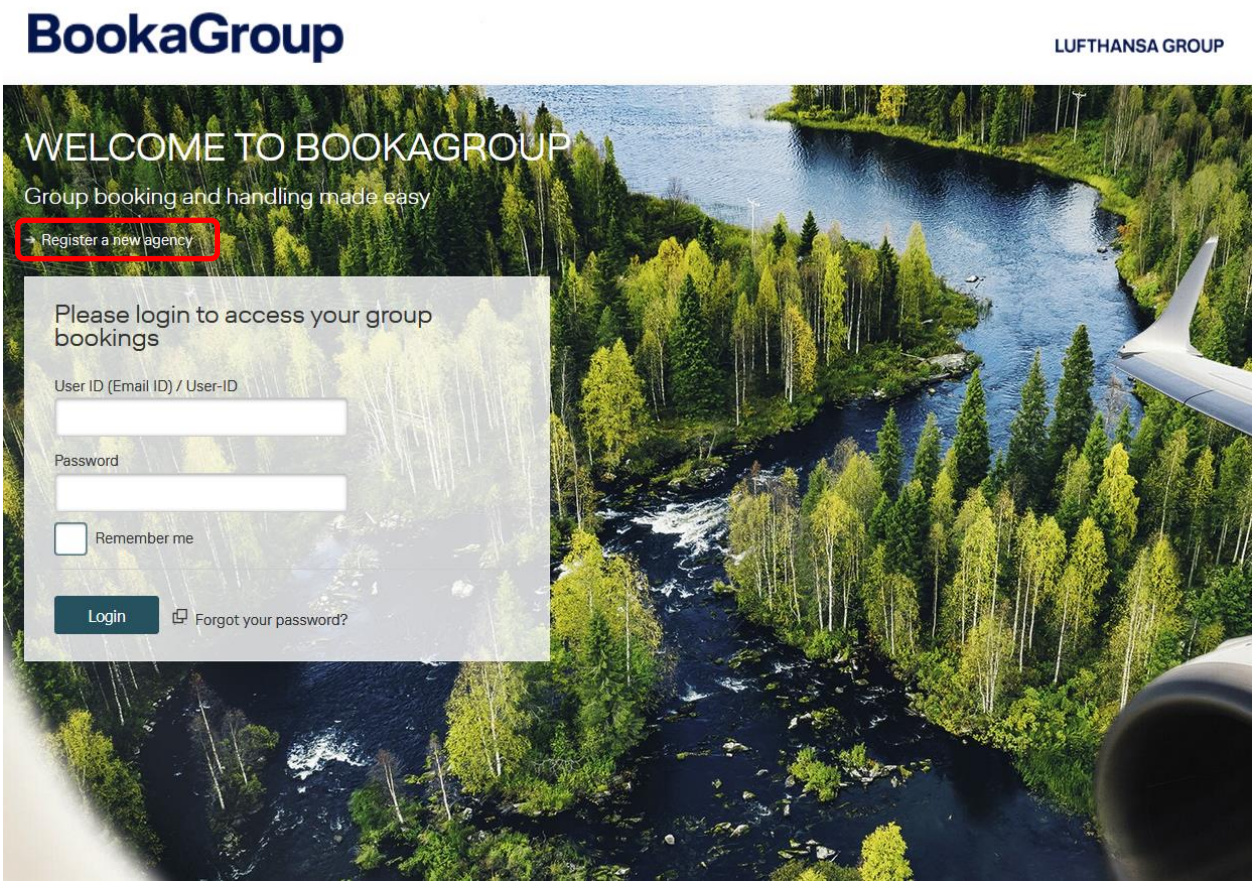
1920x1080
1366x768
1024x768

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

3 Registration process for contracted and future IATA agencies

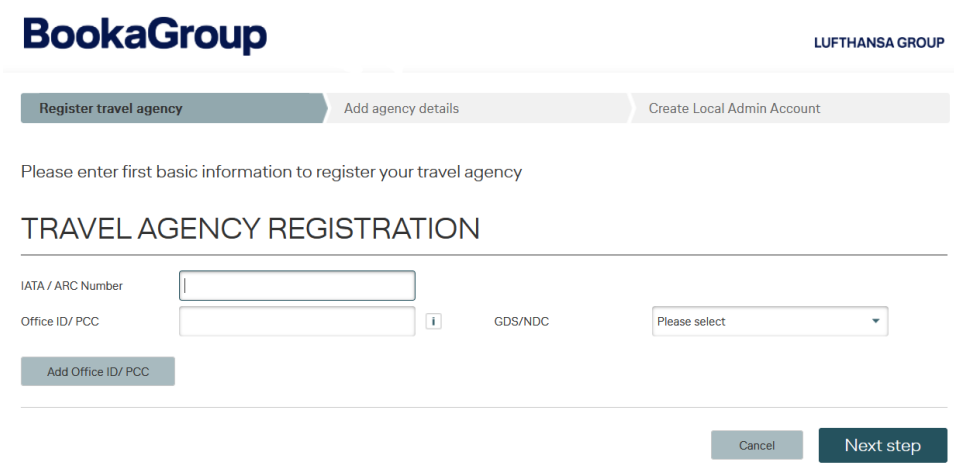
3.1 New travel agency registration process

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

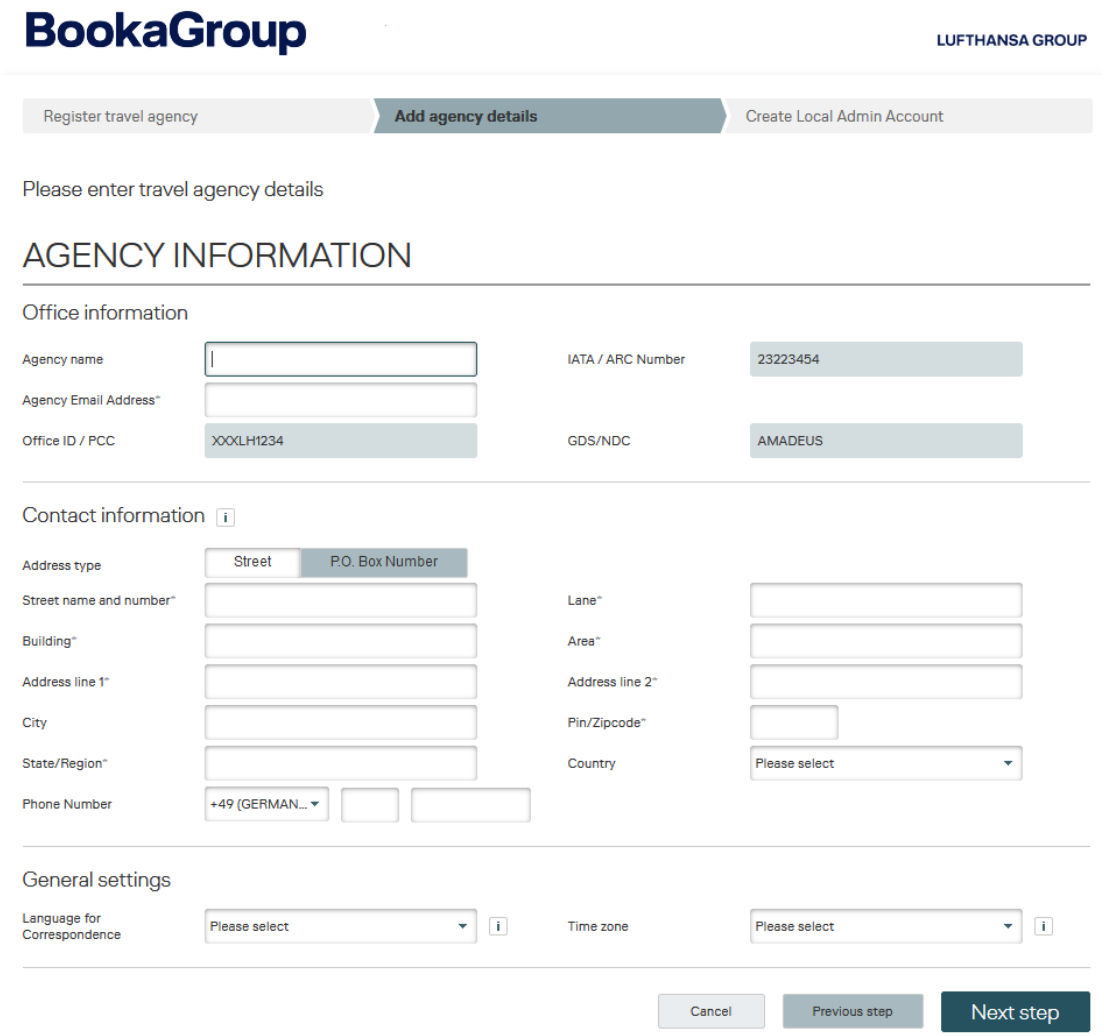


Proceed with entering all relevant information via the next steps:

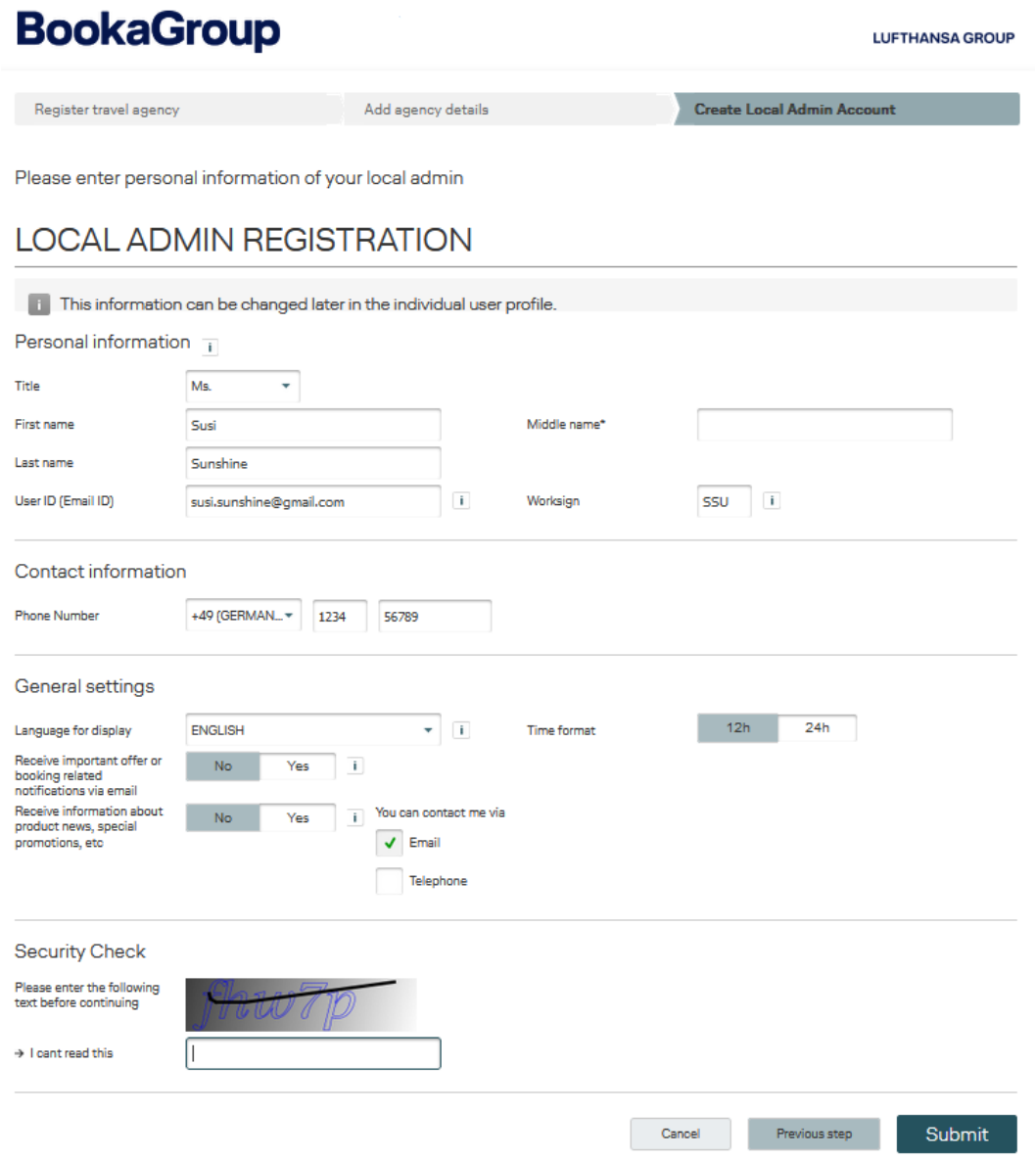
Step 1:


BookaGroup
LUFTHANSA GROUP
Register travel agency
Add agency details
Create Local Admin Account
Please enter first basic information to register your travel agency
TRAVEL AGENCY REGISTRATION
IATA / ARC Number
Office ID/ PCC
GDS/NDC
Please select
Add Office ID/ PCC
Cancel
Next step

Step 2:


BookaGroup
LUFTHANSA GROUP
Register travel agency
Add agency details
Create Local Admin Account
Please enter travel agency details
AGENCY INFORMATION
Office information
Agency name
IATA / ARC Number
23223454
Agency Email Address*
Office ID / PCC
XXXLH1234
GDS/NDC
AMADEUS
Contact information
Address type
Street
P.O. Box Number
Street name and number*
Lane*
Building*
Area*
Address line 1*
Address line 2*
City
Pin/Zipcode*
State/Region*
Country
Please select
Phone Number
+49 (GERMAN...
General settings
Language for Correspondence
Please select
Time zone
Please select
Cancel
Previous step
Next step

Step 3:



"Admin user" or "regular user"?

The tool allows two different roles: "admin user" and "regular user".
The regular user can use the full functionality of BookaGroup except functions related to user and tool administration.
Apart from the regular user rights, the admin user additionally has following rights and liabilities for his/ her related office and can:

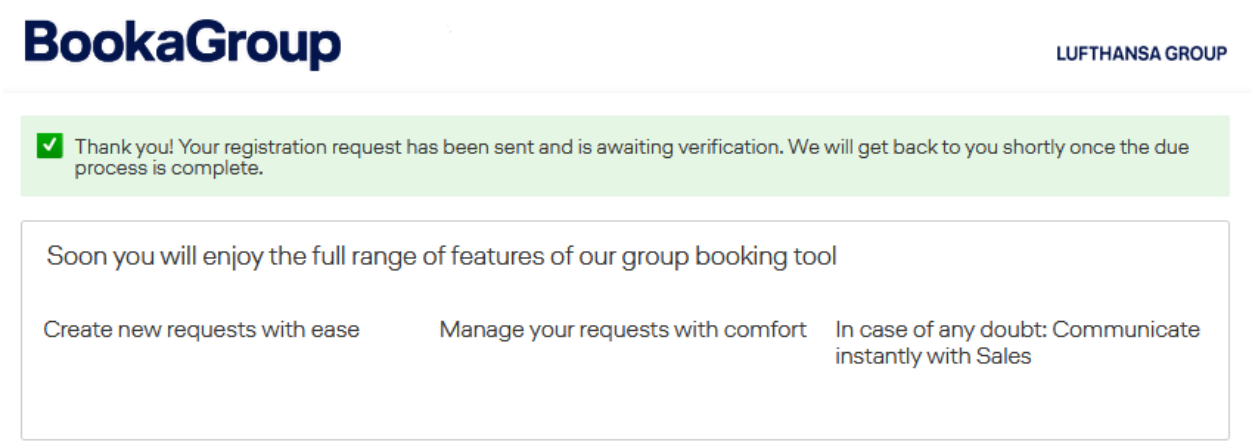
a. Accept the terms and conditions for the travel agency
b. Create/ delete/ block users in his office
c. Grant the role "admin user" or "regular user"
d. Access all IATAs/ Office IDs & PCCs
e. Initiate changes of IATAs/ Office ID & PCCs with LHG Group Service Team (chapter 3.3)
f. Grant user access to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

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

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

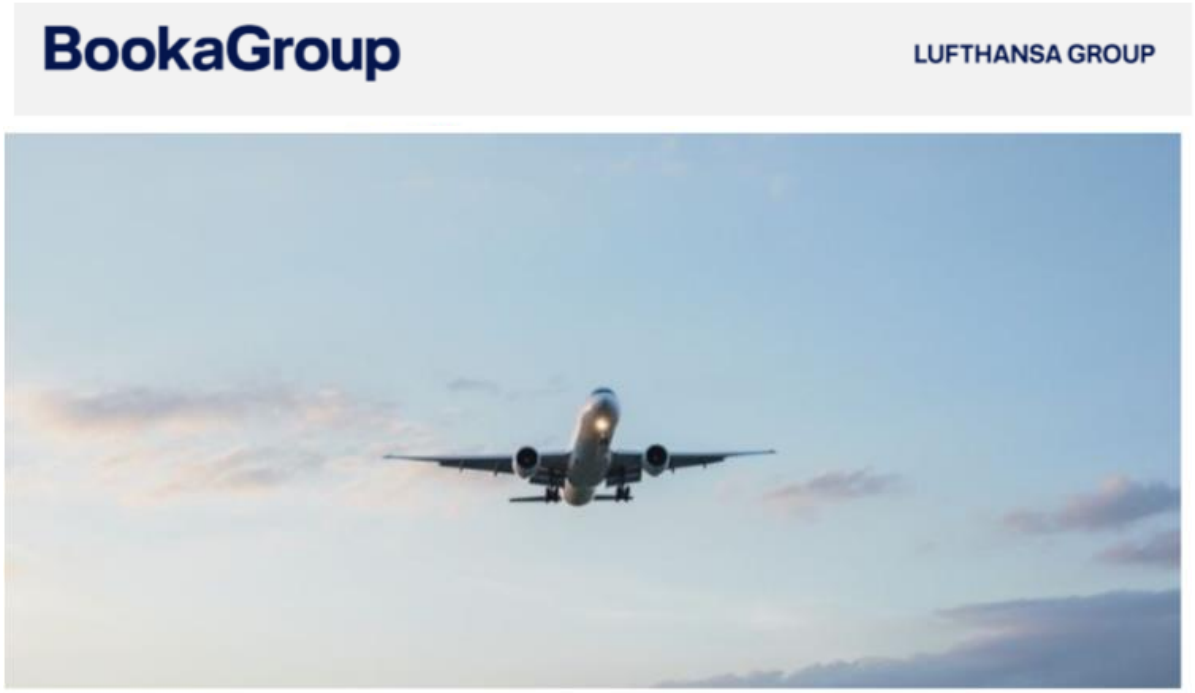
- Finally the agency user needs to select the preferred language and time format.
- When activating the “Email notification” the user will receive important notifications beside the information given in the tool. This might be useful when not working every day in BookaGroup.
- Finally enter the security/captcha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

Step 4:



Step 5:

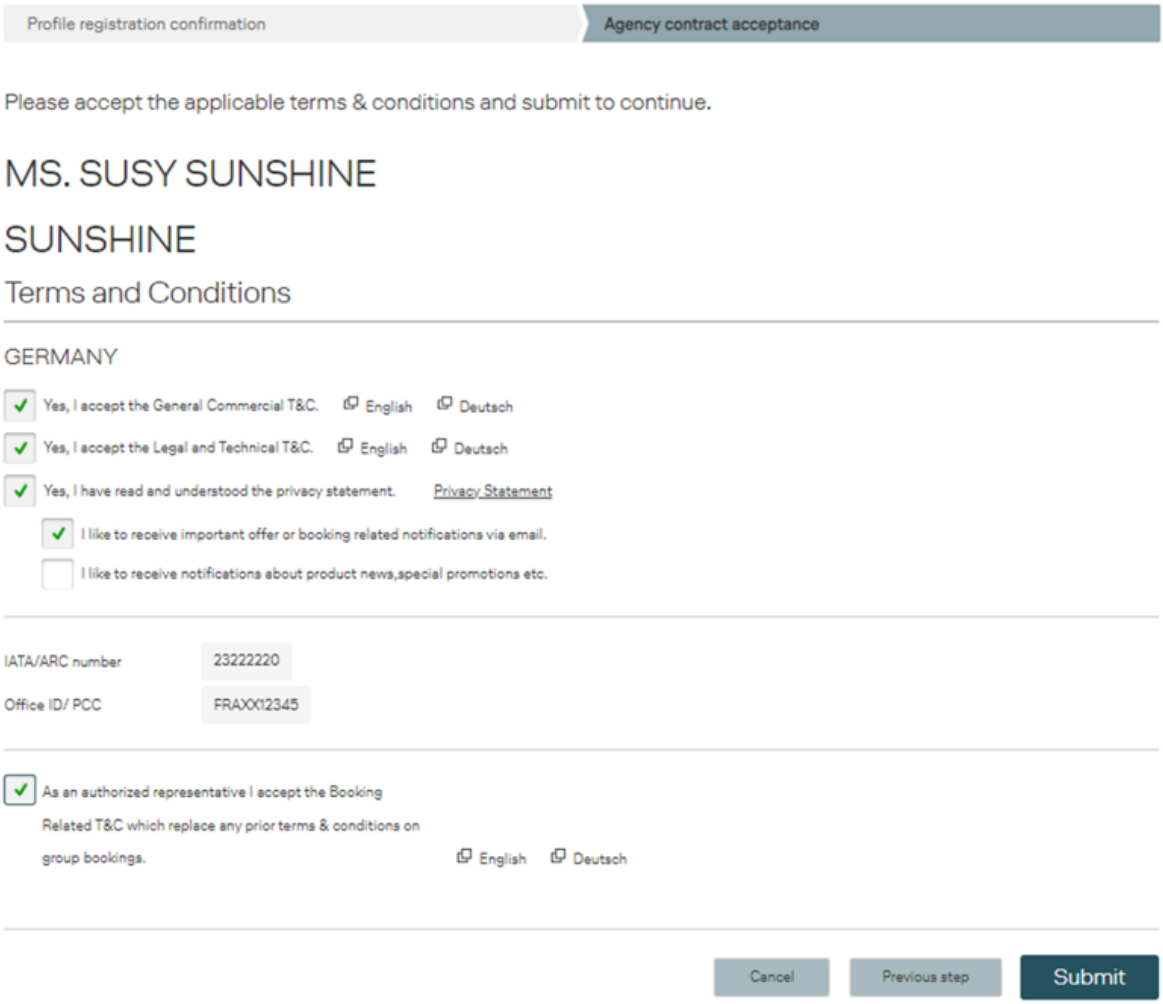
Once the registration request is confirmed by the LHG Groups Service Team, you will receive a registration link via email. Please follow this link to complete your password settings.


BookaGroup
LUFTHANSA GROUP
You are just one click away from BookaGroup
Profile registration confirmation
Agency contract acceptance
Your agency registration request has been accepted. Please complete the missing data.
MS. INKEN MAY
Contact information
IATA 22345676
IATA 23232322
Password settings
Please memorize your User ID inken.may lh.de for later login in. You can change your user ID in your profile settings.
Enter new password
Password security low.
Confirm new password
Cancel
Next step

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

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

Step 6:



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

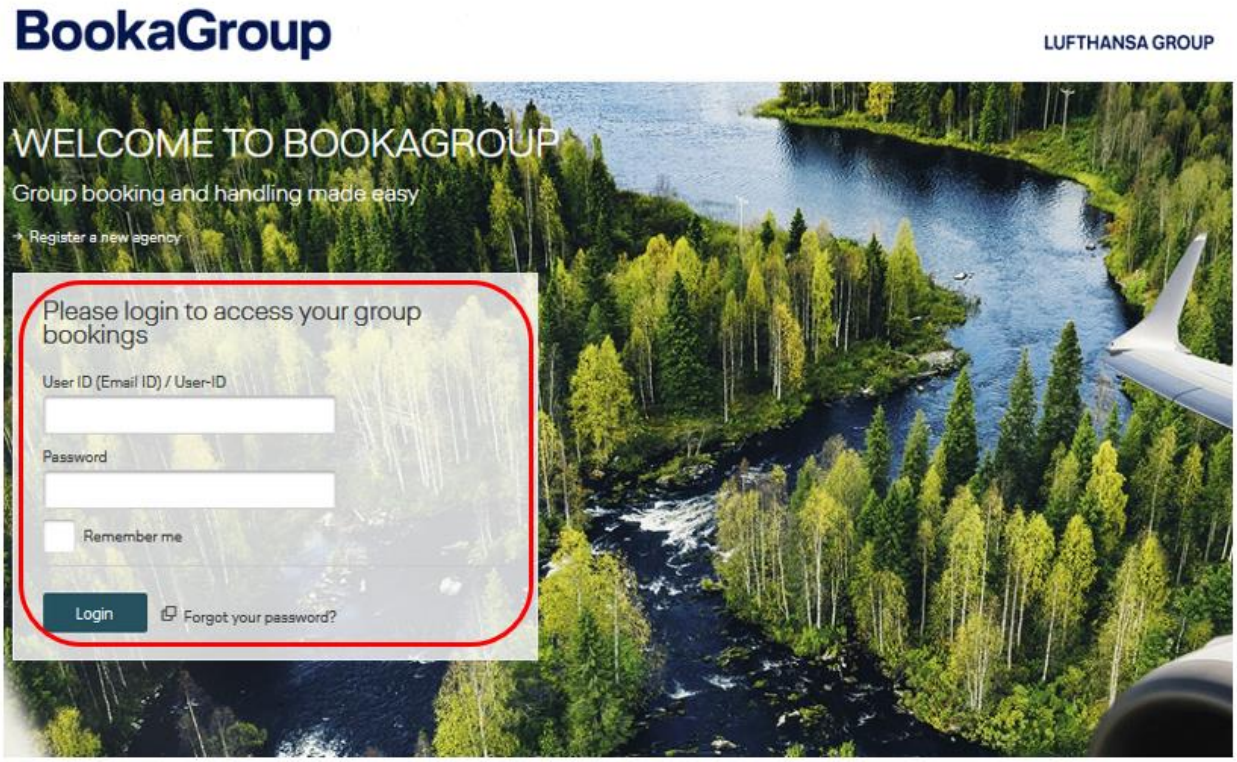
In the registration email to the travel agency it is pointed out that the admin user should have the authority to accept the contracts, terms and conditions on behalf of the travel agency!

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

3.2 Update Profile of a Travel Agency User

3.2.1 Admin User

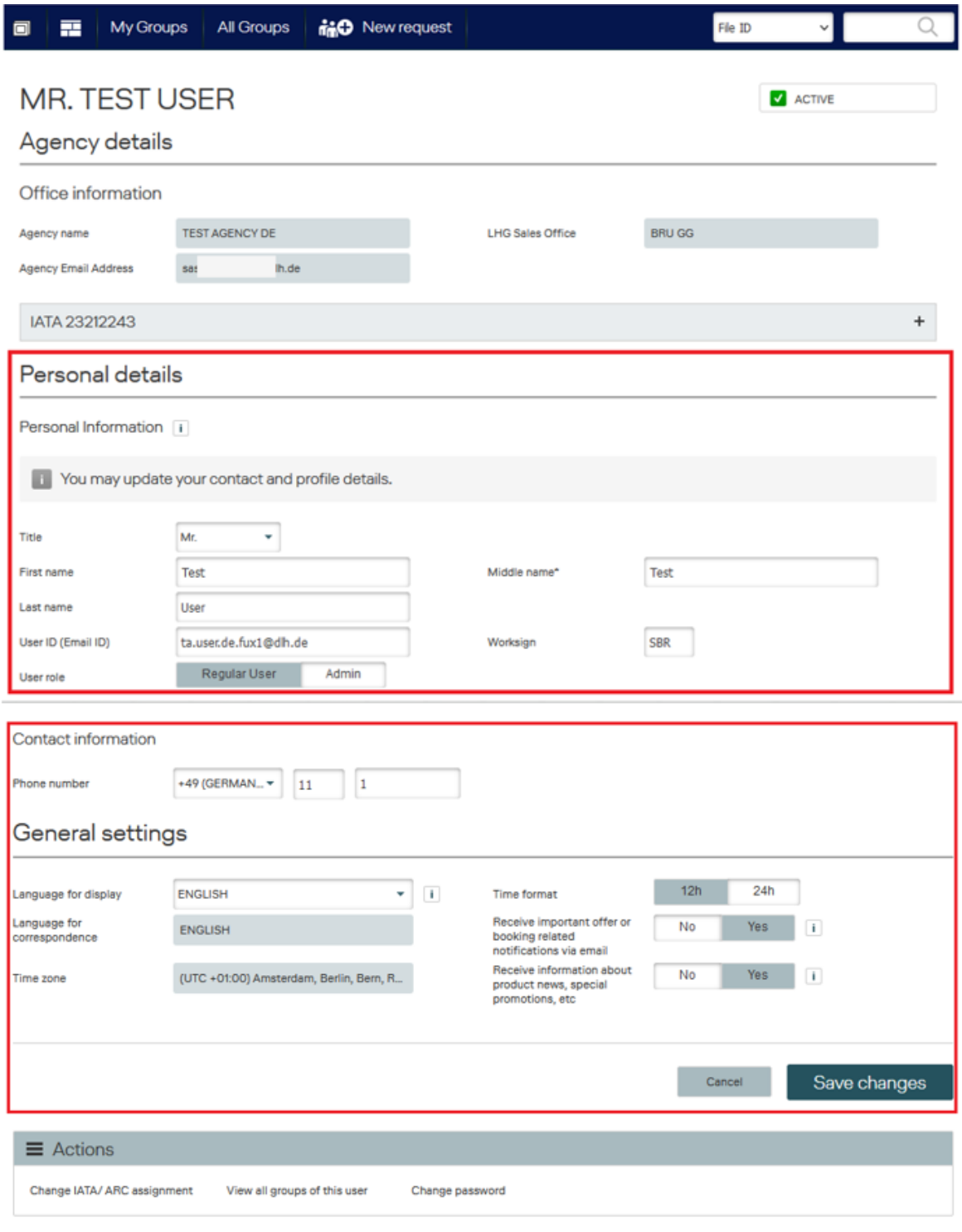
After accepting all contracts and the T&C the Travel Agency admin user logs into BookaGroup with his/her User/Email ID (email address) and his new password for the first time.



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

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

BookaGroup
LUFTHANSA GROUP
Schmidt,Klaus
My profile
Agency Profile
Change IATA/ARC number
Logout
Austrian
brussels AIRLINES
Lufthansa
SWISS
AirDo
My Groups
All Groups
New request


My Groups
All Groups
New request
File ID
MR. TEST USER
ACTIVE
Agency details
Office information
Agency name
TEST AGENCY DE
LHG Sales Office
BRU GG
Agency Email Address
IATA 23212243
Personal details
Personal Information
You may update your contact and profile details.
Title
Mr.
First name
Test
Middle name*
Test
Last name
User
User ID (Email ID)
ta.user.de.fux1@dlh.de
Worksign
SBR
User role
Regular User
Admin
Contact information
Phone number
+49 (GERMAN...
11
1
General settings
Language for display
ENGLISH
Language for correspondence
ENGLISH
Time zone
(UTC +01:00) Amsterdam, Berlin, Bern, R...
Time format
12h
24h
Receive important offer or booking related notifications via email
No
Yes
Receive information about product news, special promotions, etc
No
Yes
Cancel
Save changes
Actions
Change IATA/ ARC assignment
View all groups of this user
Change password

3.2.2 Regular User

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

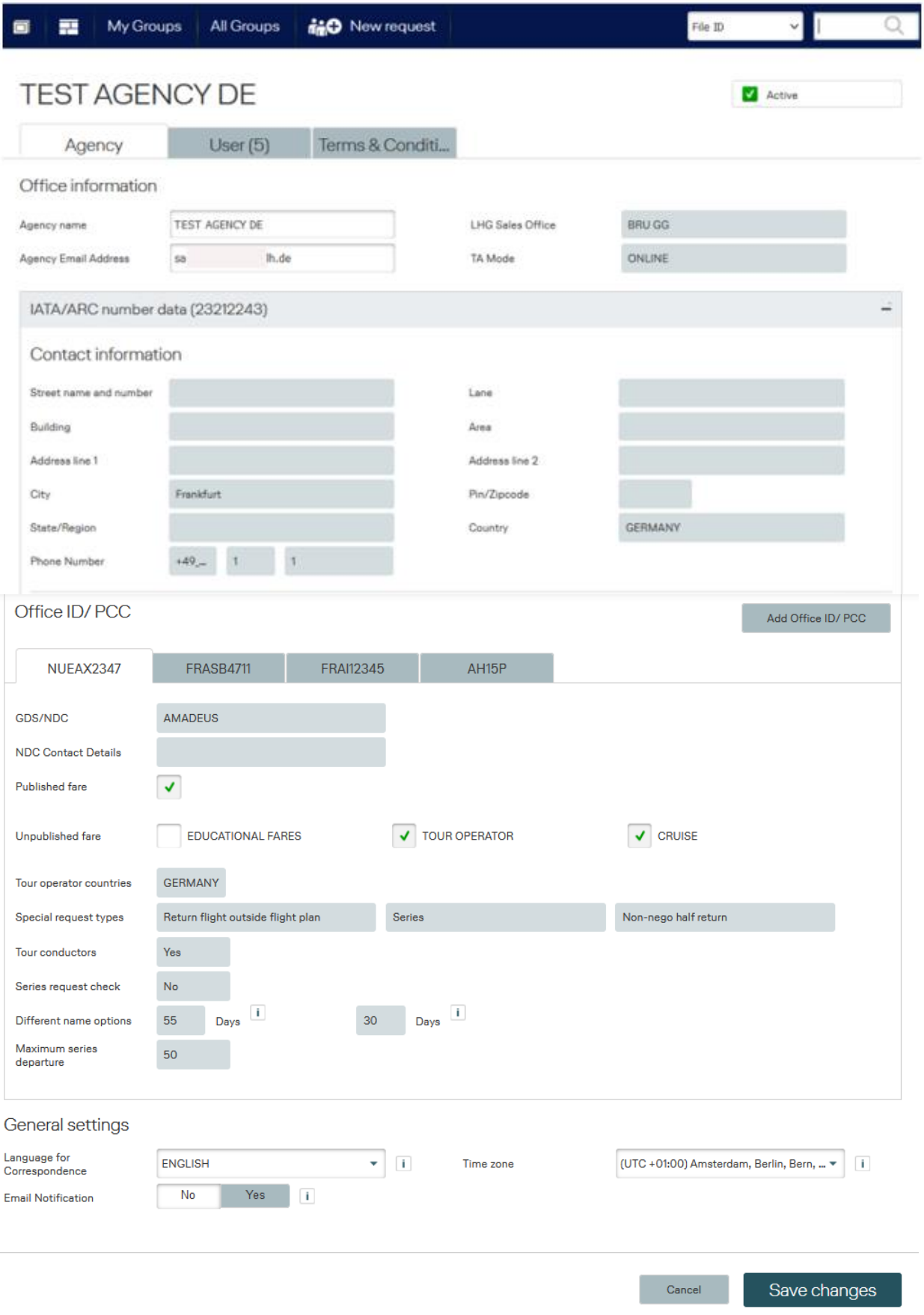
An overview of the different roles “Regular” and “Admin” can be found in chapter 3.1.

3.3 Update the Travel Agency Profile

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

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

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


My Groups
All Groups
New request
File ID
TEST AGENCY DE
Active
Agency
User (5)
Terms & Conditi...
Office information
Agency name
TEST AGENCY DE
LHG Sales Office
BRU GG
Agency Email Address
sa lh.de
TA Mode
ONLINE
IATA/ARC number data (23212243)
Contact information
Street name and number
Lane
Building
Area
Address line 1
Address line 2
City
Frankfurt
Pin/Zipcode
State/Region
Country
GERMANY
Phone Number
+49
Office ID/ PCC
Add Office ID/ PCC
NUEAX2347
FRASB4711
FRAI12345
AH15P
GDS/NDC
AMADEUS
NDC Contact Details
Published fare
Unpublished fare
EDUCATIONAL FARES
TOUR OPERATOR
CRUISE
Tour operator countries
GERMANY
Special request types
Return flight outside flight plan
Series
Non-nego half return
Tour conductors
Yes
Series request check
No
Different name options
55
Days
30
Days
Maximum series departure
50
General settings
Language for Correspondence
ENGLISH
Time zone
(UTC +01:00) Amsterdam, Berlin, Bern, ...
Email Notification
No
Yes
Cancel
Save changes

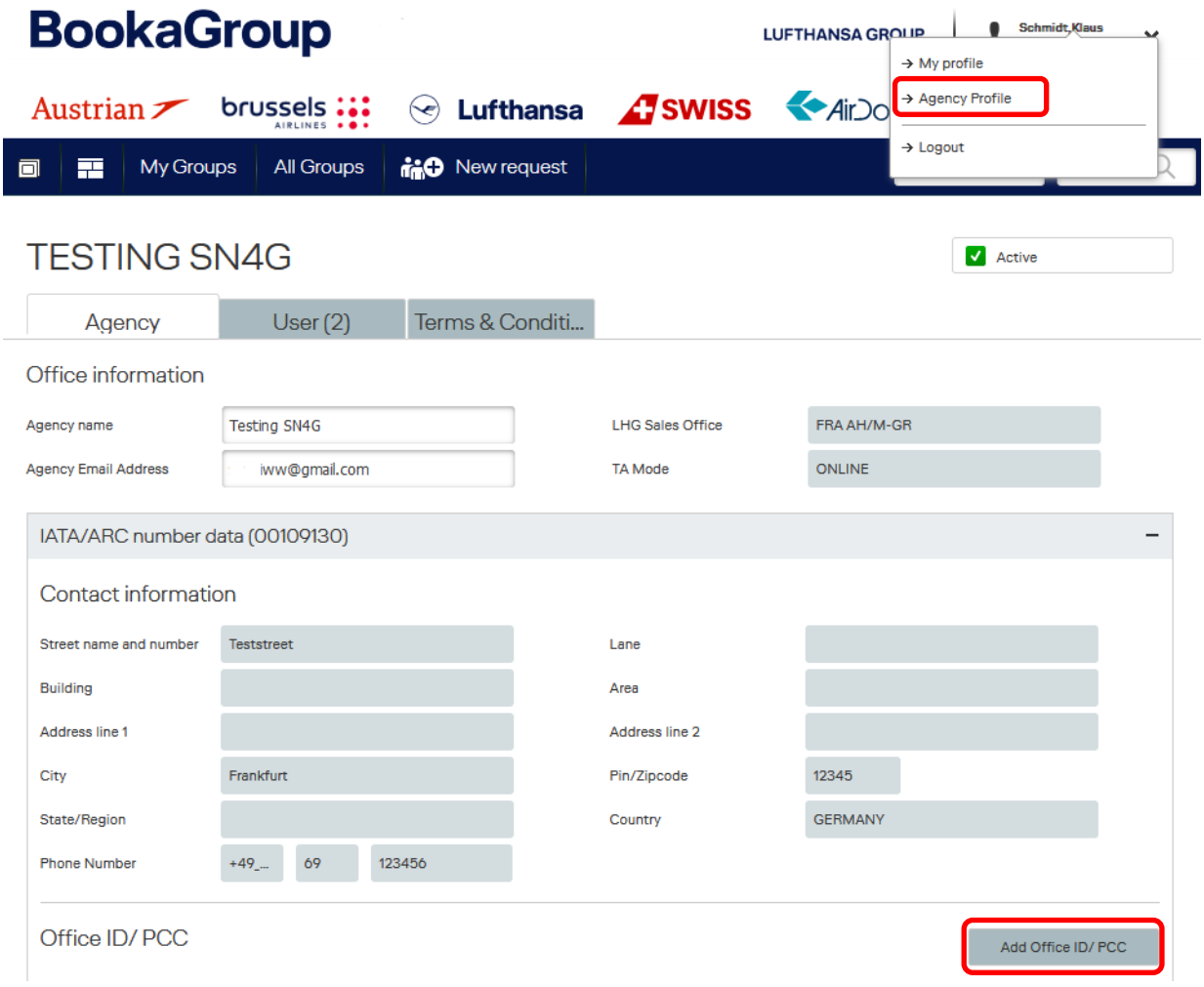
3.3.1 Add an additional Office ID/ PCC

a) Travel agency has one IATA only

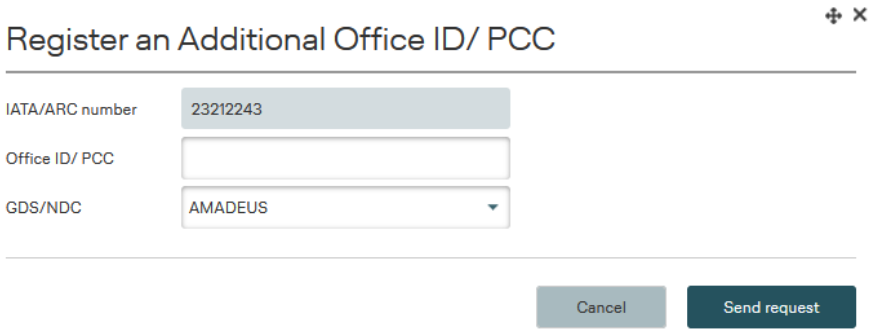
If the travel agency´s admin wants to add an **additional office ID/ PCC** under the current IATA number, he/she needs to select the button "**Add office ID/PCC**" and follow the instructions. To avoid duplicates the tool automatically checks the new Office ID/ PCC.

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

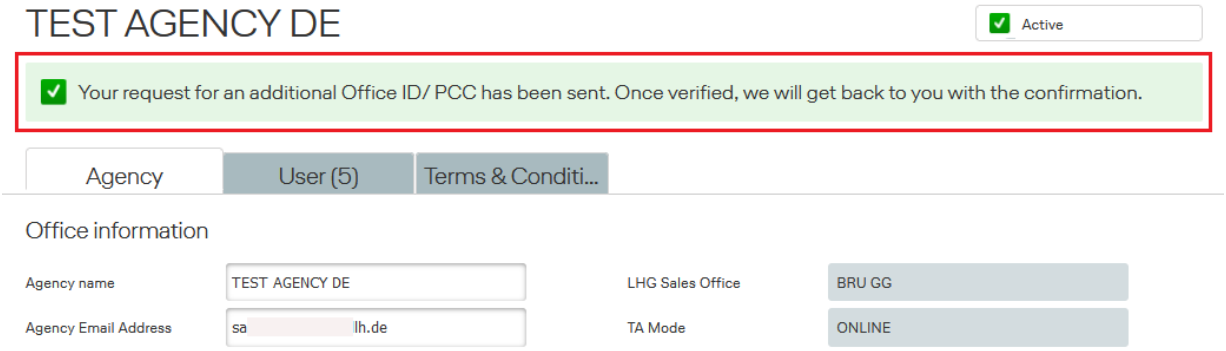
The user opens the Agency Profile:



The following pop-up needs to be completed:



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



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.

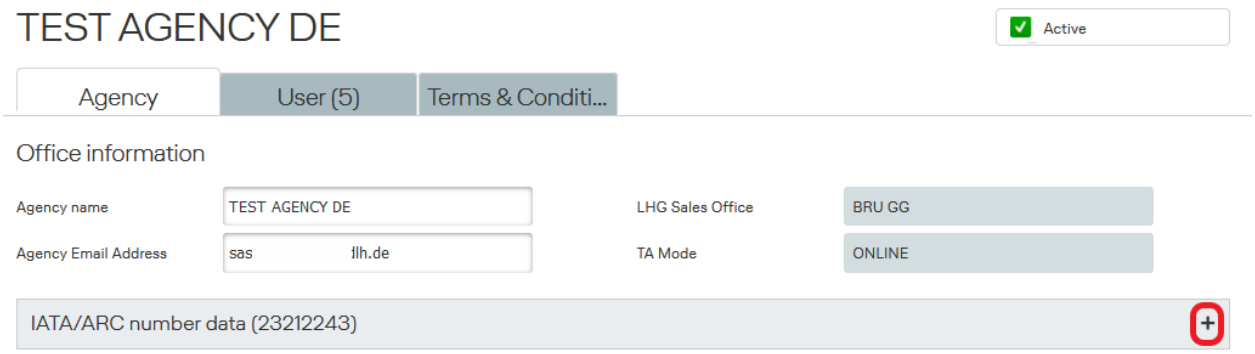
He/she then finds the new Office ID/ PCC listed in the agency profile.

b) Travel agency has more than one IATA

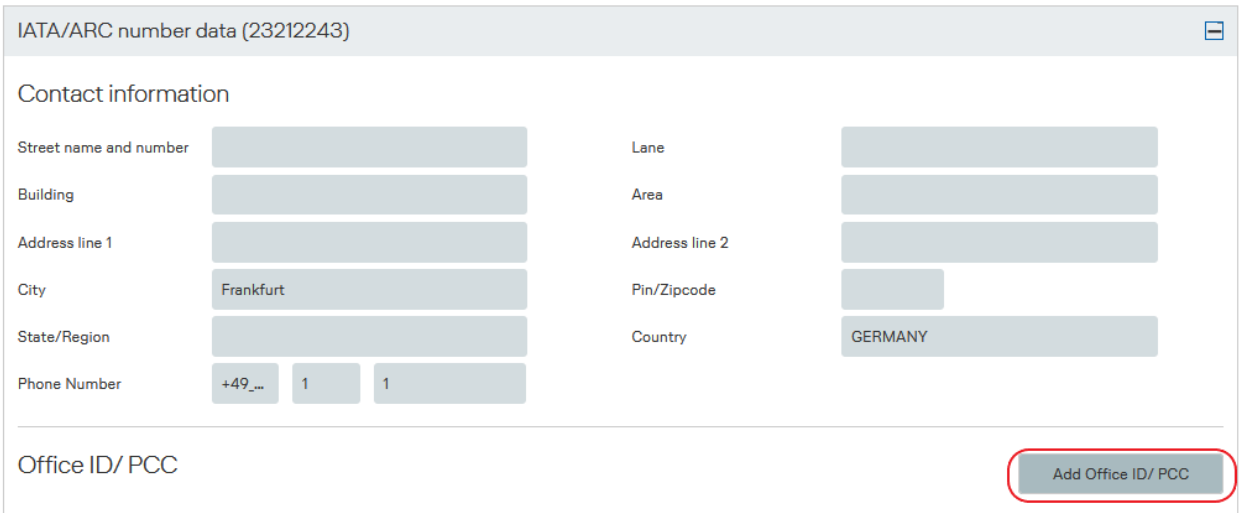
If the Travel Agency already has several IATA´s within its agency and wants to register an additional Office ID/PCC (e.g. a NON-IATA agency as the travel agency is the fulfiller for the NON-IATA), following needs to be observed when adding the new Office ID/PCC to the agency´s profile:

The Travel Agency admin user opens the Agency profile.

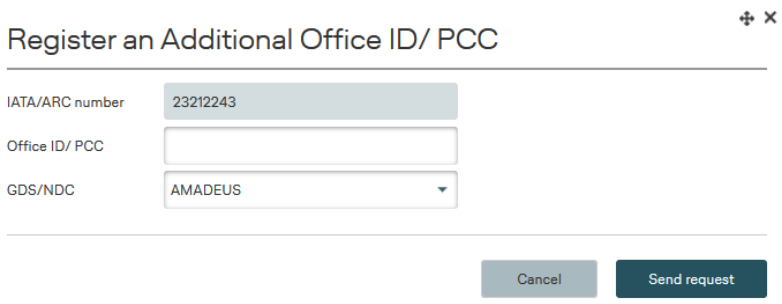
The IATA/ARC number - where the additional NON-IATA agency is to be added - in the Travel Agency´s profile needs to be selected by expanding the row. The user clicks on + in the IATA´s row:



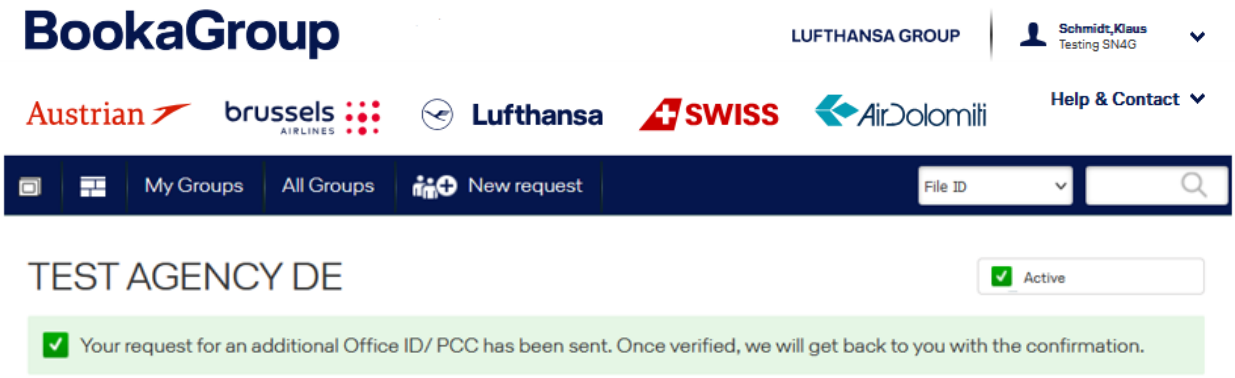
The TA admin user then clicks on **"Add Office ID/PCC"**



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



And clicks on “Send request”.

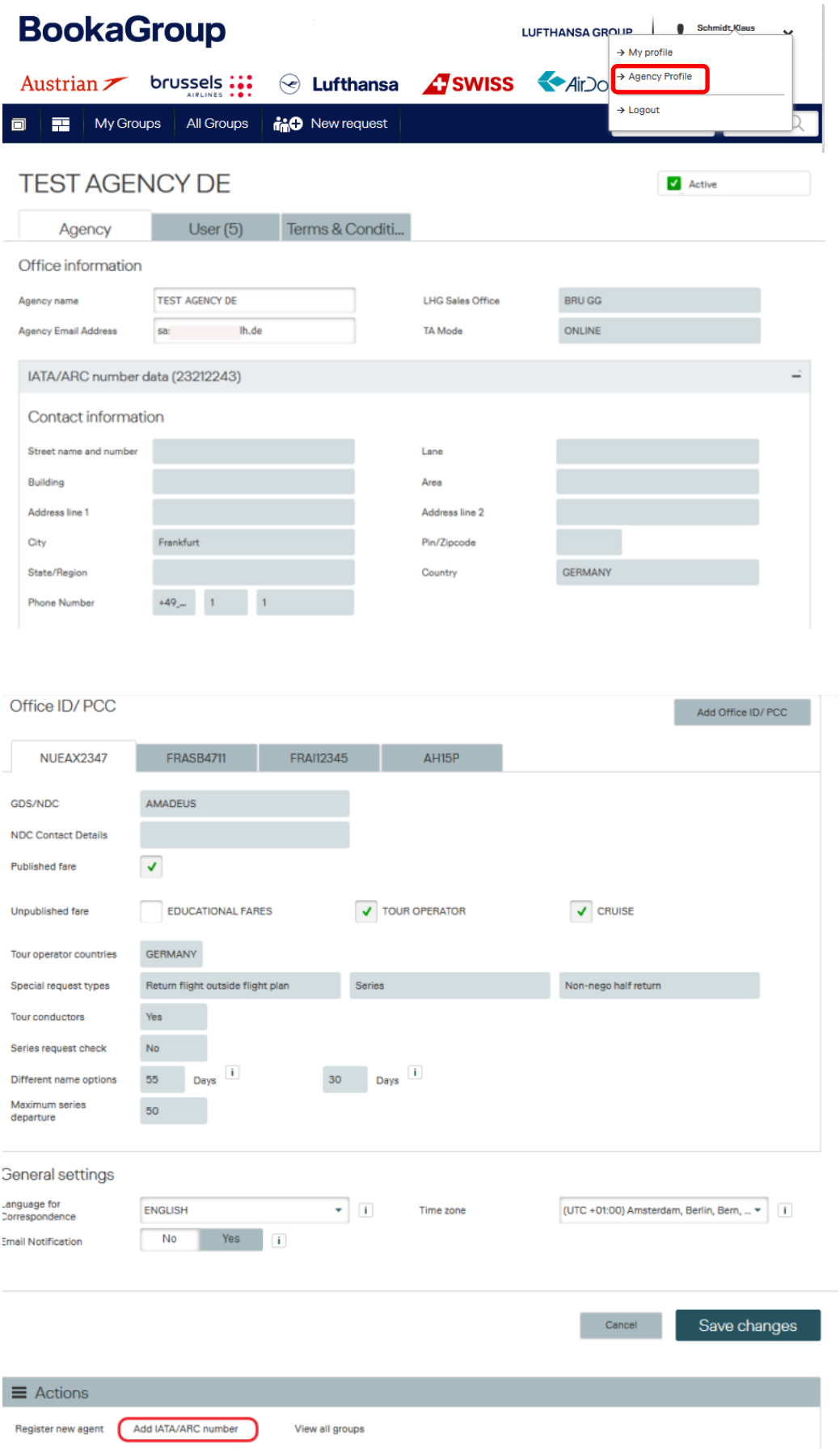


The registration request is sent to LHG Group Service Team who will check and approve the registration request accordingly. The travel agency will receive a confirmation email (to the email box of the travel agency).

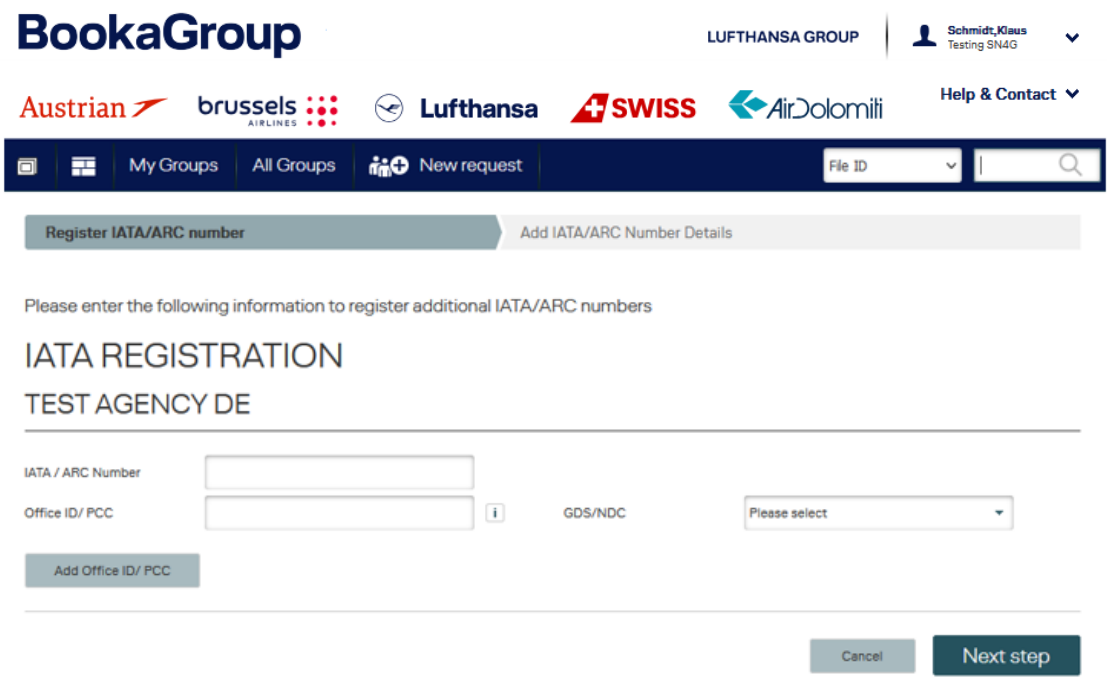
3.3.2 Add an additional IATA number

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.

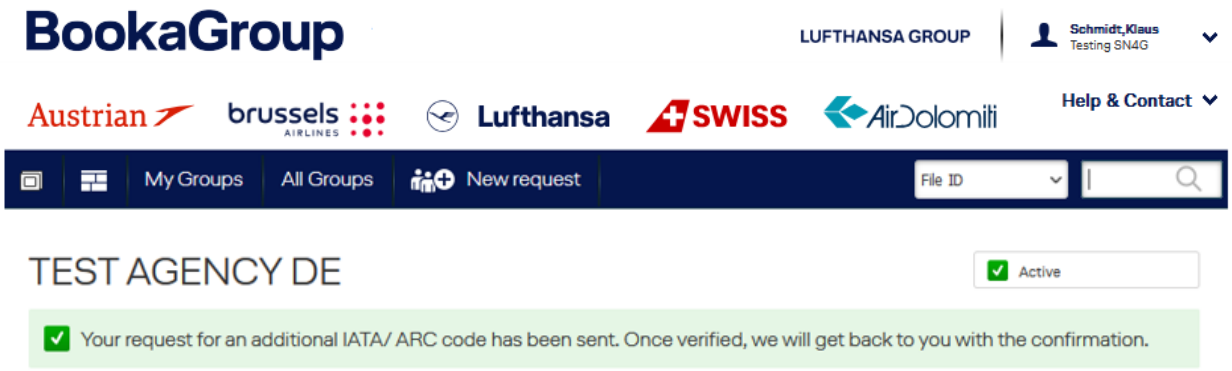


On the next screen the Travel Agency admin user enters the **new IATA number,** the **assigned new Office ID/ PCC** and the related **GDS**.



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

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



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

Dear Travel Agency Partner,

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

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

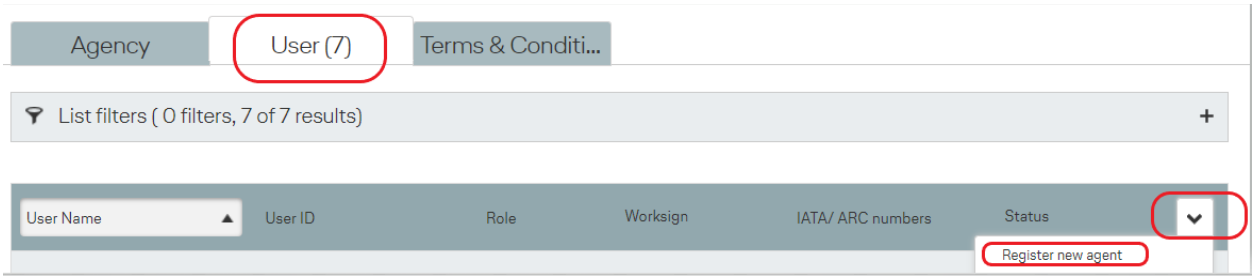
Thank you and regards,
Your Book-a-Group team

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 one or all IATA numbers and also to single or multiple Office ID's/PCC's.

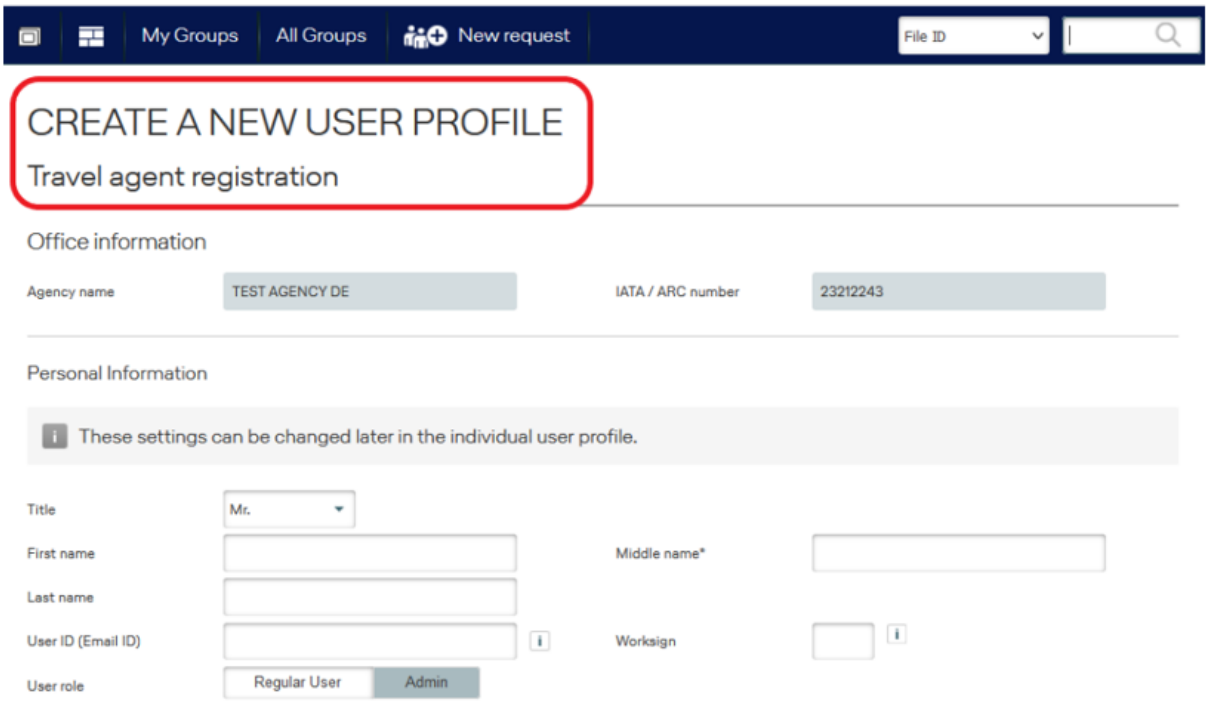
He/ she needs to go to the **Agency Profile**, click on the tab "**User**" and select "**Register new agent**" in the drop-down menu of the user list.

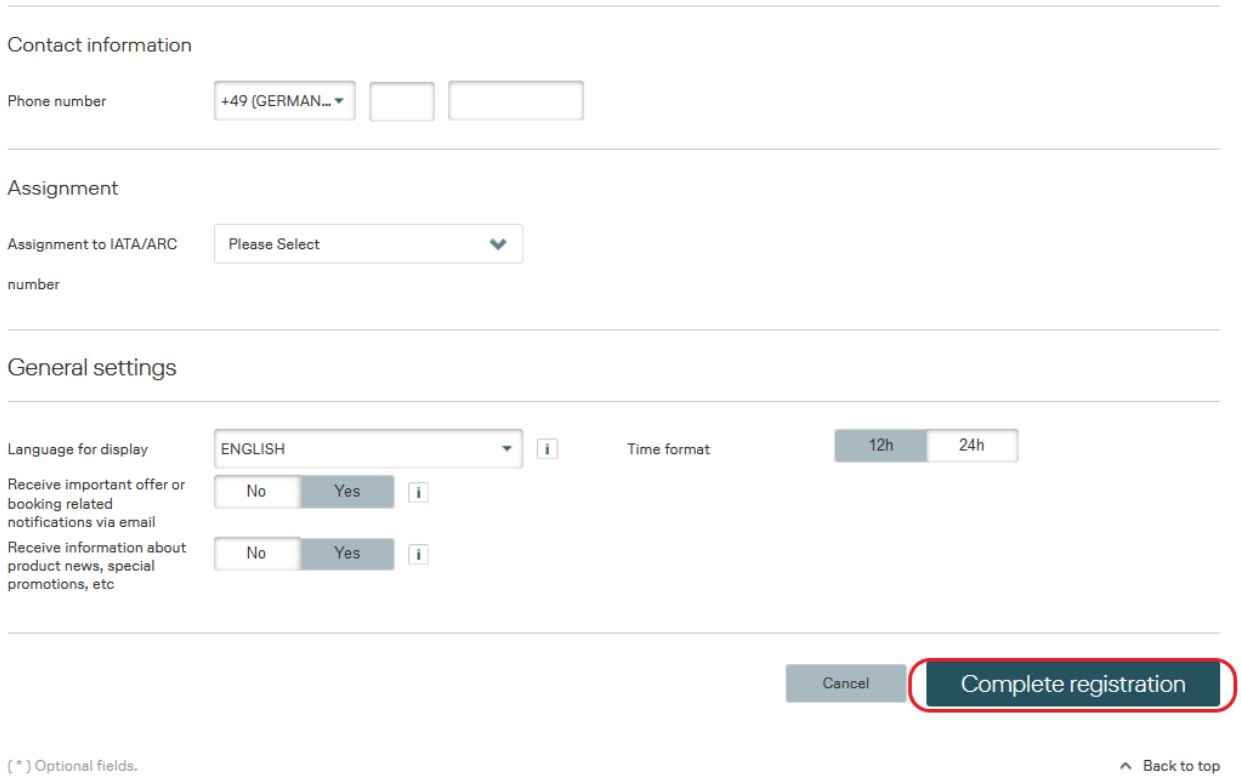


On the next screen he/she will be asked to complete the profile data of the new user (same process when completing your own profile).

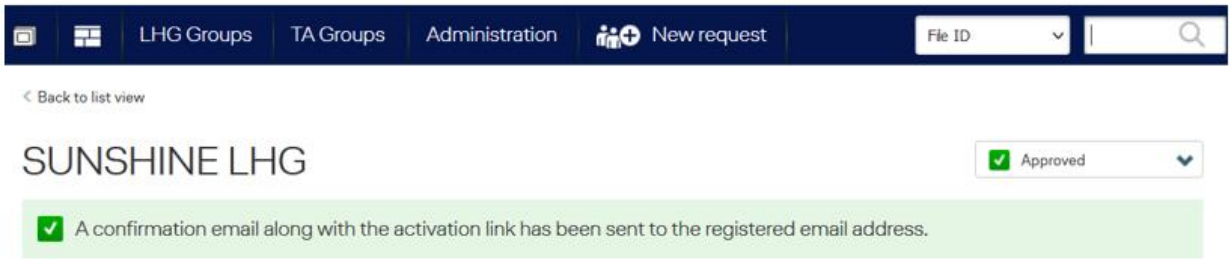
A The Travel Agency´s admin user can grant the role of "**Regular User**" or "**Admin**". More details about the two roles can be found in chapter 3.1.

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

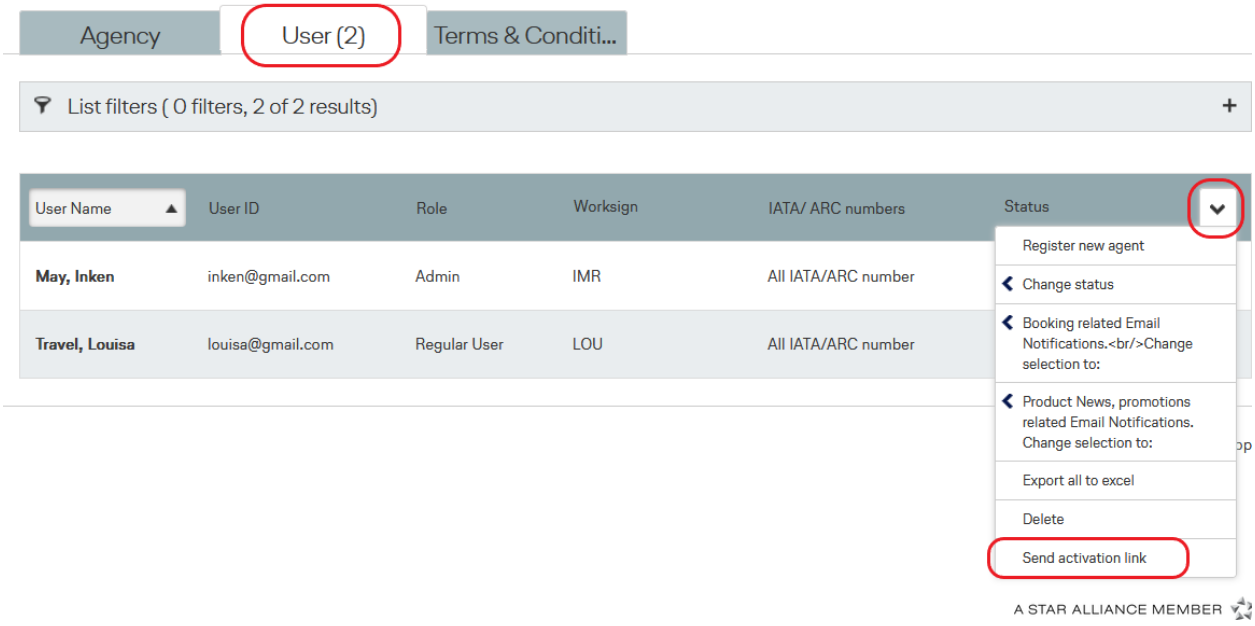




After completing the registration process, automatically an email notification is sent to the new Travel Agency´s user.

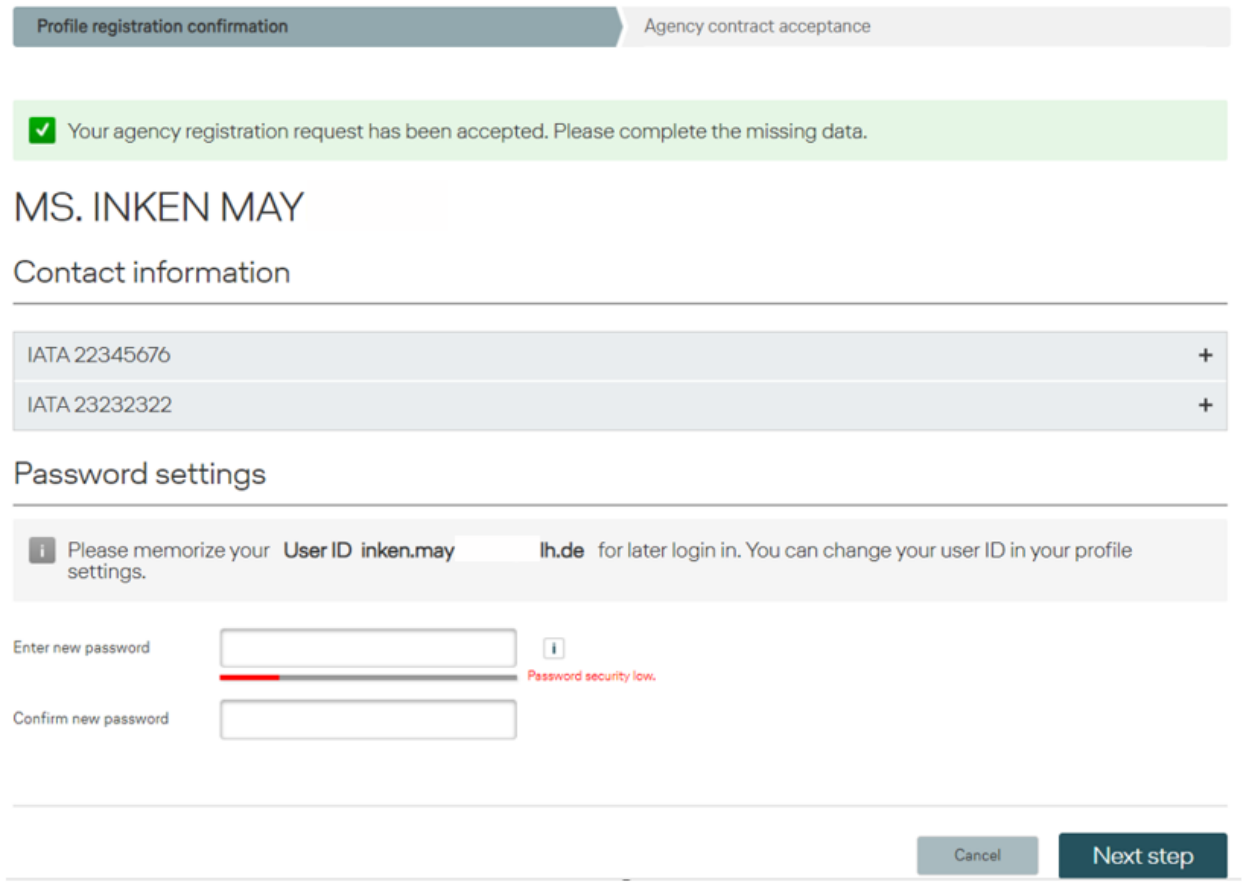


If the link needs to be re-sent to the new user, then this can be done by returning to the **Agency Profile**, clicking on the "**User**" tab and selecting "**Send activation link**" in the drop-down menu of the new user.



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

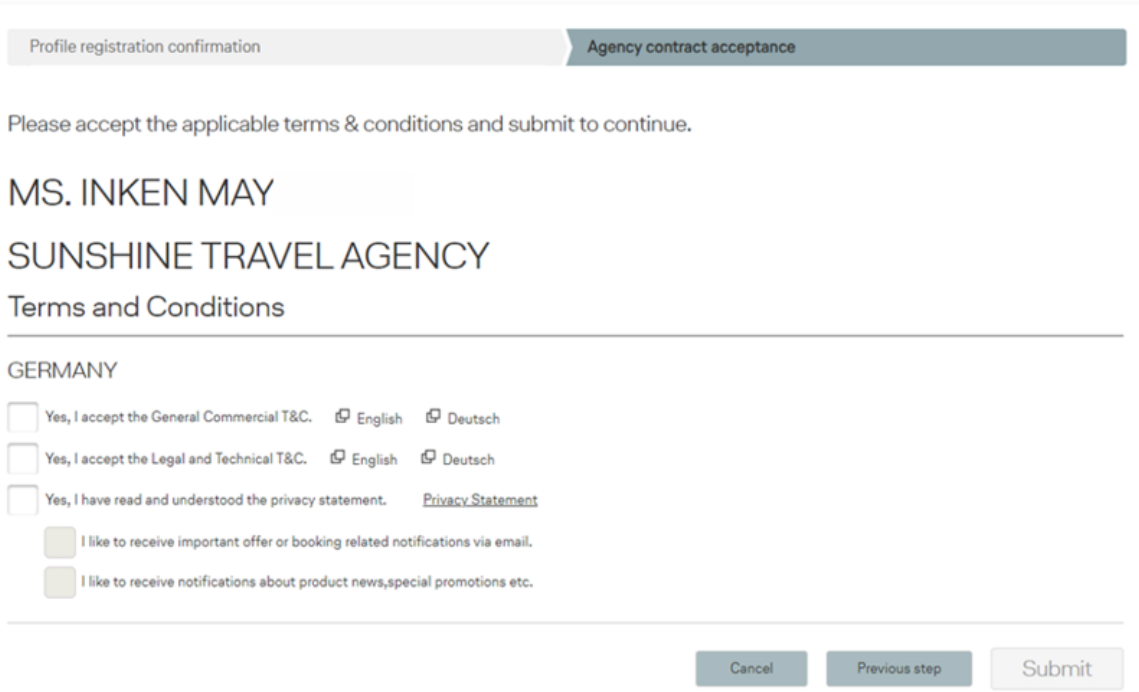
After clicking on the "**Register now**" button the user completes his/her contact data, password and general settings.



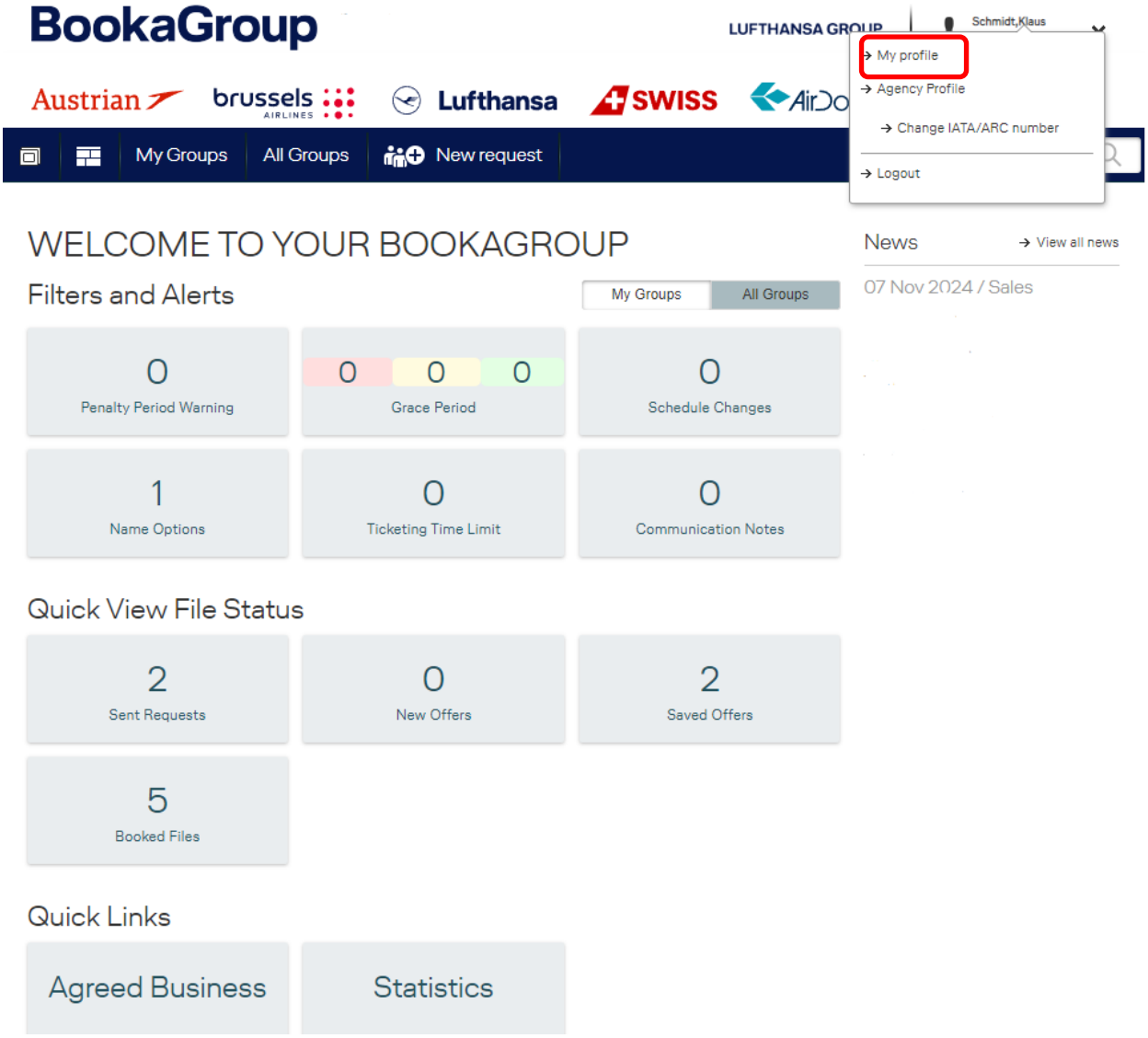
Afterwards the new (regular) Travel Agency´s user needs to accept the General Commercial T&C and the Legal and Technical T&C (not the Booking Related T&C) to work in BookaGroup.

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.

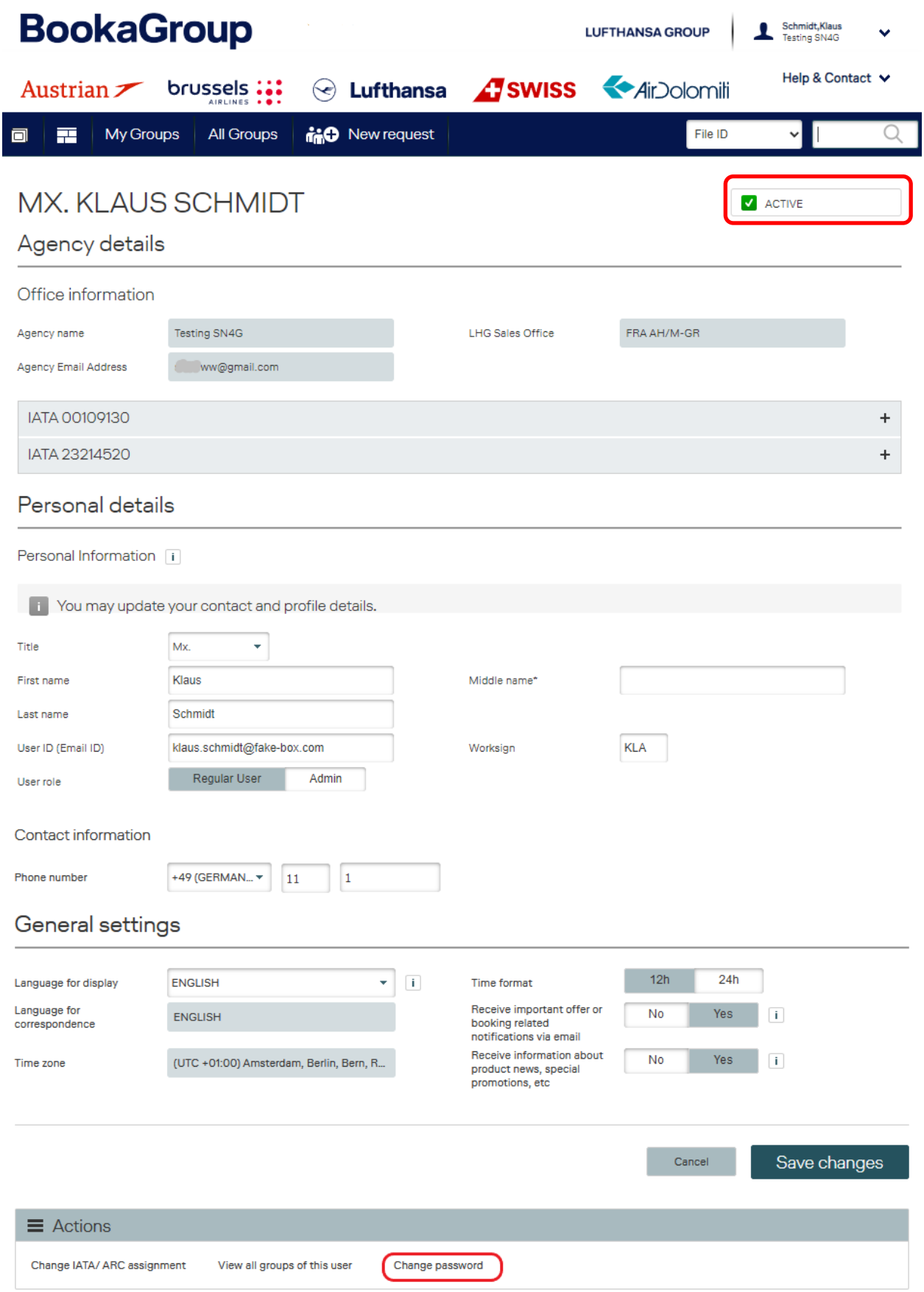
If user also wants to receive notifications about product news, promotions, etc. it can be selected here as well.



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



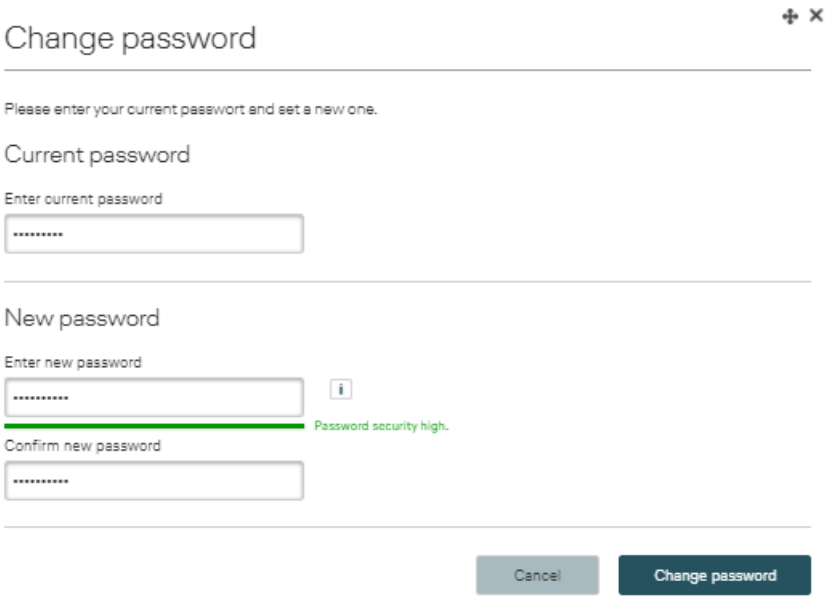
The status of the new Travel Agency´s user has changed from registered to **active** after completing the registration.


BookaGroup
LUFTHANSA GROUP
Schmidt,Klaus
Testing SN4G
Austrian
brussels AIRLINES
Lufthansa
SWISS
AirDolomiti
Help & Contact
My Groups
All Groups
New request
File ID
MX. KLAUS SCHMIDT
ACTIVE
Agency details
Office information
Agency name
Testing SN4G
LHG Sales Office
FRA AH/M-GR
Agency Email Address
ww@gmail.com
IATA 00109130
IATA 23214520
Personal details
Personal Information
You may update your contact and profile details.
Title
Mx.
First name
Klaus
Middle name*
Last name
Schmidt
User ID (Email ID)
klaus.schmidt@fake-box.com
Worksign
KLA
User role
Regular User
Admin
Contact information
Phone number
+49 (GERMAN...
11
1
General settings
Language for display
ENGLISH
Language for correspondence
ENGLISH
Time zone
(UTC +01:00) Amsterdam, Berlin, Bern, R...
Time format
12h
24h
Receive important offer or booking related notifications via email
No
Yes
Receive information about product news, special promotions, etc
No
Yes
Cancel
Save changes
Actions
Change IATA/ ARC assignment
View all groups of this user
Change password

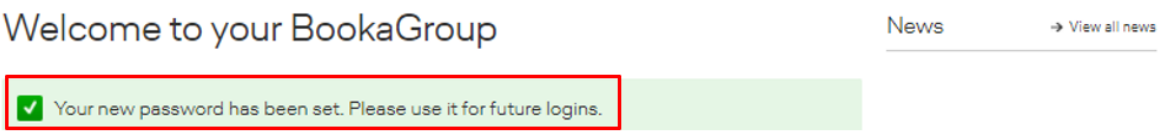
Some information as the office information or the user role is read only and therefore greyed out as changes can be performed by Travel Agency Admin user only or even only by LHG Sales Service Team.

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

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



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



4 General Definitions

A **group** exists when a minimum of **ten passengers**, booked in one or multiple compartments (Economy, Premium Economy, Business and First Class) travel together and have at least one **common main route**.
For routings including intercontinental segments, the common main route may be any of the booked long-haul segments; for Cont (short-haul) travel, it may be any booked segment irrespective of its length.
Passengers traveling/booked separately by the travel agency from the group are considered **individual bookings** and shall not count towards group utilization or Tour Conductor tickets. Groups will be designated with the ticket designator and passenger type code (PTC) – "GR" and will be requested altogether in one request.
Transfers of seats from a single PNR into a group PNR resp. from a group PNR into a single PNR or across different group PNRs are not permitted.

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

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

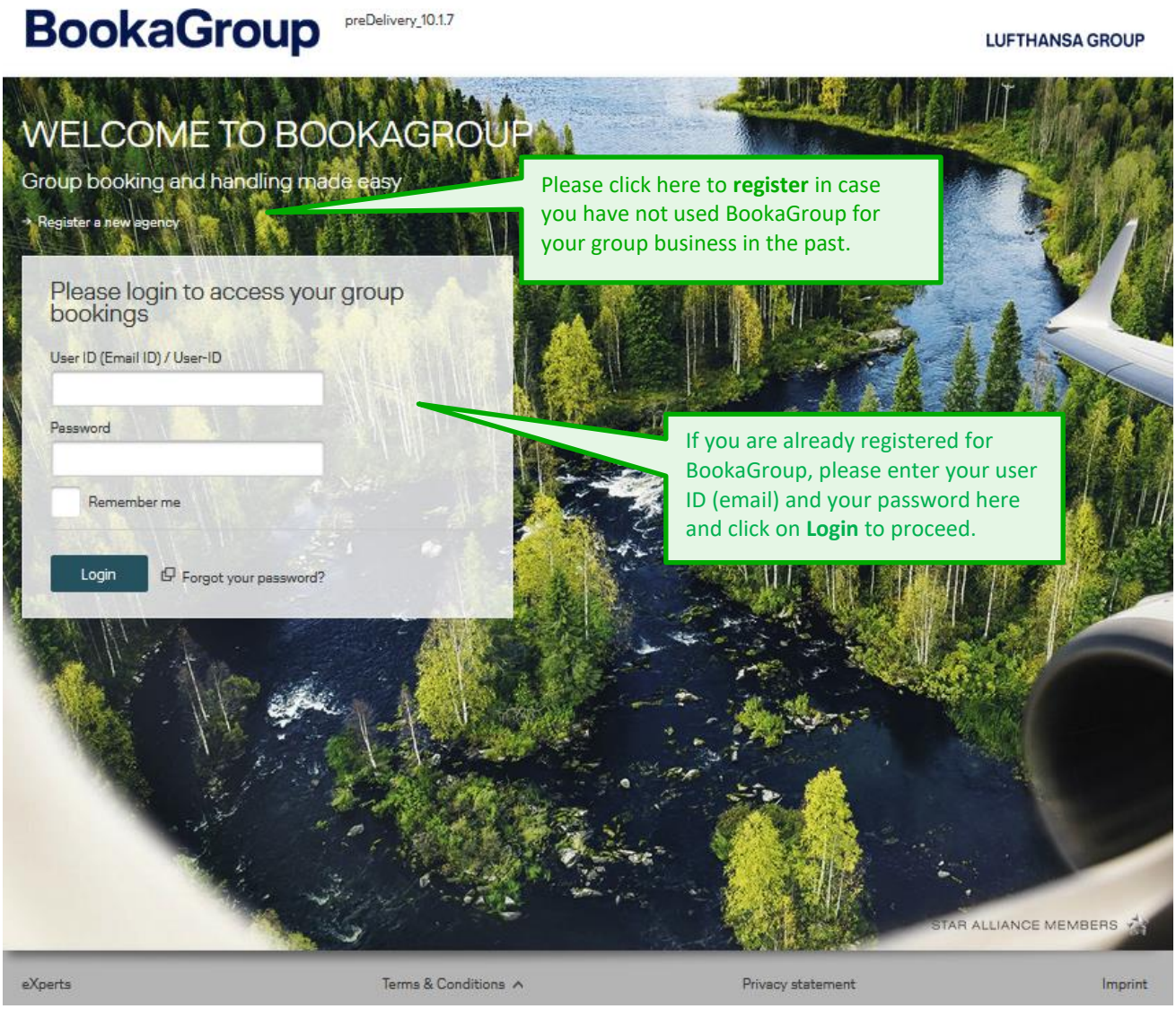
Minimum / maximum stay is defined as per the fare note of the applicable tariff.
Since April 1st, 2019 the **booking range** for group bookings is limited up to 344 days before departure for LHG flight.

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

5 Getting Started

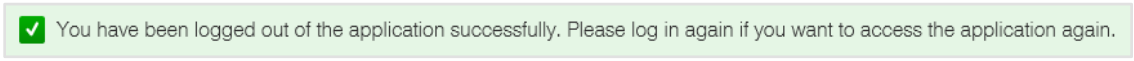
5.1 Log-In

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

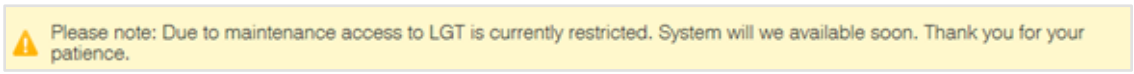


After a certain time without any transactions in BookaGroup, your session will expire. When a session expires, you will be navigated to the login screen and the following message will be displayed:

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

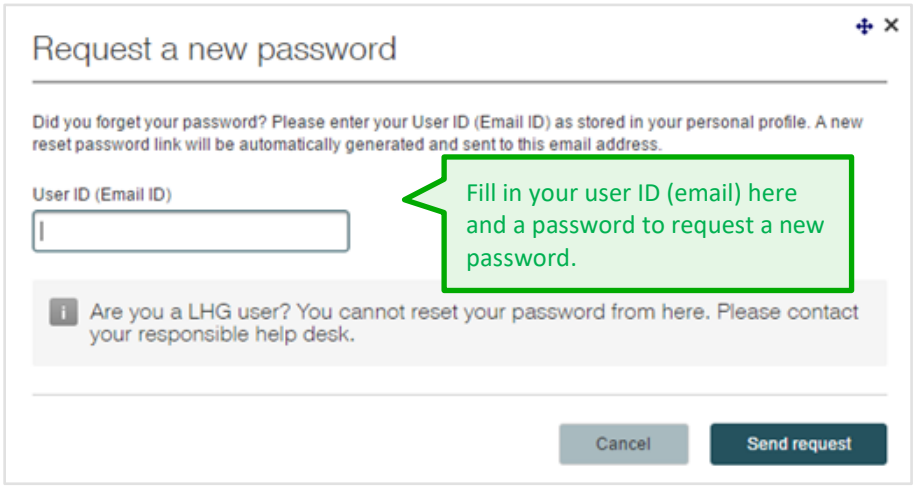


In case the application is undergoing maintenance, an error message will be displayed:

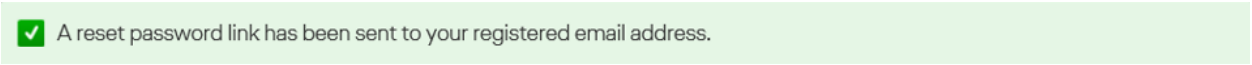


5.2 Password Reset

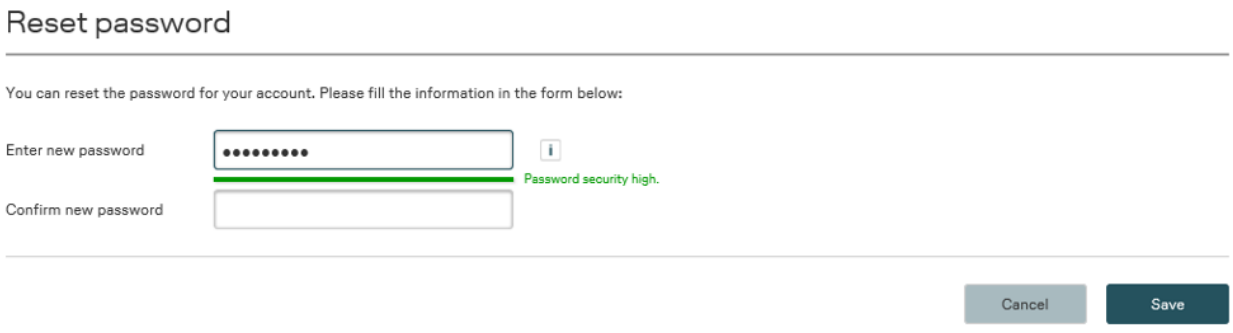
In case you need to reset your password, you can click the respective link on the log-in page and follow the steps required by the system.



You will receive a confirmation message:

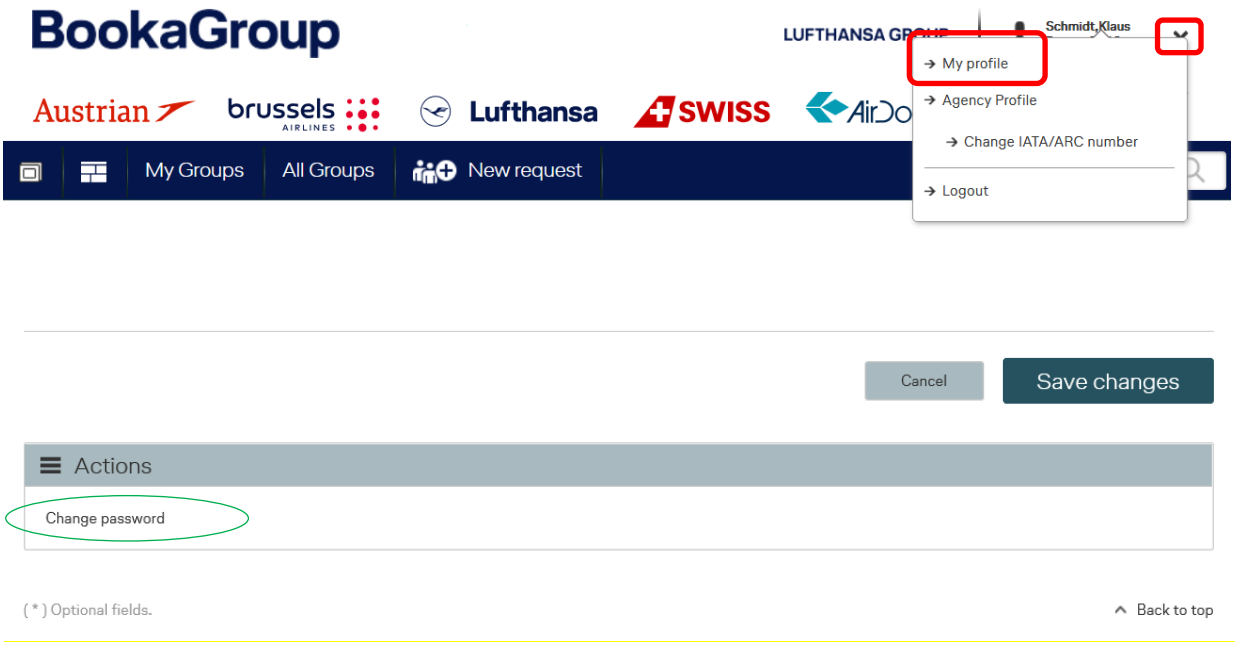


Once you open the email and click on the link provided, you will be directed to this window to enter a new password:

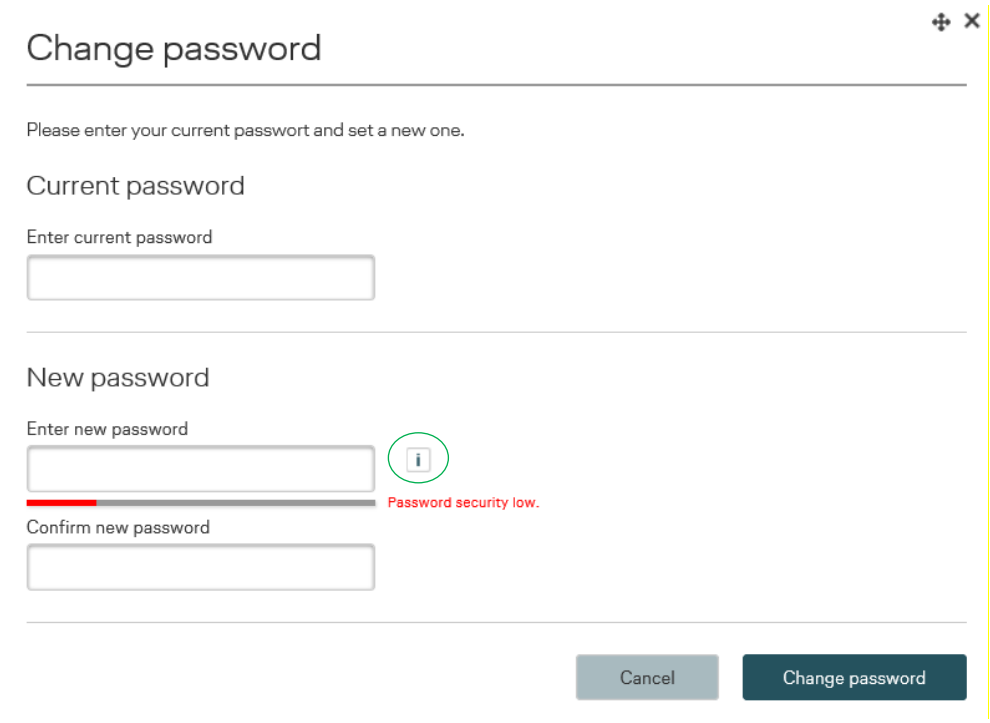


5.3 Change Password

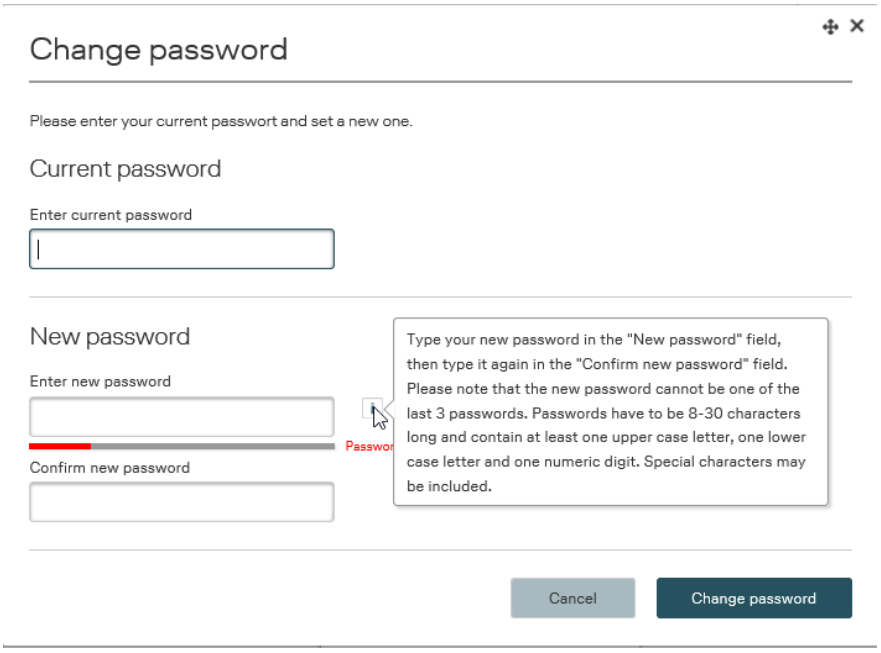
Travel Agents find the “Change password” link in Actions – section of his BaG-profile:



Clicking “Change password” actions link leads to:



“i” – icon (mouse-over info) **=**



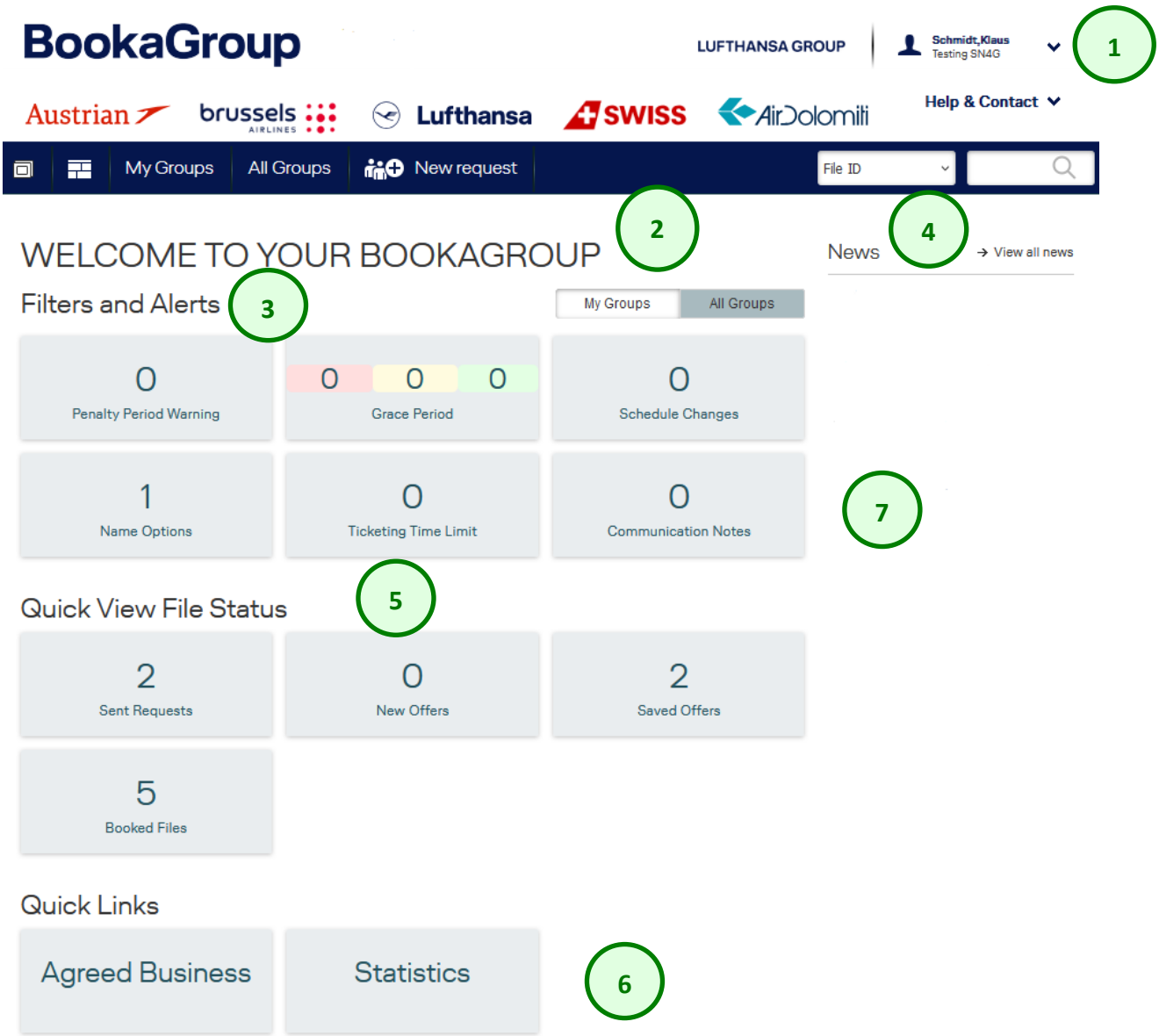
5.4 Password Criterias

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

6 Navigation

6.1 Cockpit

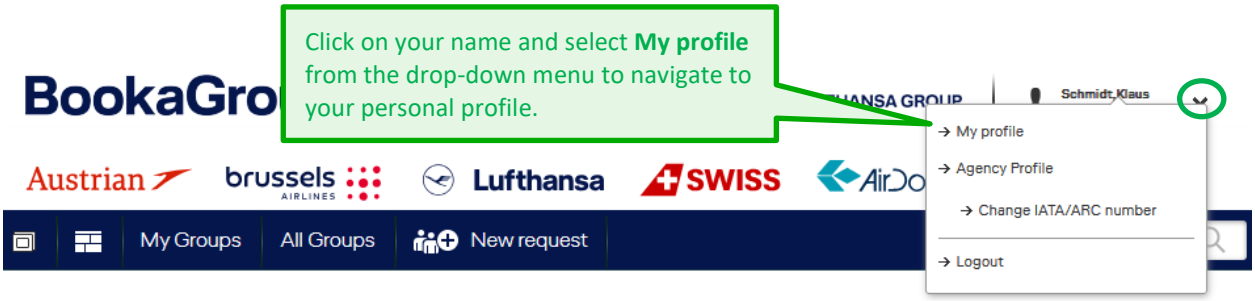
Upon log-in, you will be directed to the **Cockpit**, the main landing page of BookaGroup.

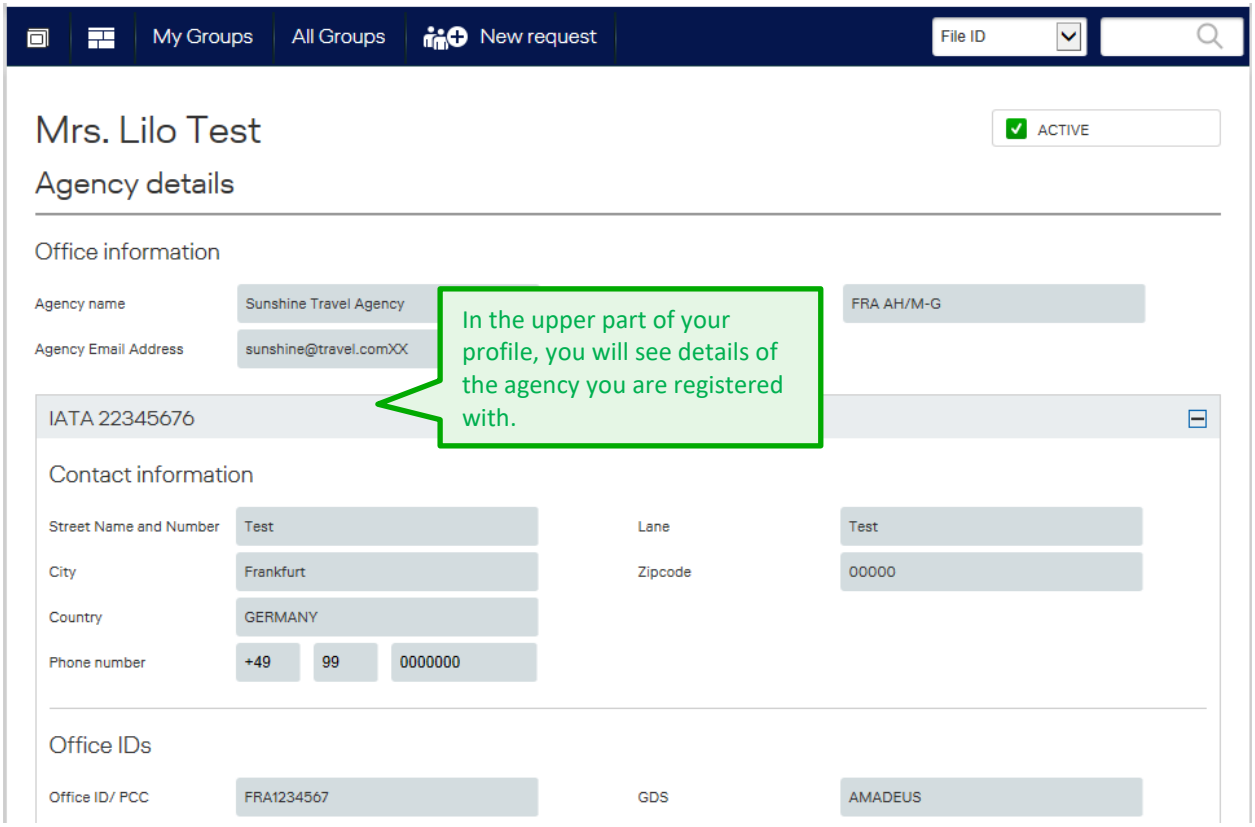


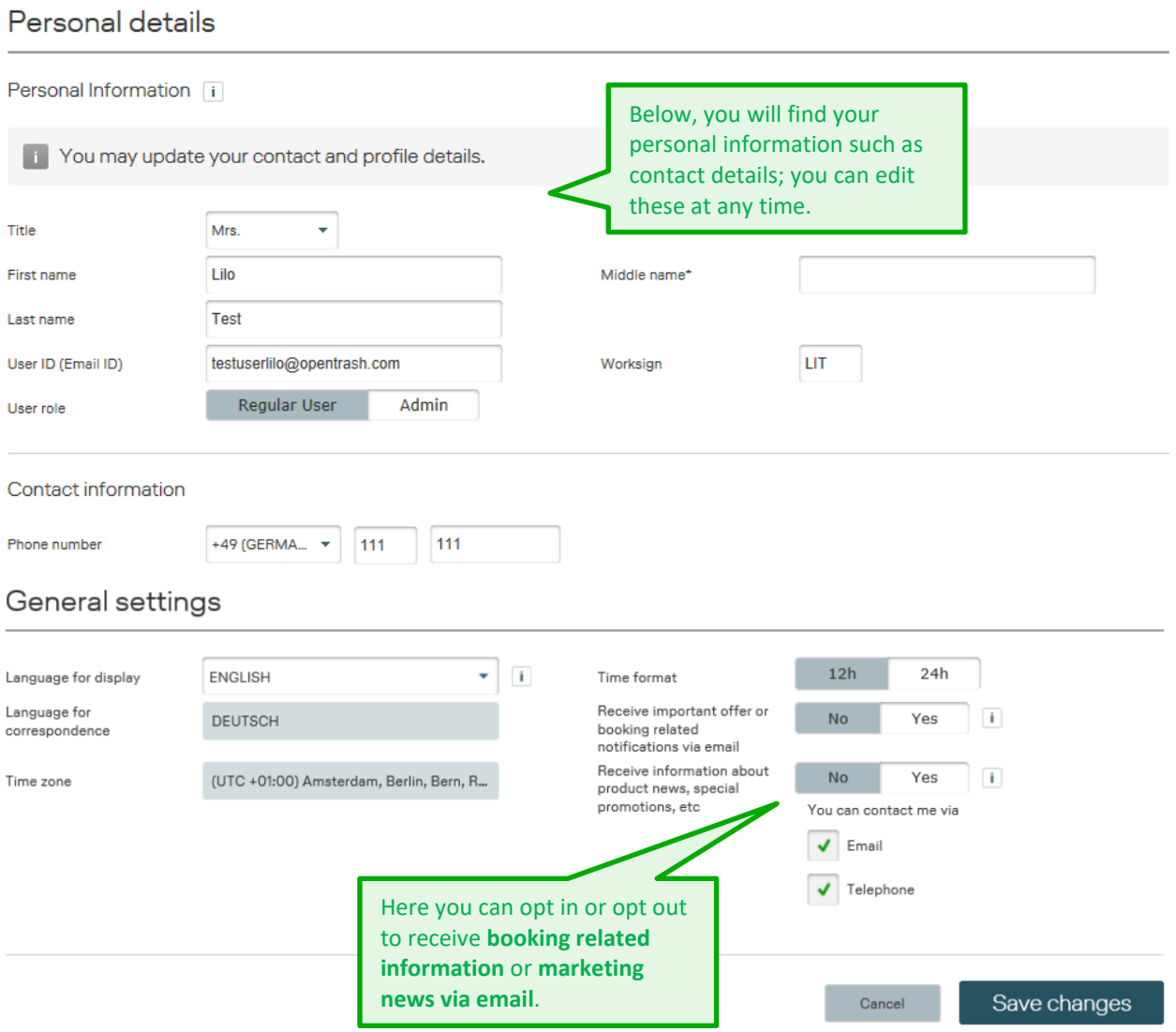
1. User profile and agency profile
2. Cockpit header
3. Overview of files that require action
4. Quick links and news
5. Quick view of files per status
6. Statistics
7. Communication Notes

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

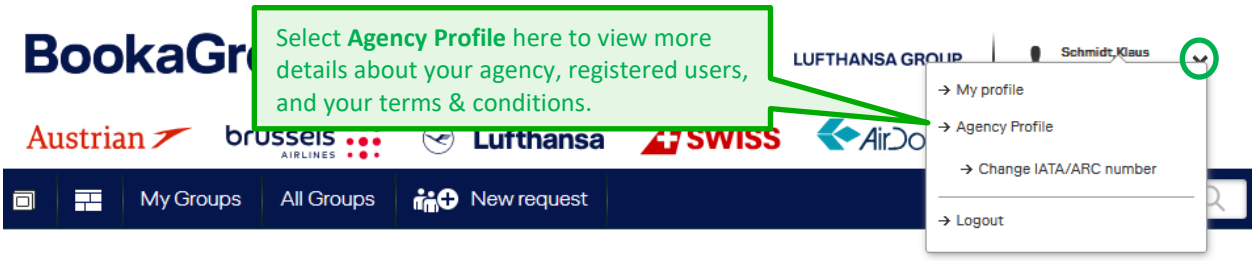
6.2 User Profile

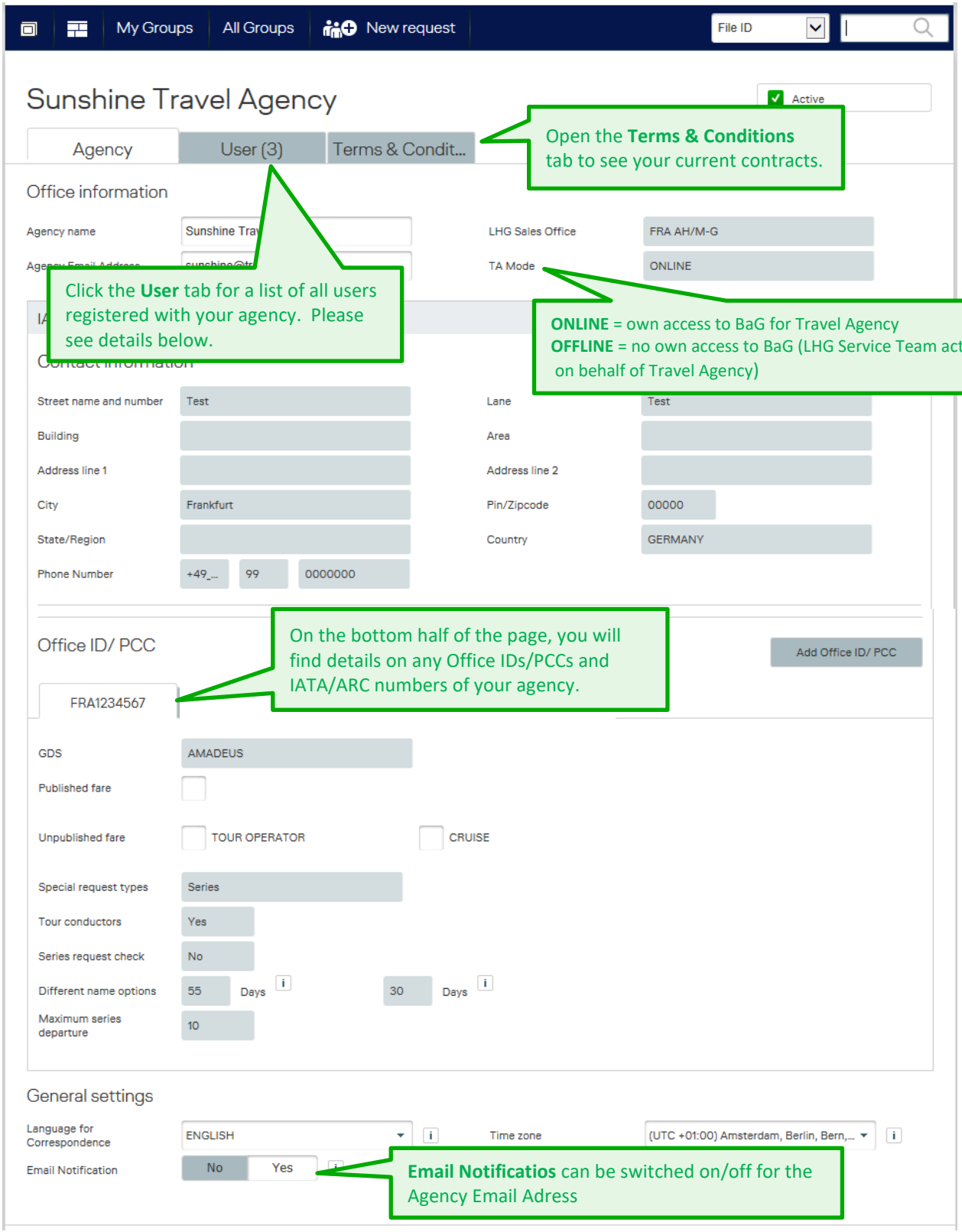


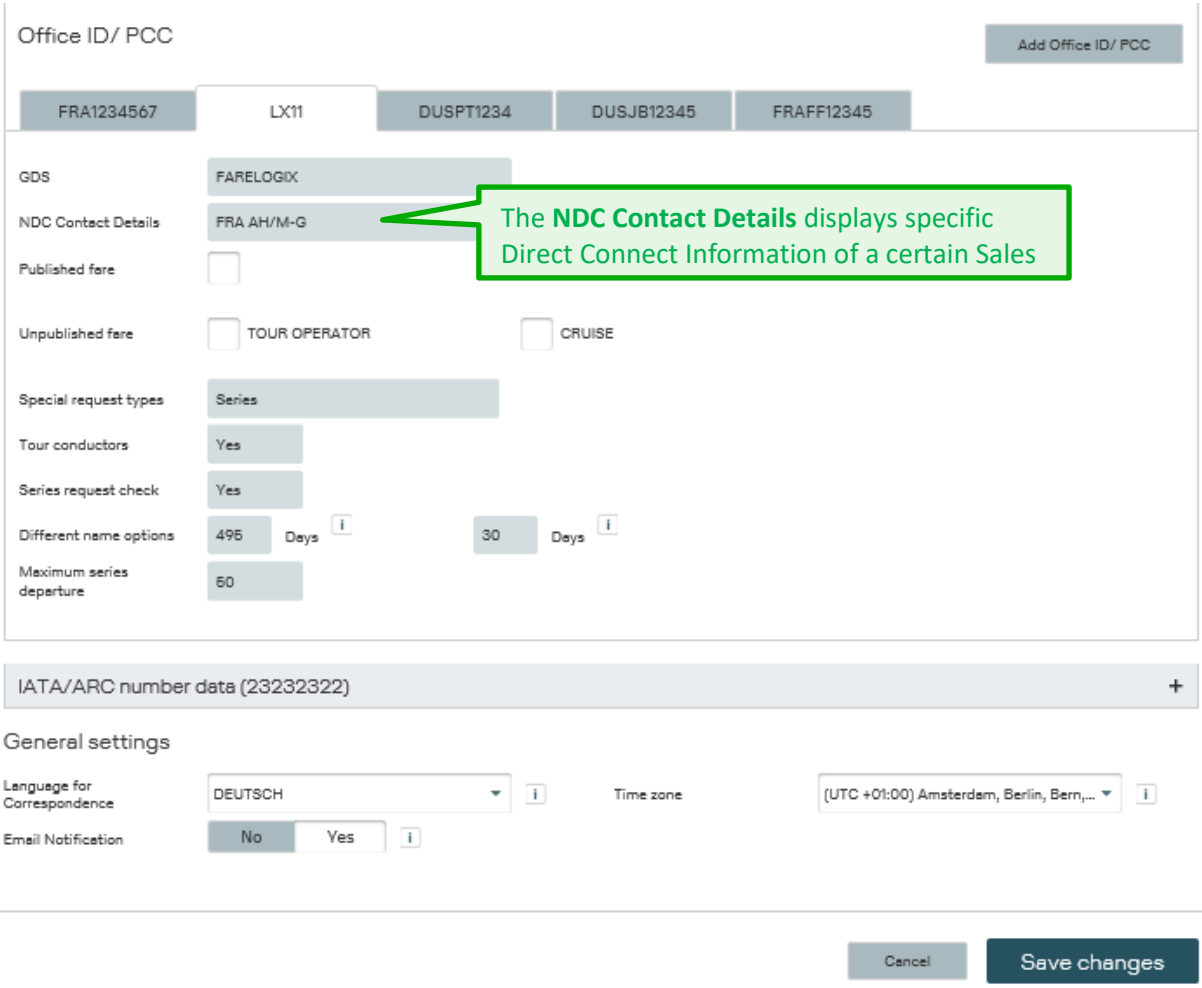




6.3 Agency Profile




My Groups
All Groups
New request
File ID
Sunshine Travel Agency
Active
Agency
User (3)
Terms & Condit...
Open the **Terms & Conditions** tab to see your current contracts.
Office information
Agency name
Sunshine Trav
LHG Sales Office
FRA AH/M-G
TA Mode
ONLINE
Click the **User** tab for a list of all users registered with your agency. Please see details below.
ONLINE = own access to BaG for Travel Agency
OFFLINE = no own access to BaG (LHG Service Team acts on behalf of Travel Agency)
Contact information
Street name and number
Test
Lane
Test
Building
Area
Address line 1
Address line 2
City
Frankfurt
Pin/Zipcode
00000
State/Region
Country
GERMANY
Phone Number
+49_...
99
0000000
Office ID/ PCC
Add Office ID/ PCC
On the bottom half of the page, you will find details on any Office IDs/PCCs and IATA/ARC numbers of your agency.
FRA1234567
GDS
AMADEUS
Published fare
Unpublished fare
TOUR OPERATOR
CRUISE
Special request types
Series
Tour conductors
Yes
Series request check
No
Different name options
55
Days
30
Days
Maximum series departure
10
General settings
Language for Correspondence
ENGLISH
Time zone
(UTC +01:00) Amsterdam, Berlin, Bern,...
Email Notification
No
Yes
Email Notificatios can be switched on/off for the Agency Email Adress



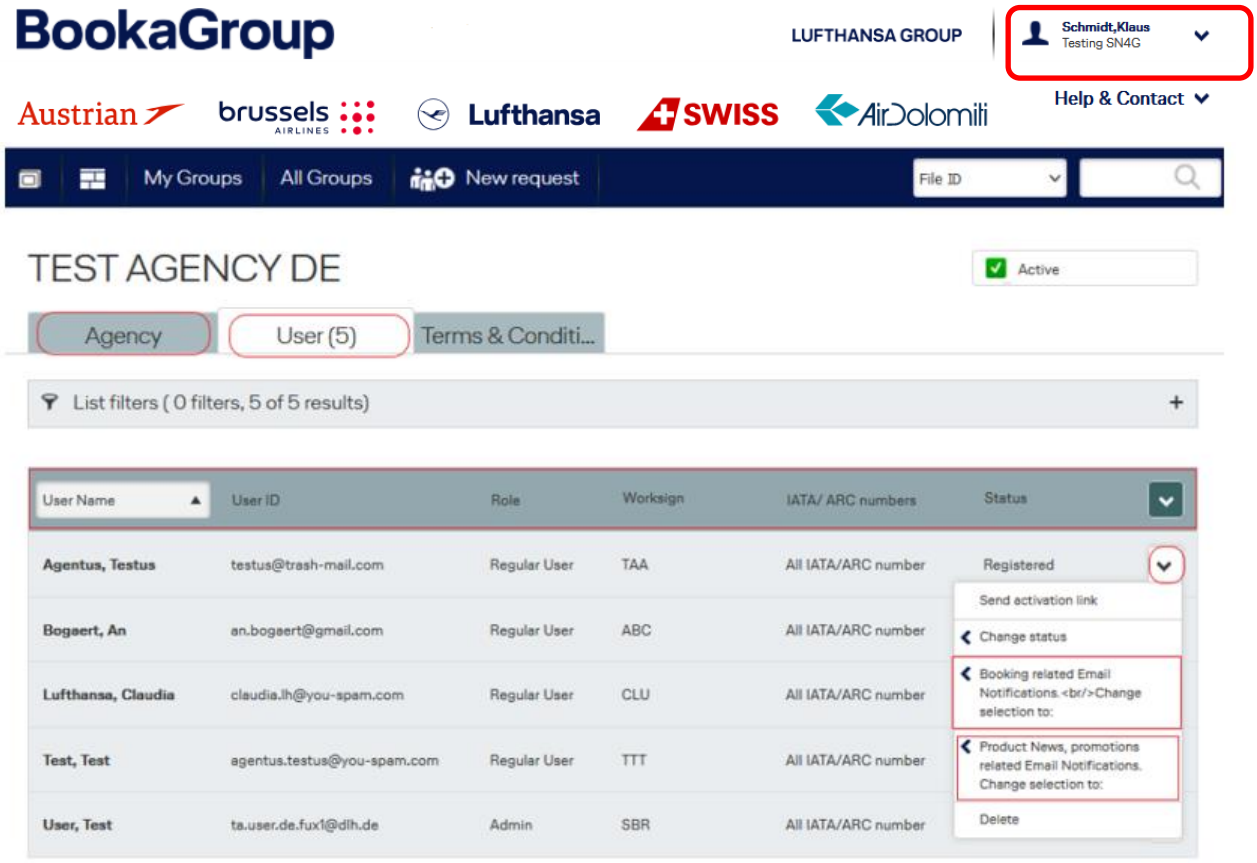
The **Email Notifcation** can be set for the Agency Email address and also individually by each User for the respective User Email address; please see below **"User (x)" – tab**, and please see chapter 6.2 User Profile.

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

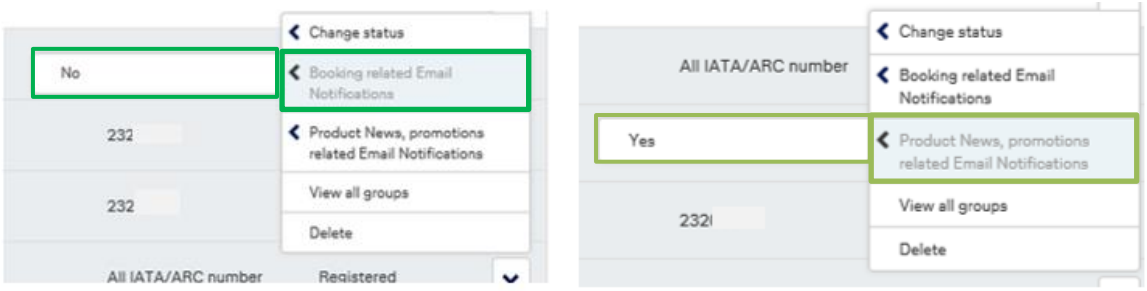
The **NDC Contact Details** displays specific Direct Connect Information of a certain Sales Office.

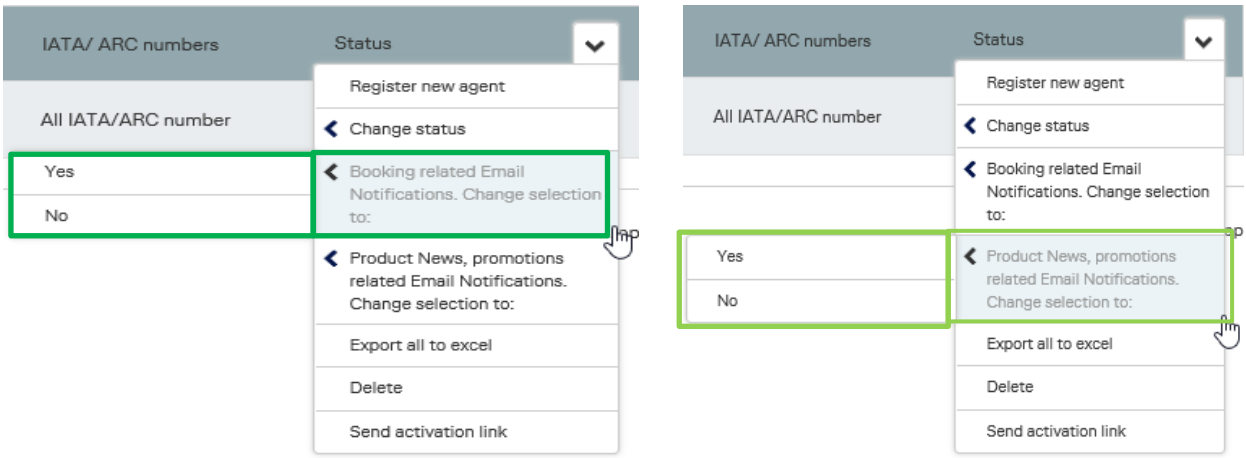
“ User (x) “ – Tab

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



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





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

6.4 Cockpit Header & Cockpit Tiles

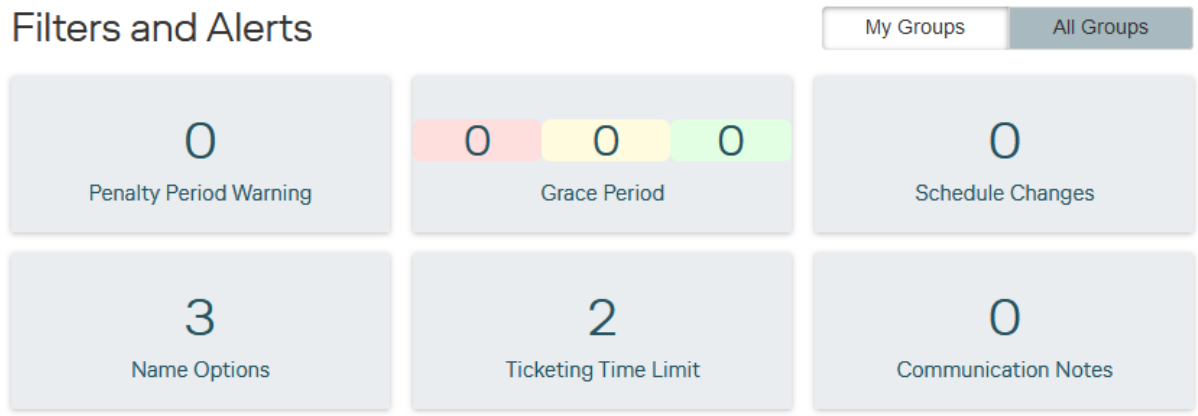
Cockpit Header

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

Cockpit Tiles

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

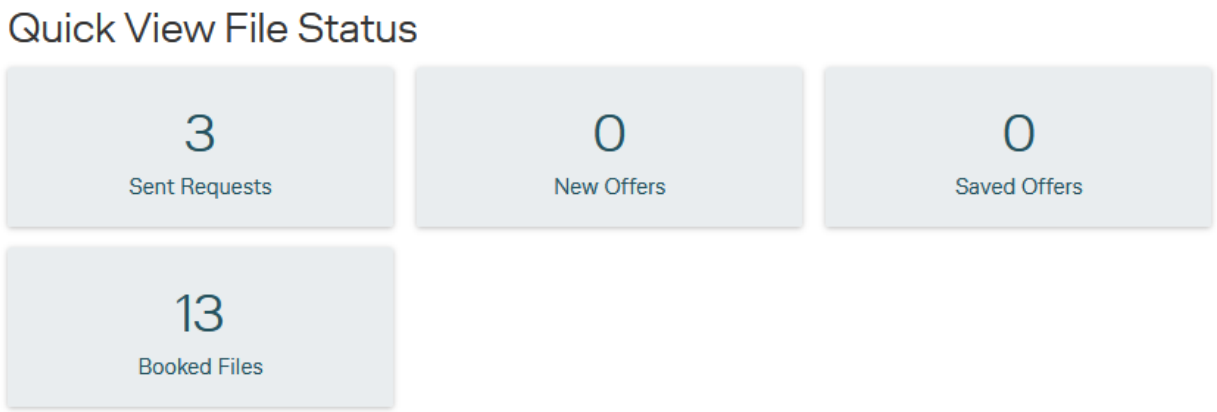
Filters and Alerts



Filters and Alerts 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

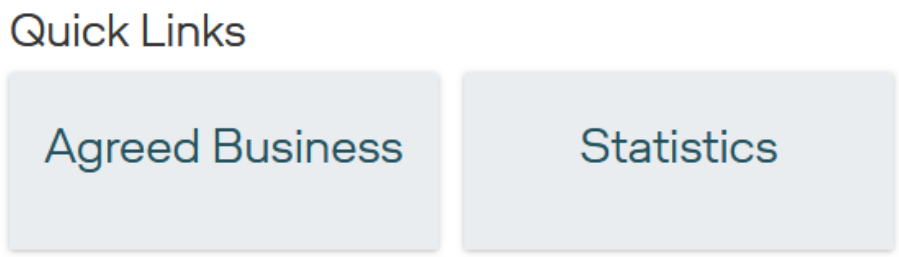
Quick View File Status



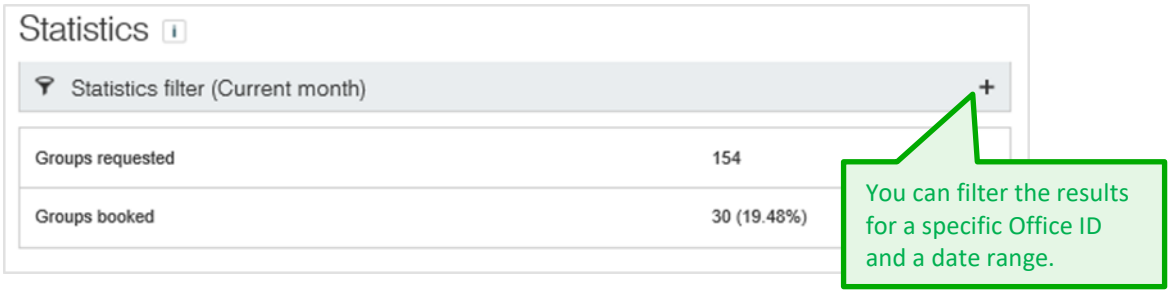
Quick View File Status shows the number of files in the respective displayed status:

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

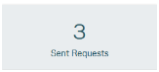


This quick link guides you to your Statistics - an overeview of your current bookings



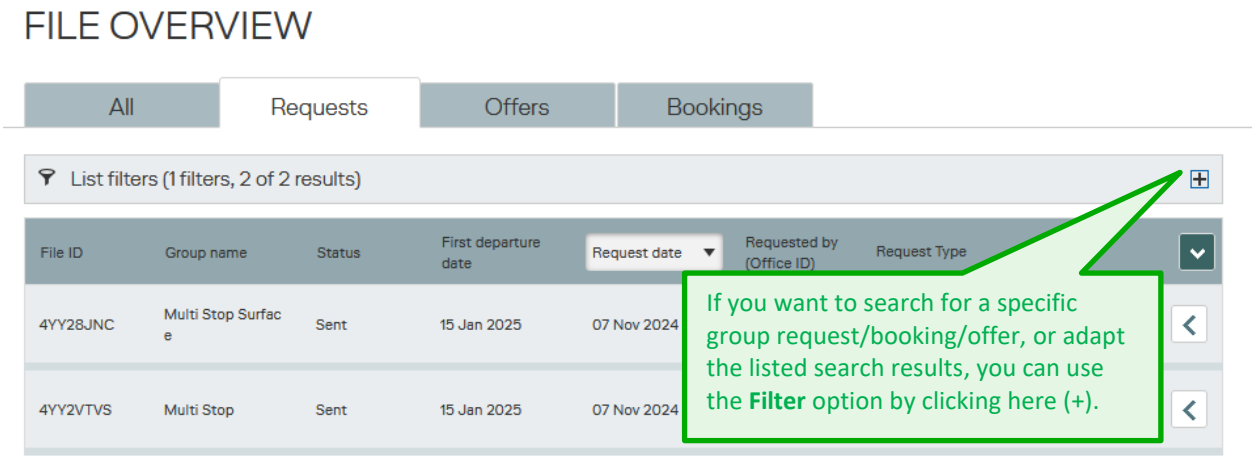
File Overview

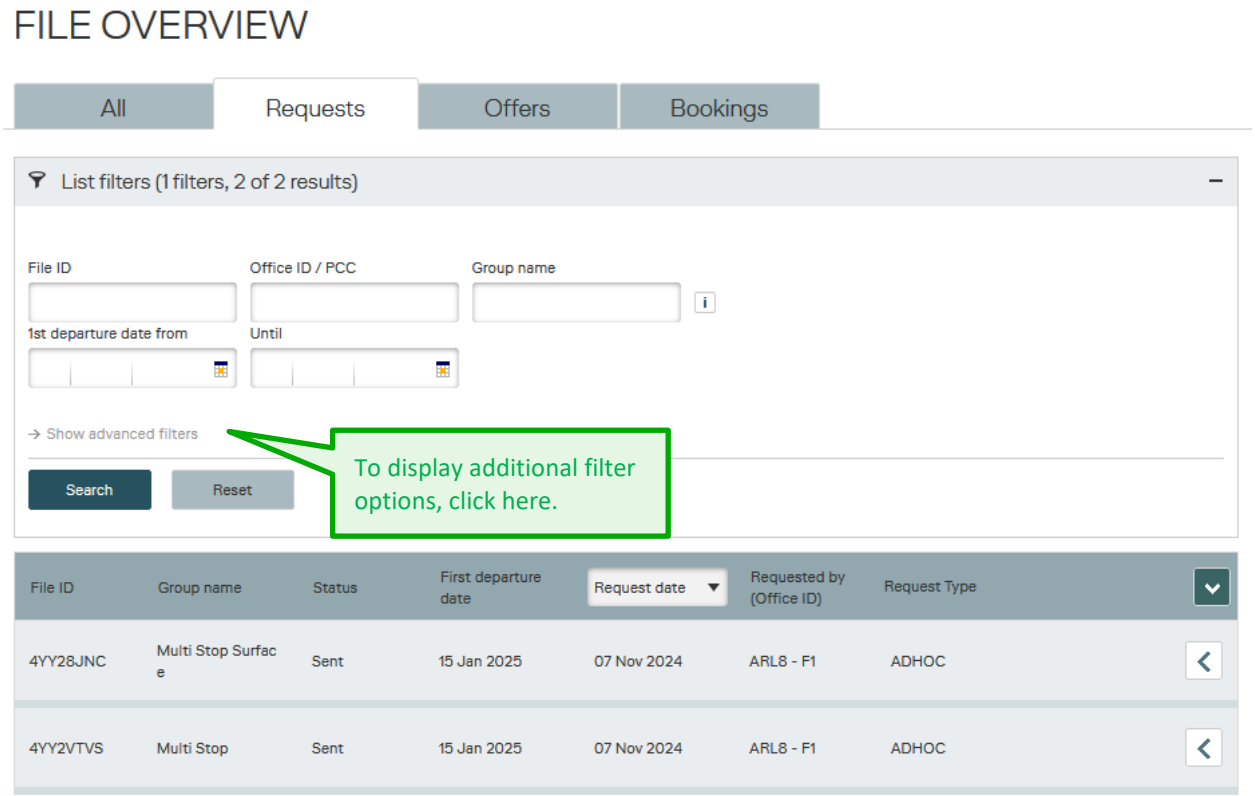
Clicking on **any of the tiles** (Fiters and Alerts or Quick View File Status) will take you to the **File Overview** prefiltered as per chosen tile.
This page provides a list of groups divided into several categories: **All** (groups), **Request**, **Offers** and **Bookings**. You can navigate between the categories by selecting the respective tab and can also filter the groups within each of these categories.

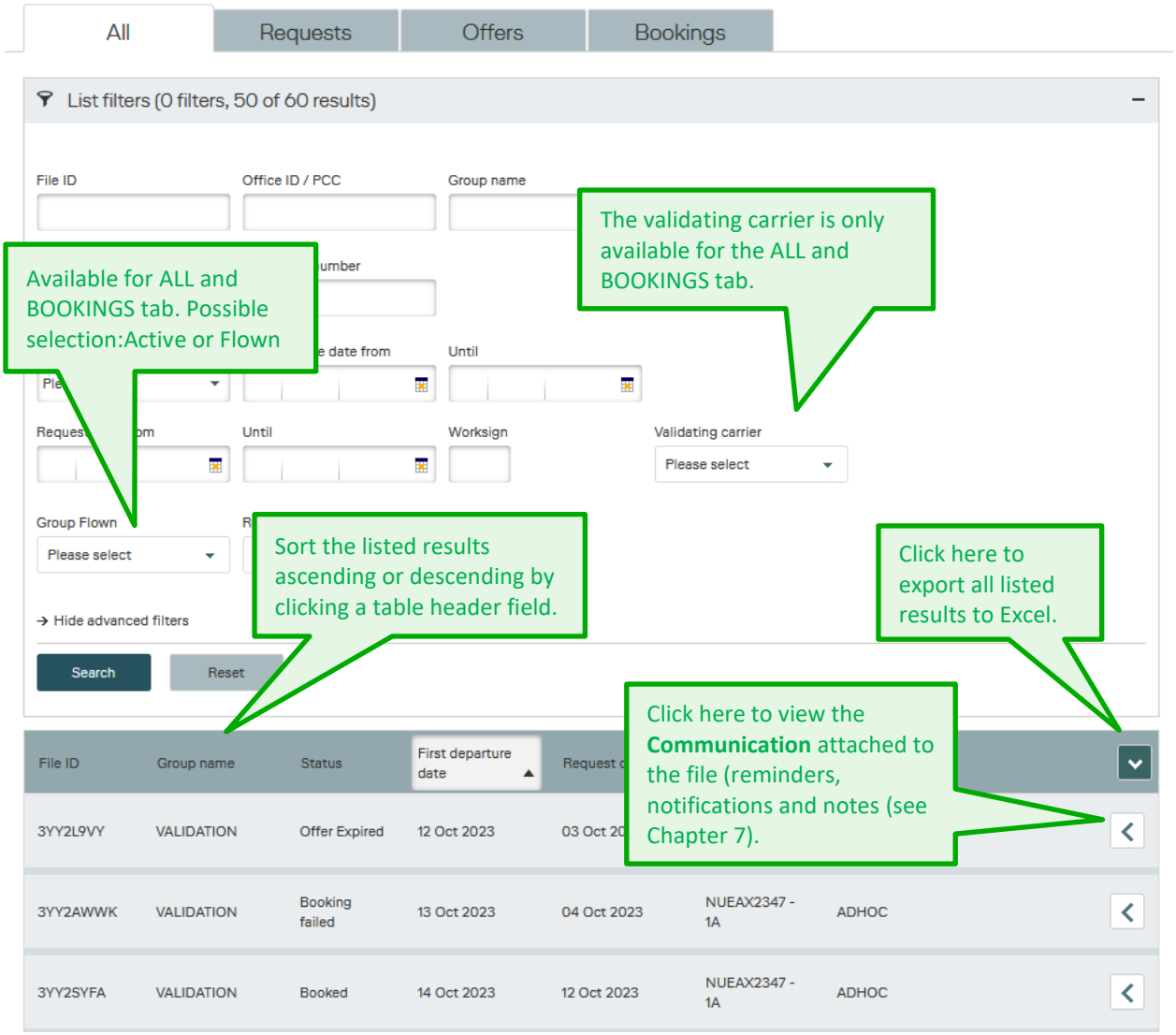
In the below example the user clicked on the tile 

(Sent Requests):

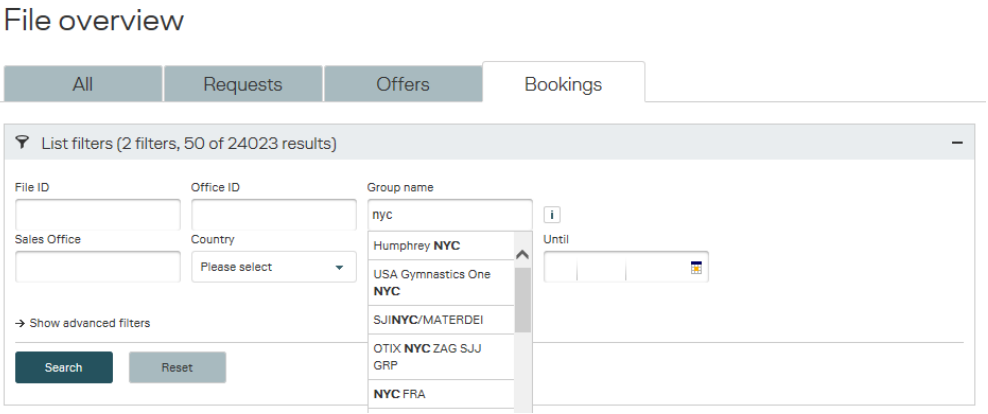
BookaGroup
preDelivery_10.1.7
LUFTHANSA GROUP
Schmidt,Klaus
Testing SN4G
Austrian
brussels AIRLINES
Lufthansa
SWISS
AirDolomiti
Help & Contact
My Groups
All Groups
New request
File ID


FILE OVERVIEW
All
Requests
Offers
Bookings
List filters (1 filters, 2 of 2 results)
File ID
Group name
Status
First departure date
Request date
Requested by (Office ID)
Request Type
4YY28JNC
Multi Stop Surfac e
Sent
15 Jan 2025
07 Nov 2024
4YY2VTVS
Multi Stop
Sent
15 Jan 2025
07 Nov 2024
If you want to search for a specific group request/booking/offer, or adapt the listed search results, you can use the **Filter** option by clicking here (+).

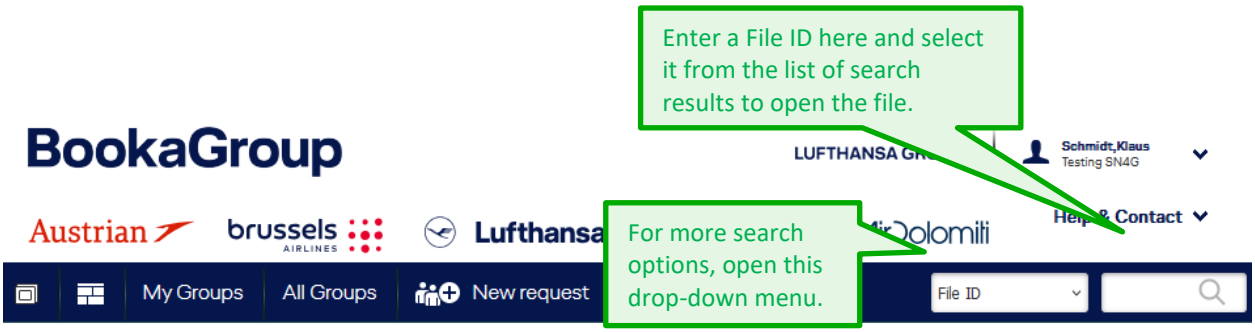

FILE OVERVIEW
All
Requests
Offers
Bookings
List filters (1 filters, 2 of 2 results)
File ID
Office ID / PCC
Group name
1st departure date from
Until
Show advanced filters
Search
Reset
To display additional filter options, click here.
File ID
Group name
Status
First departure date
Request date
Requested by (Office ID)
Request Type
4YY28JNC
Multi Stop 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

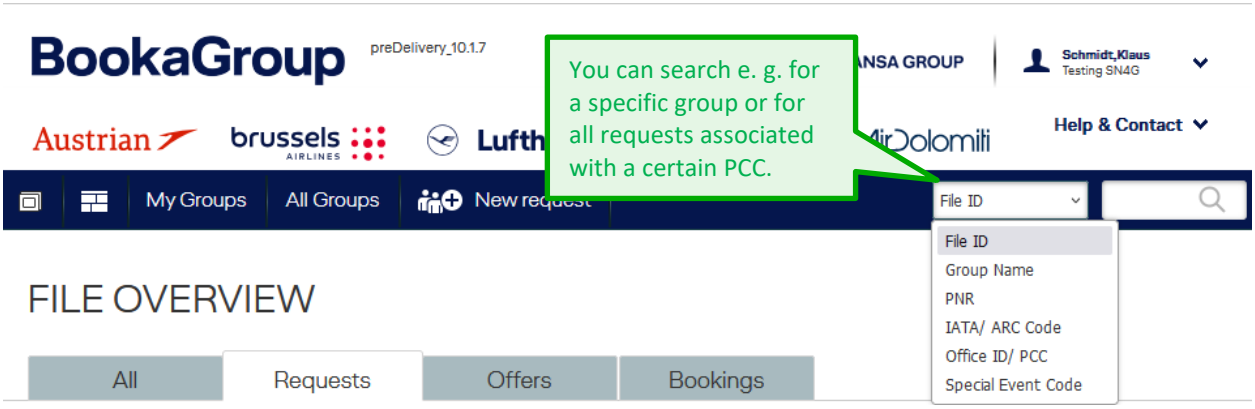


The **Group name filter** can be done for parts of the Group name. E.g. entering “NYC” in the Group name Filter, without selection from dropdown, will result in a list of all files containing “NYC” in the Group name. When opening any File ID from resulting list, you can return to same selection by choosing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

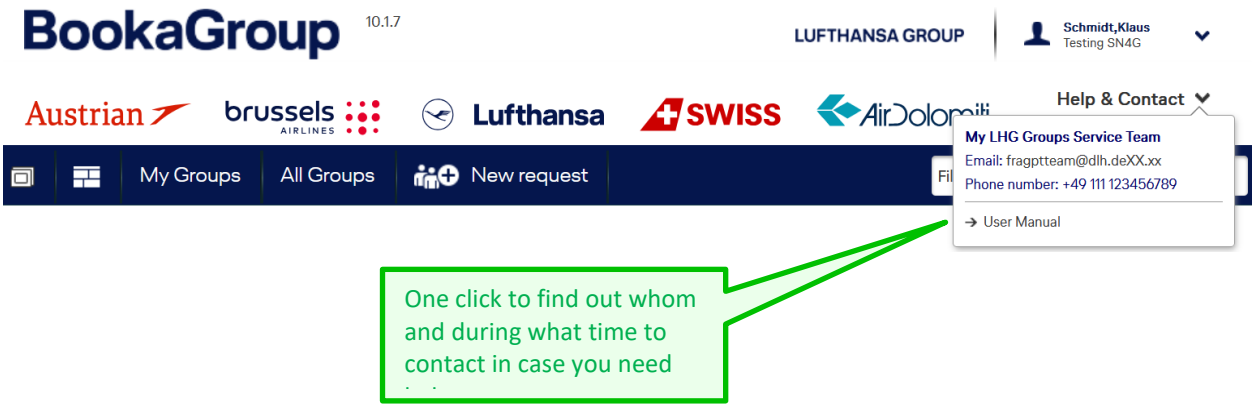


6.4.1 Search

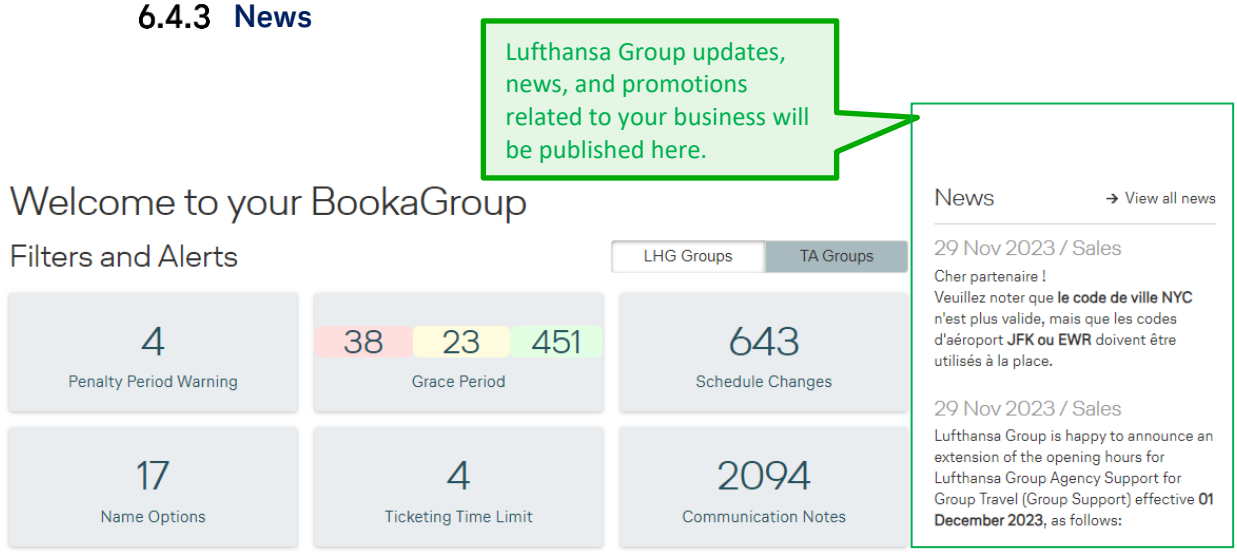




6.4.2 Help & Contact



6.4.3 News



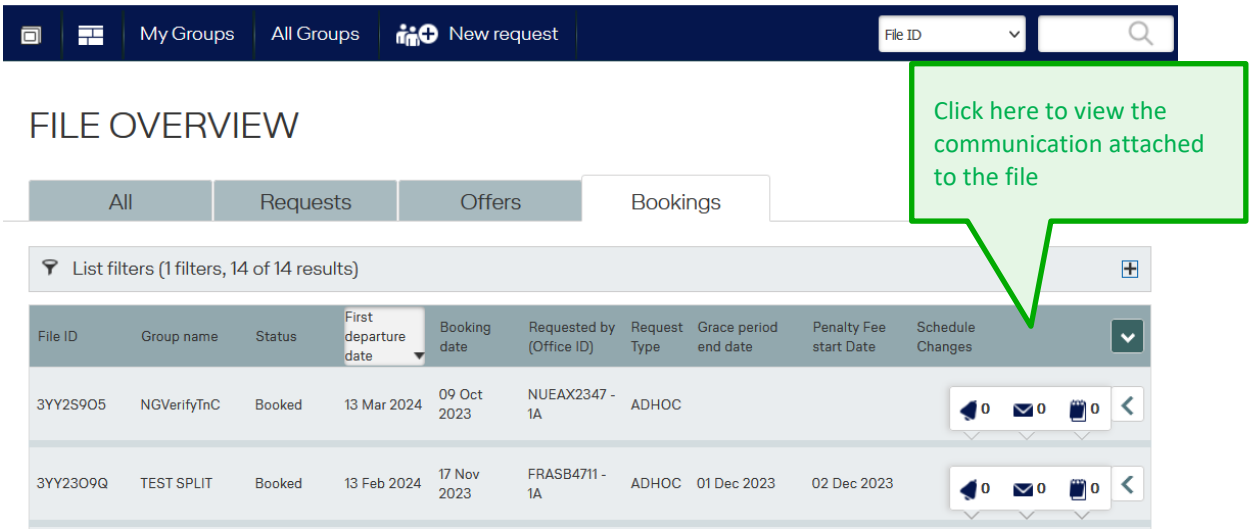
7 Communication

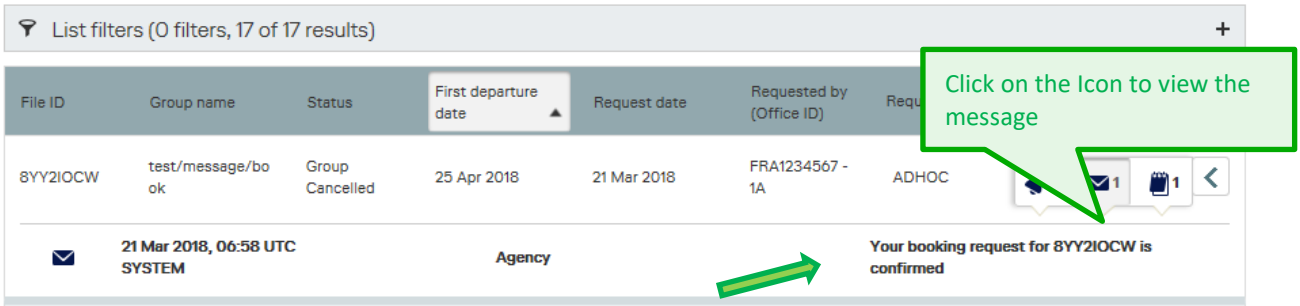
Communication can be attached to a file. The urgency of the communication is differenciated by several symbols:

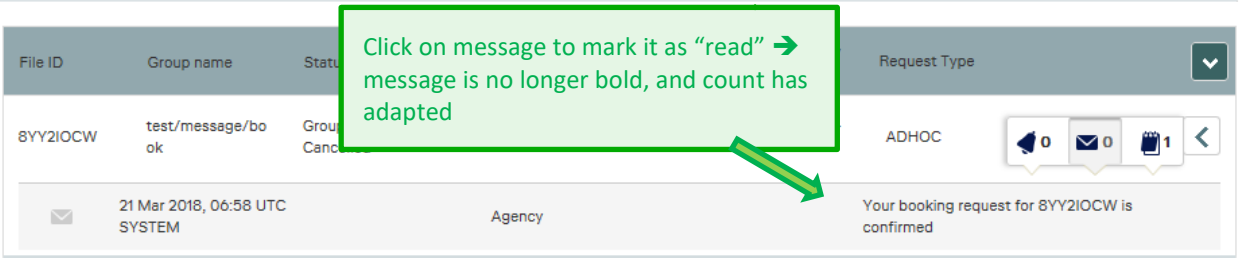
Reminder	Information where your action is required, e.g. Offer is available, Ticketing Deadlines, Name options etc.
Notification	Information which does not necessarily require *immediate* action, e.g. Fulfillment purposes etc.
Notes	Personal communication, e. g. between agents within your agency or to/from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

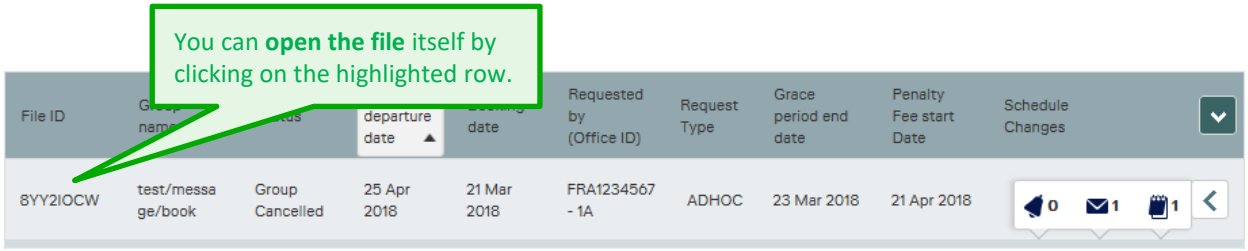
These can be opened:

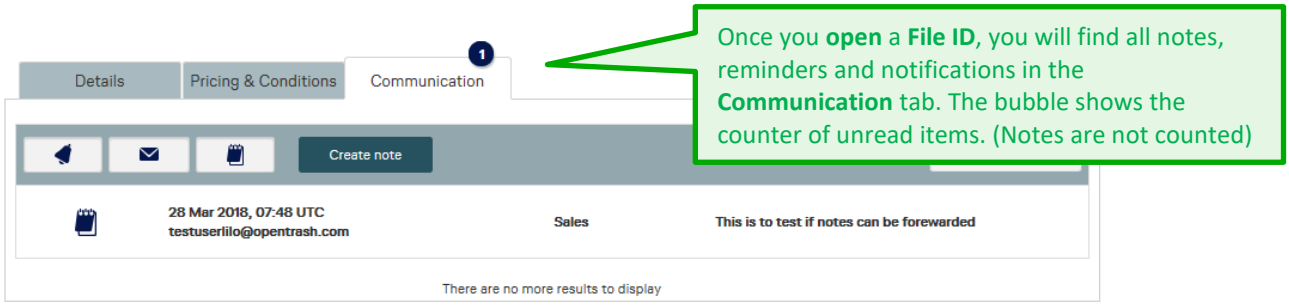
- via the File Overview and then can be seen within a File ID.
- via the Communication Notes tab (in an opened File) , where necessary File ID(s) is/are already selected

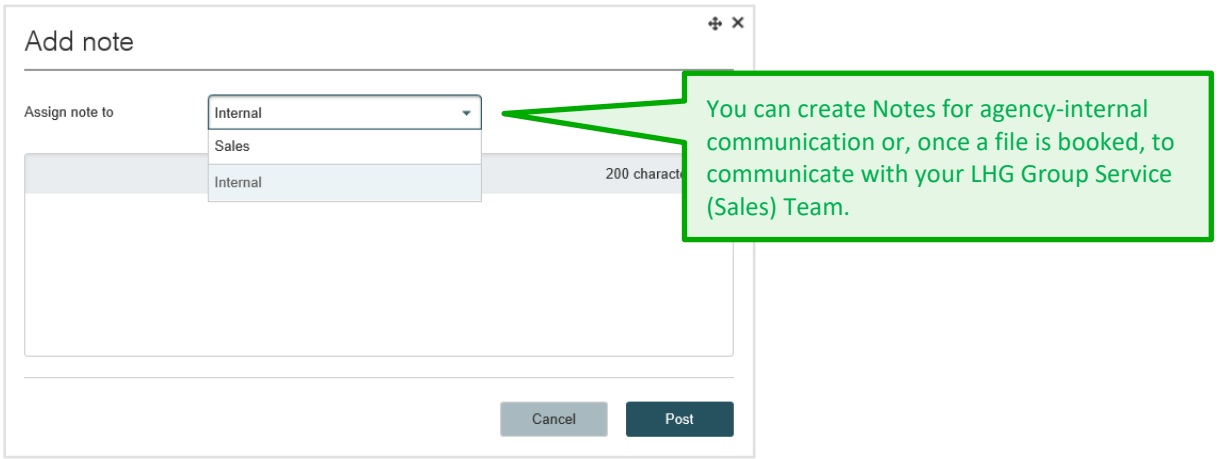



List filters (0 filters, 17 of 17 results)
File ID
Group name
Status
First departure date
Request date
Requested by (Office ID)
8YY2IOCW
test/message/book
Group Cancelled
25 Apr 2018
21 Mar 2018
FRA1234567 - 1A
ADHOC
21 Mar 2018, 06:58 UTC SYSTEM
Agency
Your booking request for 8YY2IOCW is confirmed
Click on the Icon to view the message


File ID
Group name
Request Type
8YY2IOCW
test/message/book
ADHOC
21 Mar 2018, 06:58 UTC SYSTEM
Agency
Your booking request for 8YY2IOCW is confirmed
Click on message to mark it as "read" ➔ message is no longer bold, and count has adapted


You can **open the file** itself by clicking on the highlighted row.
File ID
departure date
Requested by (Office ID)
Request Type
Grace period end date
Penalty Fee start Date
Schedule Changes
8YY2IOCW
test/message/book
Group Cancelled
25 Apr 2018
21 Mar 2018
FRA1234567 - 1A
ADHOC
23 Mar 2018
21 Apr 2018


Details
Pricing & Conditions
Communication
Create note
28 Mar 2018, 07:48 UTC
testuserlilo@opentrash.com
Sales
This is to test if notes can be forewarded
There are no more results to display
Once you **open** a **File ID**, you will find all notes, reminders and notifications in the **Communication** tab. The bubble shows the counter of unread items. (Notes are not counted)


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

Email notifications sent by BookaGroup to Travel Agent/Agency

In general **only** for BookaGroup **REMINDER,** assigned to Travel Agency (TA), an email will be sent from BookaGroup to TA.
For **all** such BookaGroup REMINDER = identified by 'bell' symbol in TAs BookaGroup-communication tab.

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

Please note:

- If such **TA user profile** (of TA user who created the file) will be **deleted in BookaGroup** currently and for time being **NO** such emails will be sent for that file.

- If a file was initially created **by the LHG Service Team on behalf of TA**, such emails will be sent to the email address of TA **agency**.

  - **But:** Currently and for time being such emails will **NOT** be sent in regards to name option/ deadline reminder and **NOT** for ticketing option/ deadline reminder (*1).

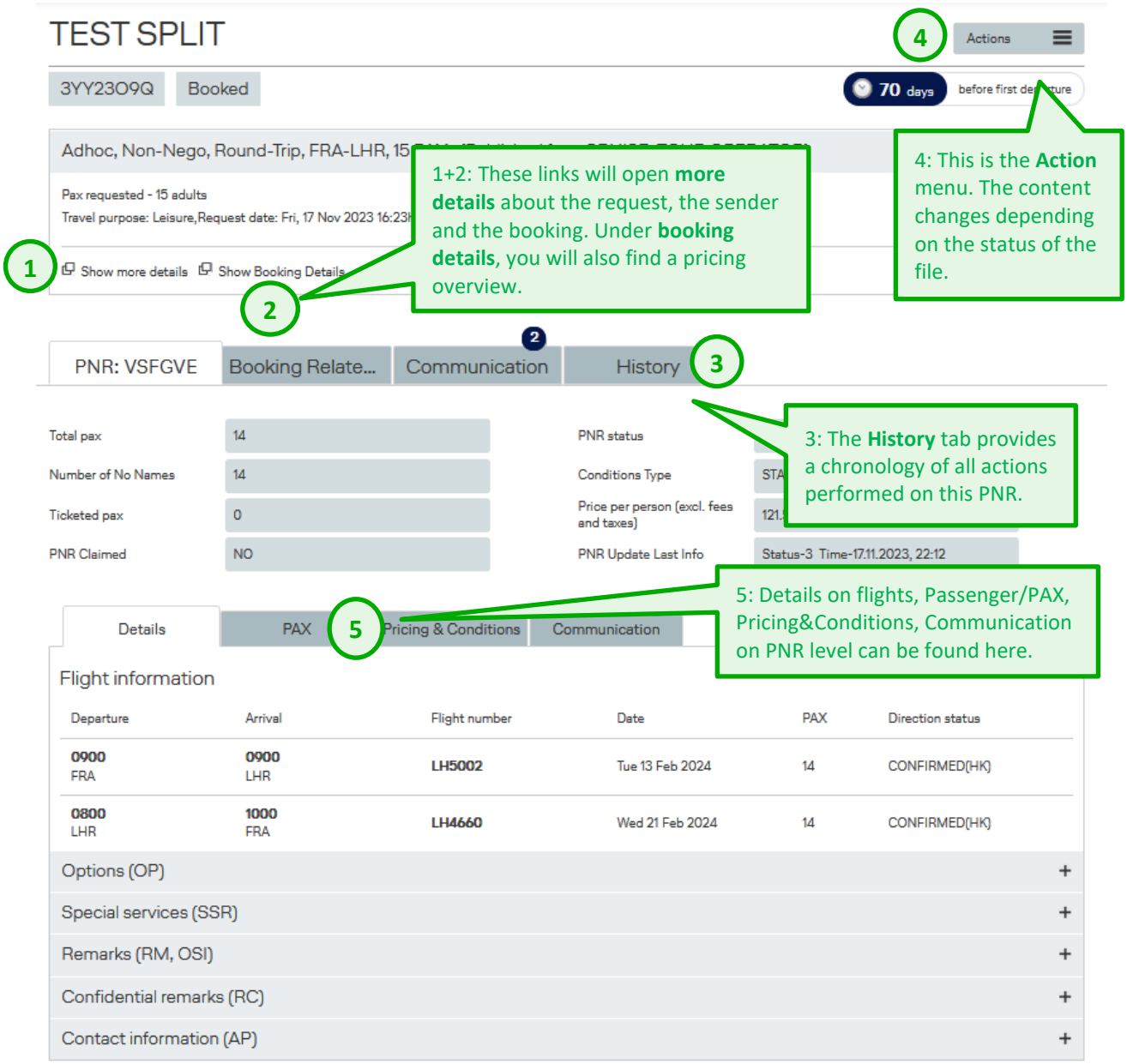
- If a once created BookaGroup file will be **reassigned to a/ to another TA**, such emails will be sent to TA **agency** email address of respective current TA.

- **NEVER** an email will be sent by BookaGroup to TA for any BookaGroup **NOTIFICATION** assigned to TA.
  BookaGroup NOTIFICATION= identified by 'envelope' symbol in TAs BookaGroup-communication tab.

> **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.

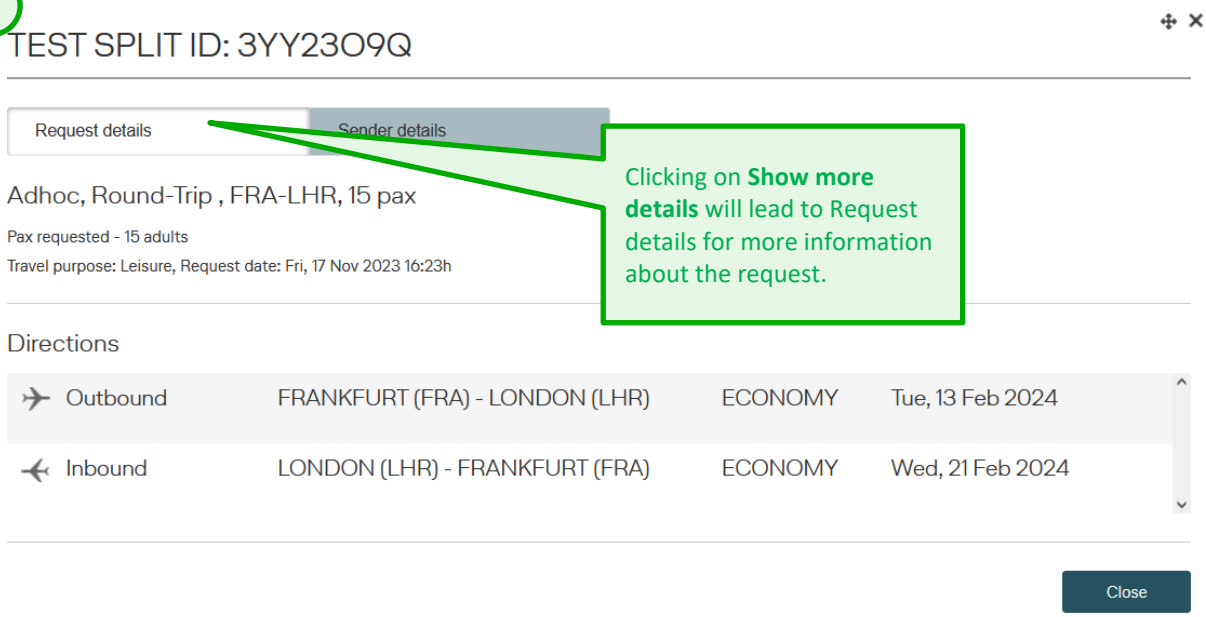
8 File Display

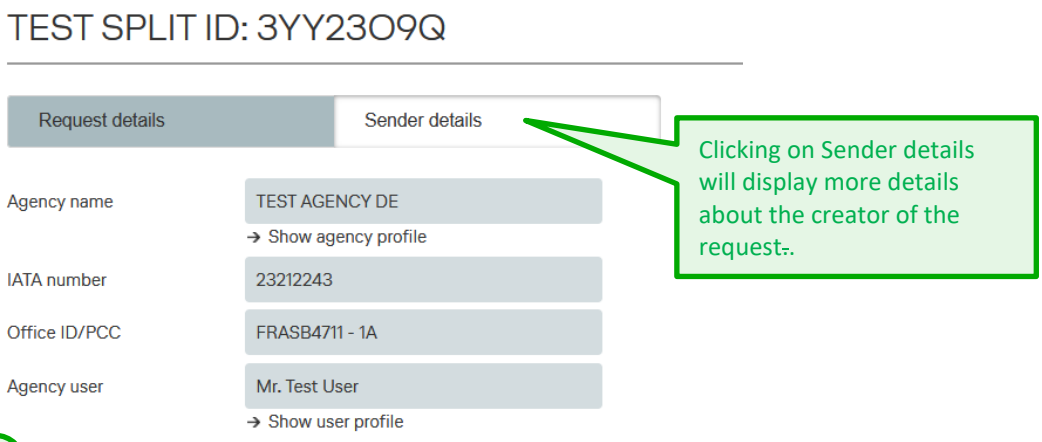
8.1 Single PNR View



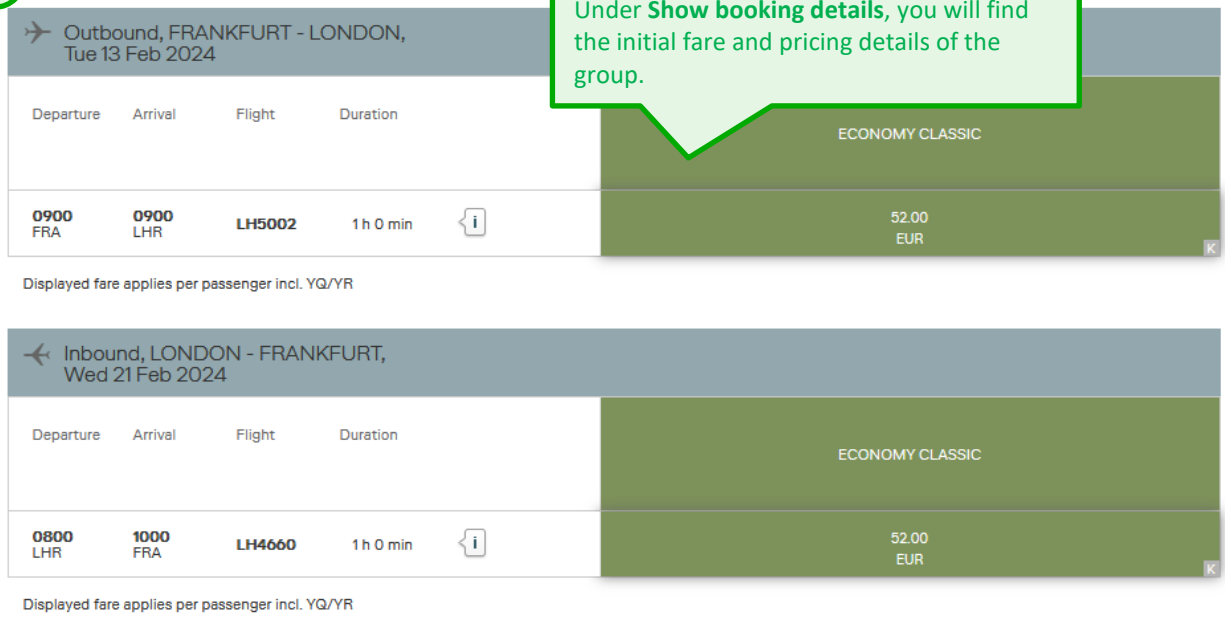
1 - 5 = detailed informations will follow below:

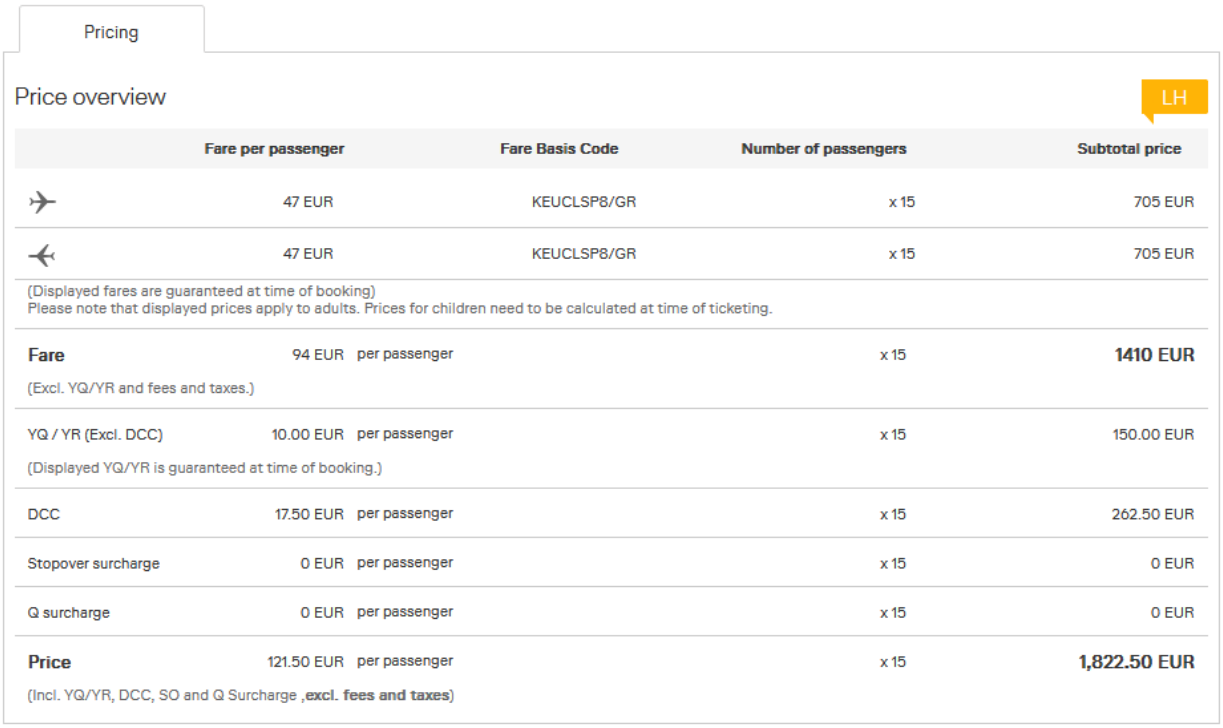
1


TEST SPLIT ID: 3YY23O9Q
Request details
Sender details
Clicking on **Show more details** will lead to Request details for more information about the request.
Adhoc, Round-Trip , FRA-LHR, 15 pax
Pax requested - 15 adults
Travel purpose: Leisure, Request date: Fri, 17 Nov 2023 16:23h
Directions
Outbound FRANKFURT (FRA) - LONDON (LHR) ECONOMY Tue, 13 Feb 2024
Inbound LONDON (LHR) - FRANKFURT (FRA) ECONOMY Wed, 21 Feb 2024
Close

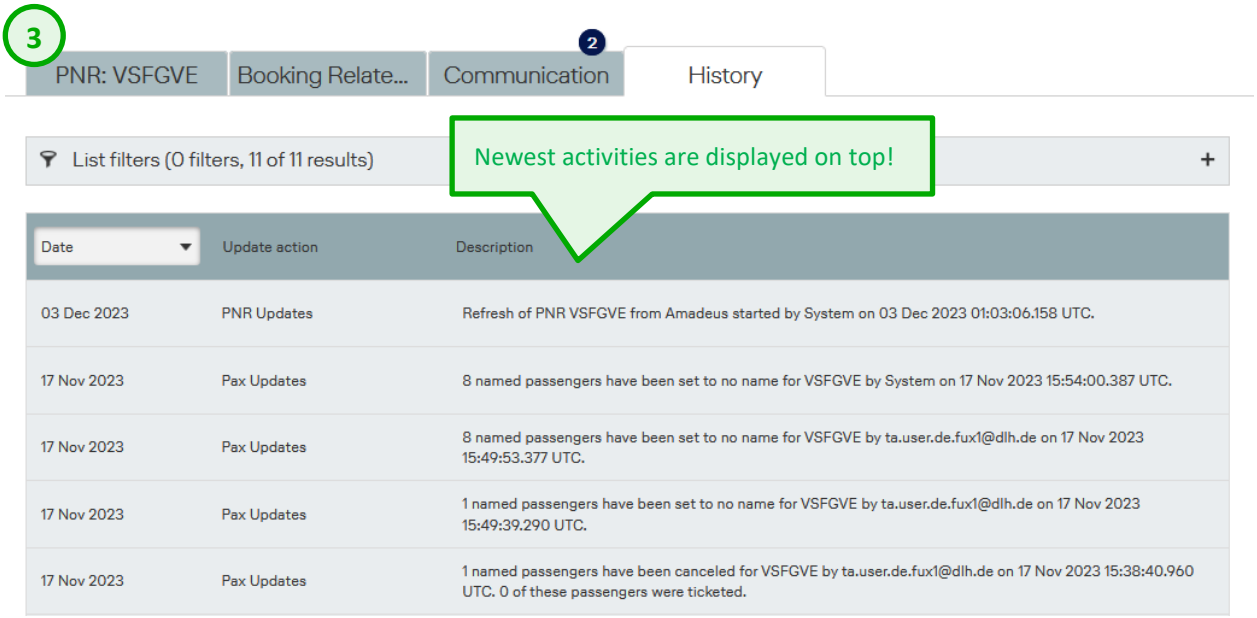

TEST SPLIT ID: 3YY23O9Q
Request details
Sender details
Clicking on Sender details will display more details about the creator of the request..
Agency name
TEST AGENCY DE
→ Show agency profile
IATA number
23212243
Office ID/PCC
FRASB4711 - 1A
Agency user
Mr. Test User
→ Show user profile

2

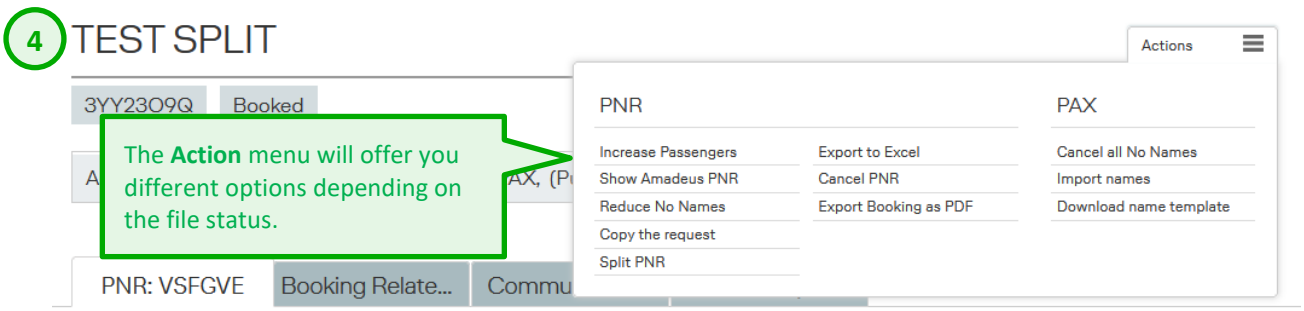

Under **Show booking details**, you will find the initial fare and pricing details of the group.
Outbound, FRANKFURT - LONDON, Tue 13 Feb 2024
Departure Arrival Flight Duration
ECONOMY CLASSIC
0900 FRA 0900 LHR LH5002 1 h 0 min
52.00 EUR
Displayed fare applies per passenger incl. YQ/YR
Inbound, LONDON - FRANKFURT, Wed 21 Feb 2024
Departure Arrival Flight Duration
ECONOMY CLASSIC
0800 LHR 1000 FRA LH4660 1 h 0 min
52.00 EUR
Displayed fare applies per passenger incl. YQ/YR



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



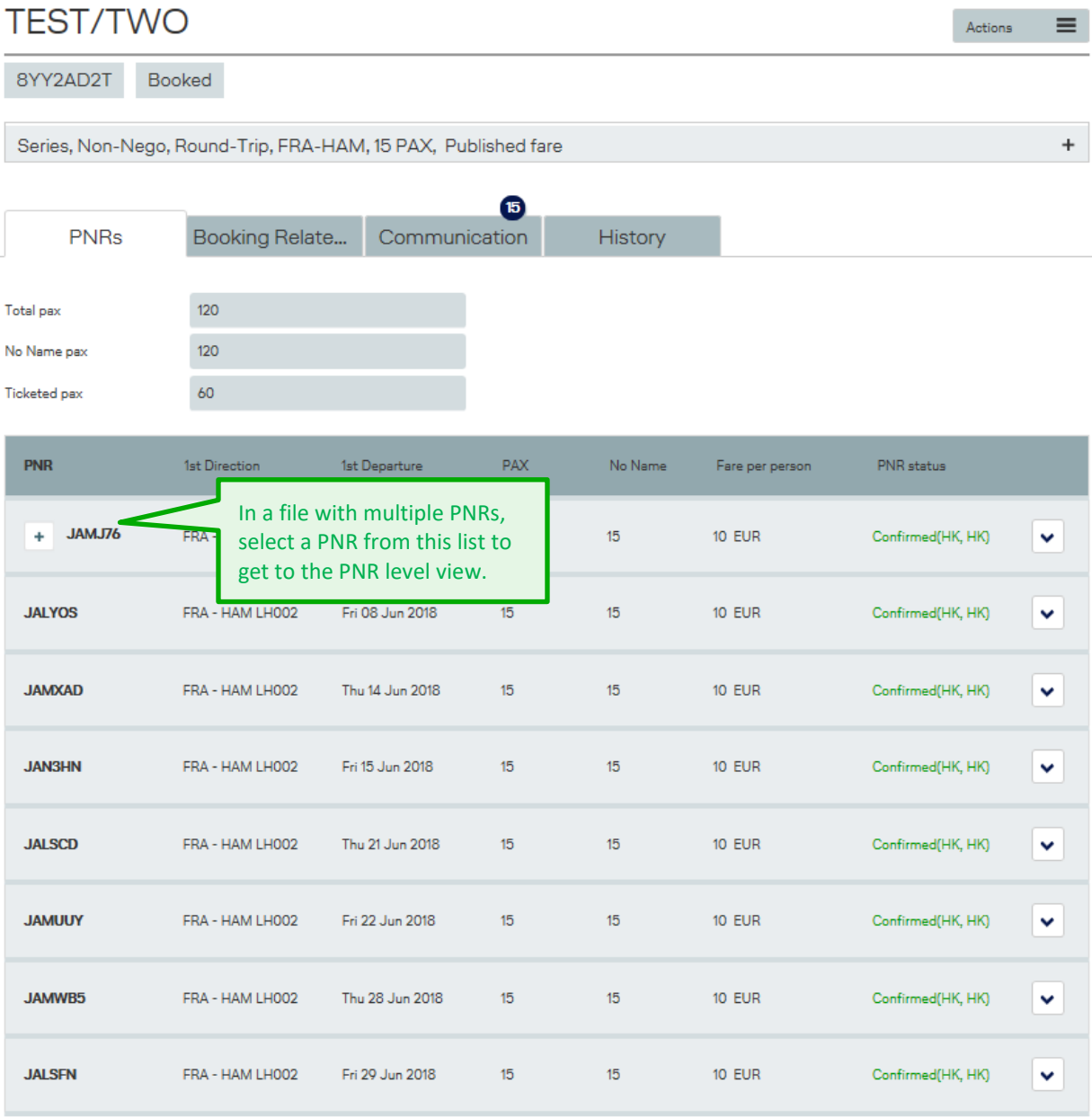
i In case of an increase, the file history and communication for the increase PNR merge with the file history and communication of the parent PNR.

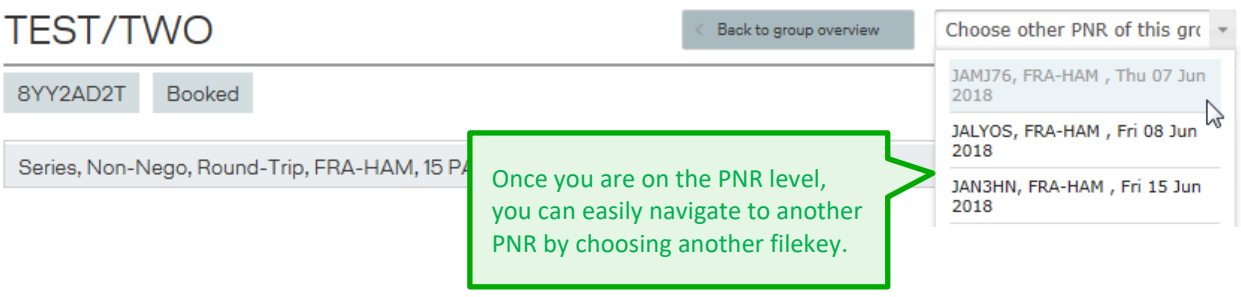

4
TEST SPLIT
3YY23O9Q
Booked
The **Action** menu will offer you different options depending on the file status.
PNR: VSFGVE
Booking Relate...
Actions
PNR
Increase Passengers
Show Amadeus PNR
Reduce No Names
Copy the request
Split PNR
Export to Excel
Cancel PNR
Export Booking as PDF
PAX
Cancel all No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

Actions
PNR
Increase Passengers
Show Amadeus PNR
Reduce No Names
Copy the request
Split PNR
Export to Excel
Cancel PNR
Export Booking as PDF
PAX
Cancel all No Names
Import names
Download name template
You can also find these options at the bottom of the page!

8.2 Multiple PNR View

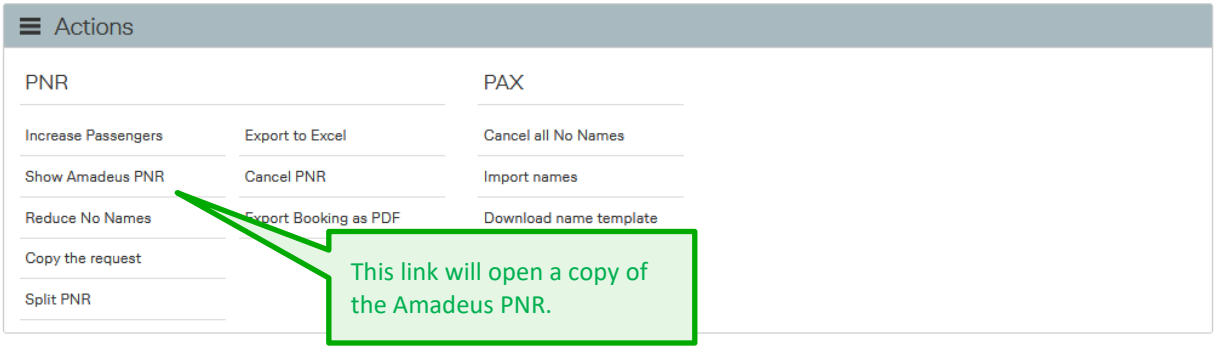
The PNR view is slightly different in case of a multiple PNR file (e. g. resulting from a break-up, large-scale group, or series; or alternatively after an increase or split of a single PNR):

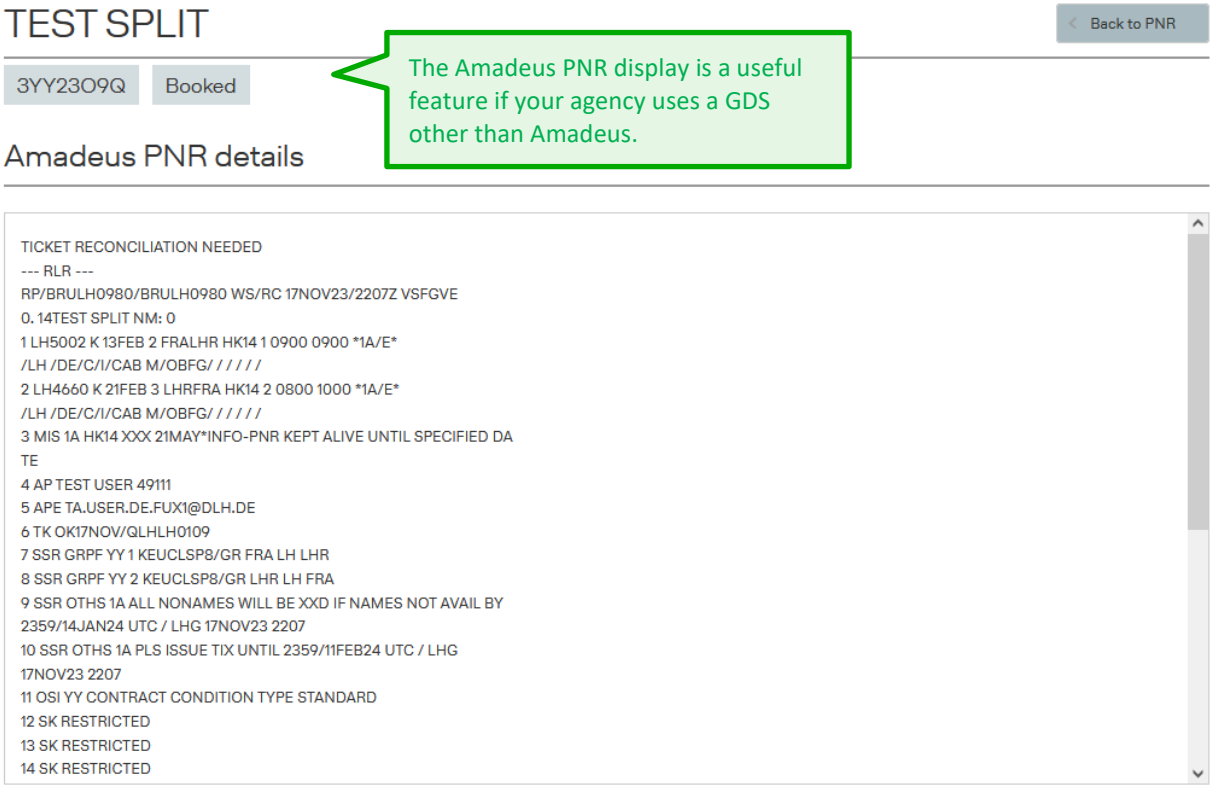




Amadeus PNR Display

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





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:

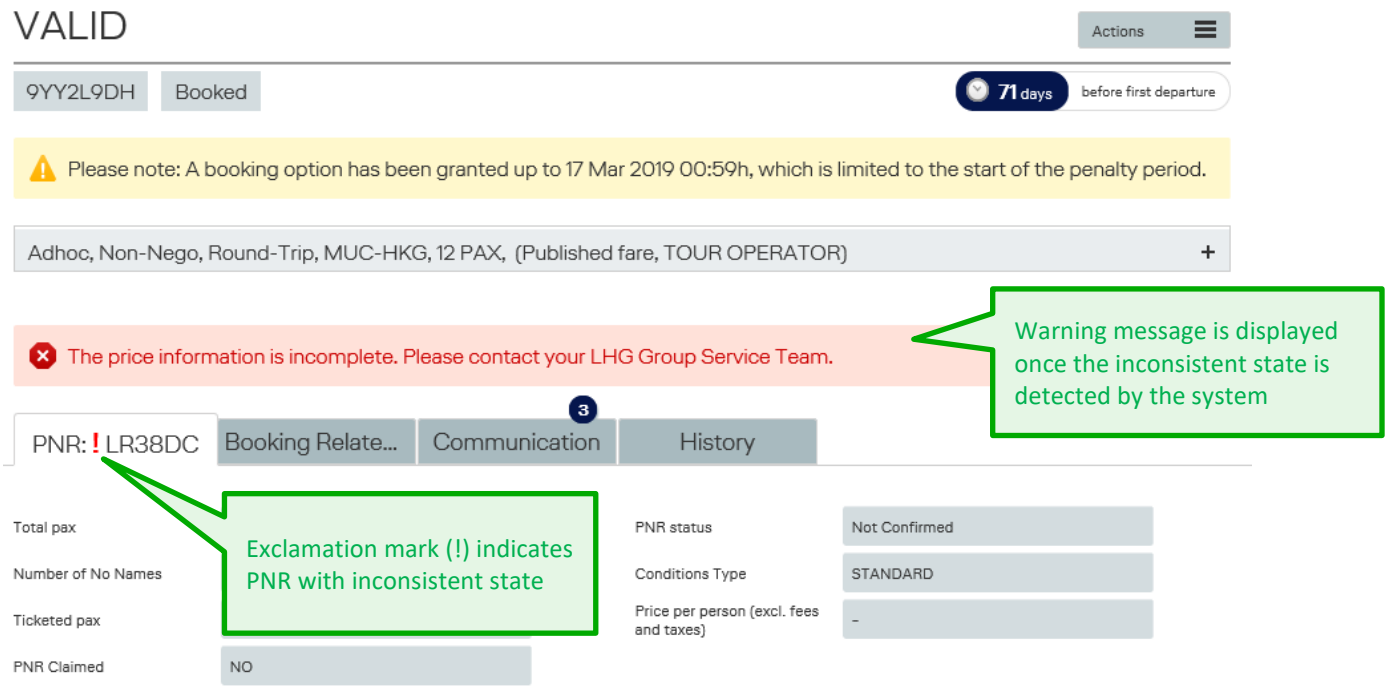
BaG displays the following error message together with an exclamation mark (“**!**”) in the concerning PNR: “The price information is incomplete. Please contact your LHG Group Service Team.”
The pricing container shows no values (fare basis code and fare).

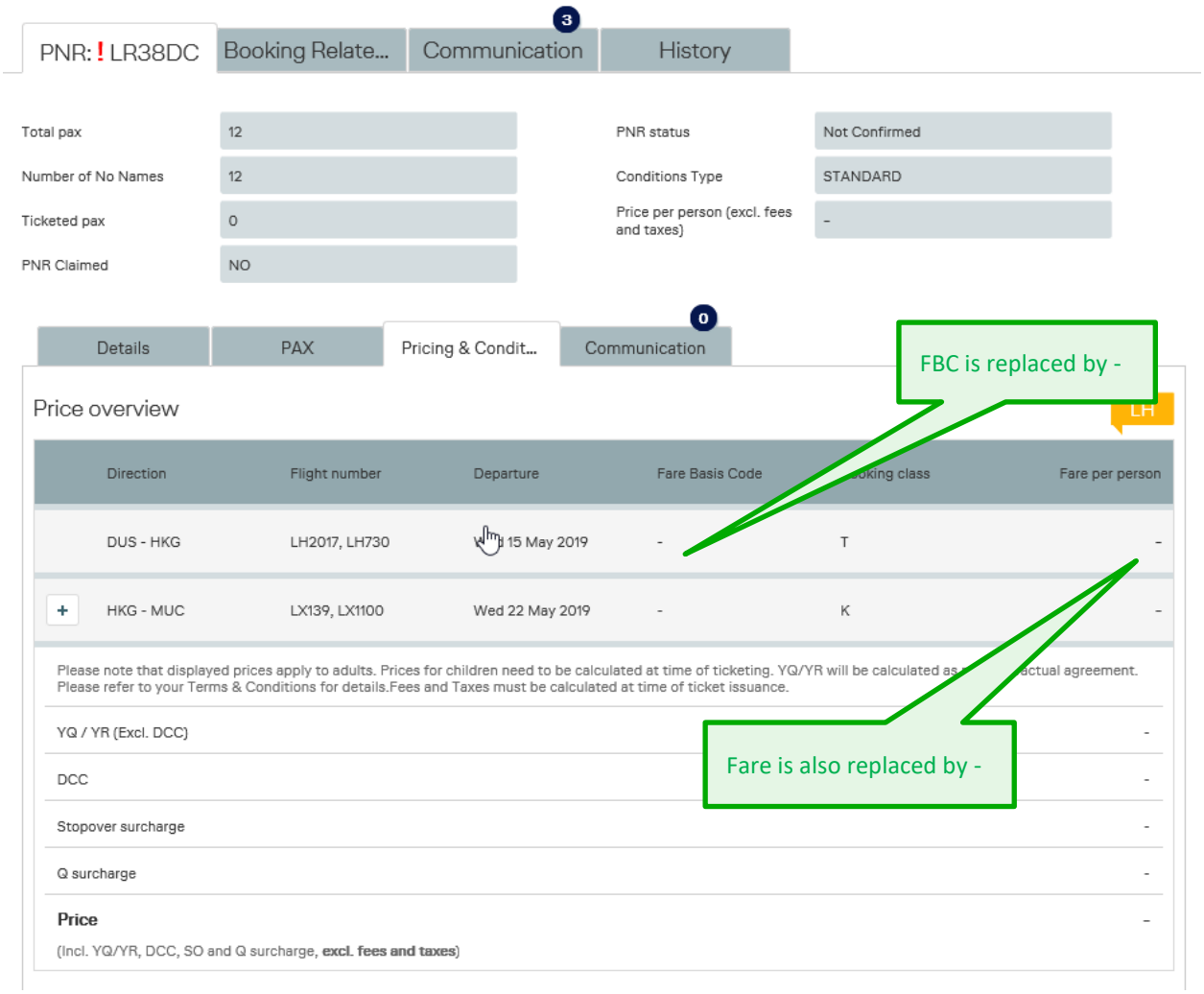
In the PNR all RC Fare-Elements are removed.

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.





PNR with inconsistent state:

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

```
--- RLR ---
RP/QLHLH0111/QLHLH0111          GR/RC   5MAR23/1446Z   LR38DC
0. 12VALID  NM: 0
 1  LH2017 T 15MAY 3 DUSMUC KK12       1830 1935   *1A/E*
   /LH /DE/C/D/CAB M/    / /    / /  /        /
 2  LH 730 T 15MAY 3 MUCHKG HK12      2  2215 1525+1 *1A/E*
   /LH /DE/C/I/CAB M/OBFG/ /    / /  /        /
 3  LX 139 K 22MAY 3 HKGZRH HK12      1  2345 0610+1 *1A/E*
 4  LX1100 K 23MAY 4 ZRHMUC HK12       0715 0815   *1A/E*
   OPERATED BY HELVETIC AIRWAYS
 5  LX1016 K 23MAY 4 ZRHDUS HN12       0725 0845   *1A/E*
 6 MIS 1A HK12 XXX 20AUG*INFO-PNR KEPT ALIVE UNTIL SPECIFIED DA
   TE
 7 AP TESTER 49778877665
 8 APE TEST@OPENTRASH.COM
 9 TK OK05MAR/QLHLH0109
10 SSR GRPF LH 1 TNCDE/GR MUC LH HKG
11 SSR GRPF LH 2 KNNDE/GR HKG LX ZRH LX MUC
```

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

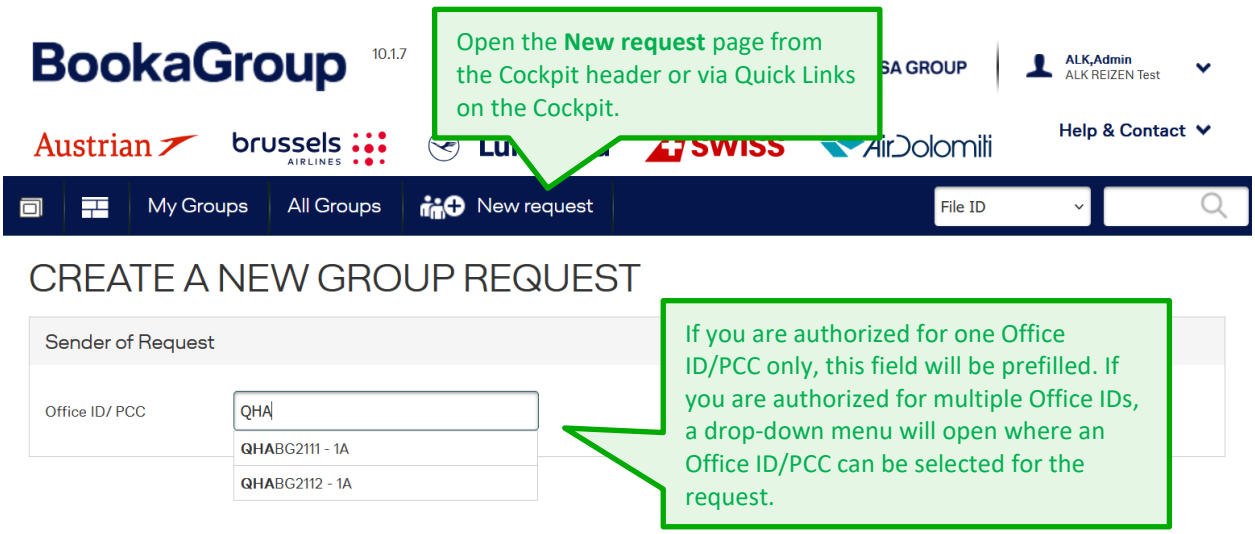
History:

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

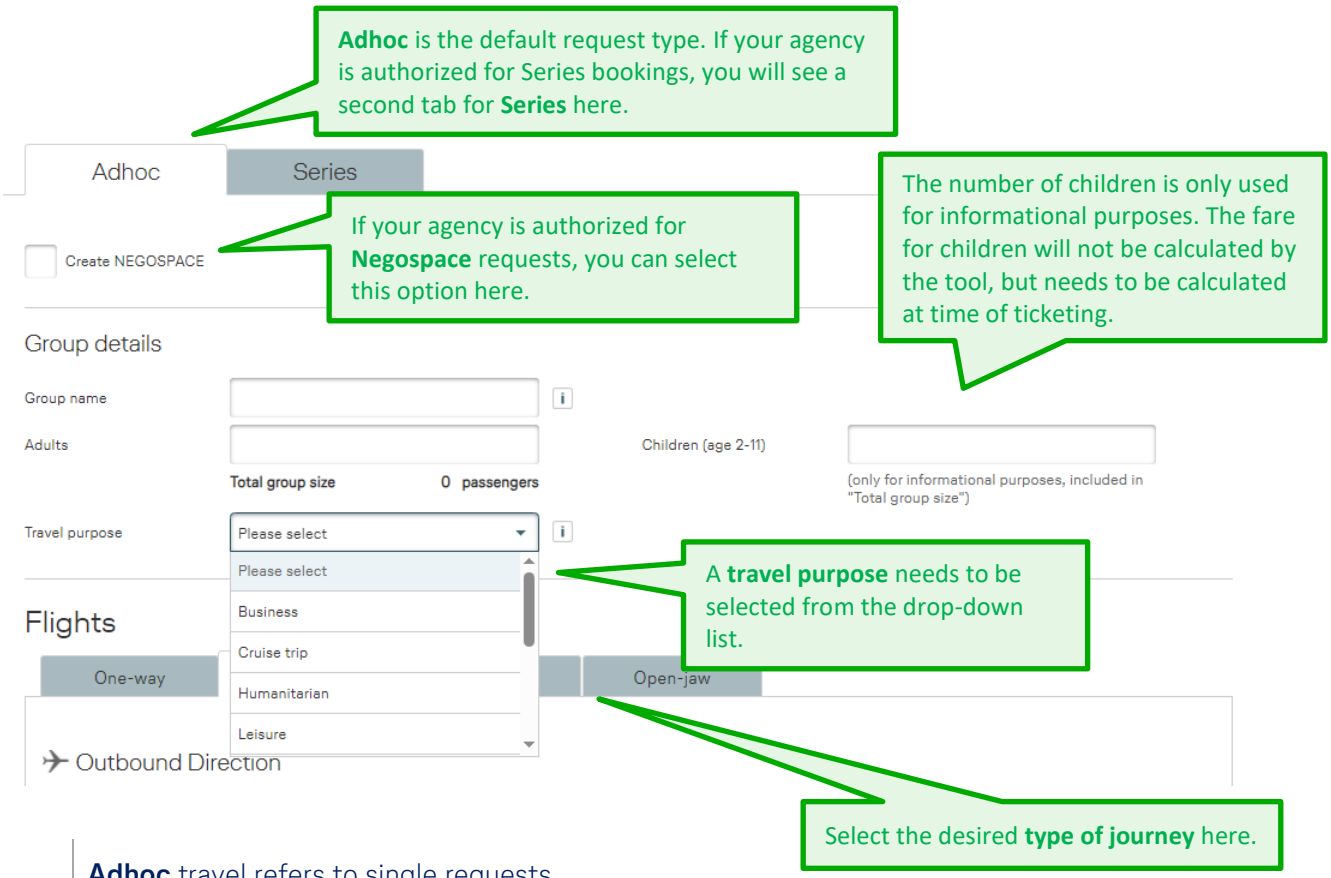
After the inconsistent state is resolved by respective revenue management (e.g. after confirmation of rebooking), the correct RC elements are inserted in PNR and the pricing container is updated showing actual and correct fare information.

9 Requesting and Booking

9.1 New Request



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



Adhoc travel refers to single requests.

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

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

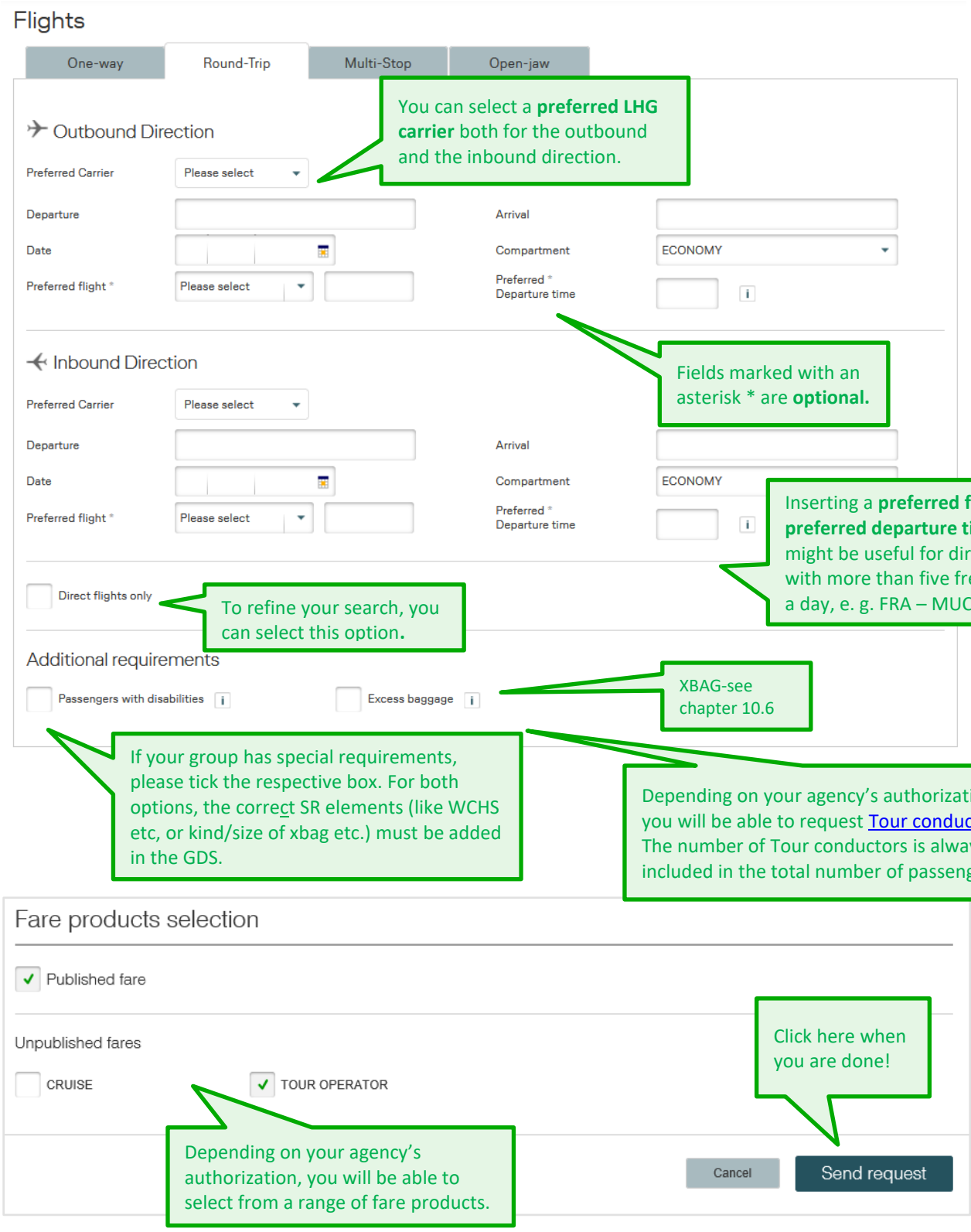
i For contracting fulfillment, all bookings of a series will be cumulated and evaluated as one common booking as soon as all flight segments are departed (meaning realization is not set per single departure, but for the entire series). In case of complete cancellations of single departures within a series,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

Series can only be requested by authorized travel agents.

Group Name	min **4**, max **50** characters; only letters, space and "/" are allowed (OAL expections have to be observed).
One-way	Select this in case only one direction is required (request according fare and applicable fare rules).
Round-trip	This is the default type of journey. Two directions – consider Origin & Destination (includes feeder flights).
Multi-stop	Please use this type of journey if more than two directions are required, e. g. whenever a stopover is needed. Please refer to Chapter 9.4 for more details.
½ Return	This option is only to be used for ½ Return bookings (only available for authorized agencies). It must not be used for ½ Return in combination with OAL; all OAL flights can directly be requested in BookaGroup. ½ Returns cannot be issued as One-way tickets.
Open-jaw	This option must be selected if arrival airport and departure airport are different, e. g. FRA-LAX/SFO-FRA.

9.2 Requesting a Round-trip

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



! 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.

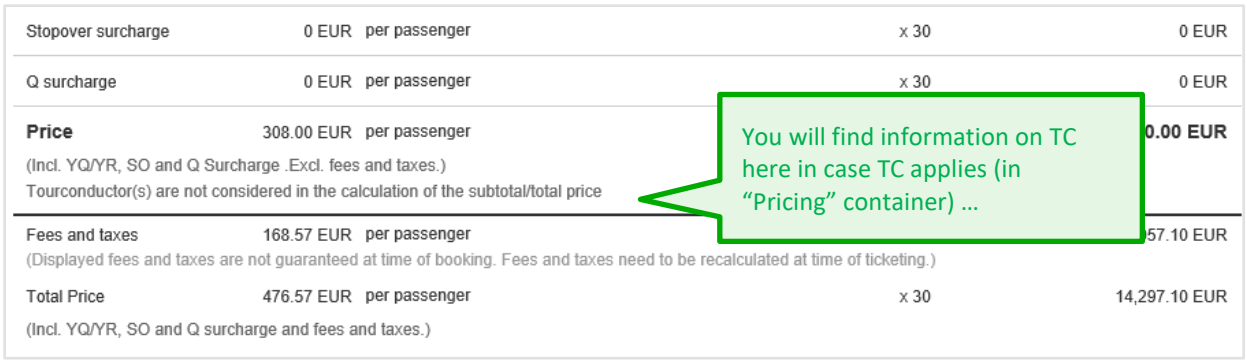
9.2.1 Tour Conductor

- 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.

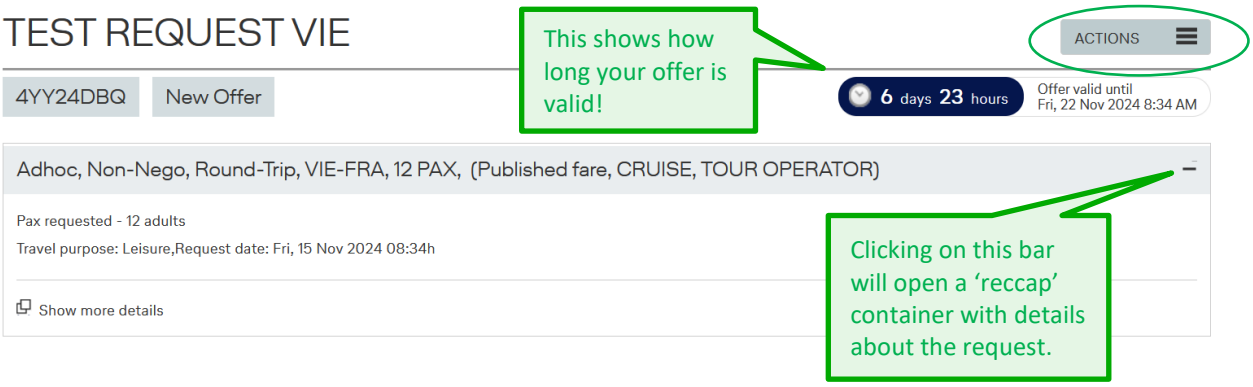
The Fare Basis Code (FBC) is the same as the one of the corresponding group with the addition of CG00 as Ticket Designator. Please consider max. 8 digits for FBC and max. 6 digits for TD are possible (i.e. VLXRCDEW/GRCG00).

¡ 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.

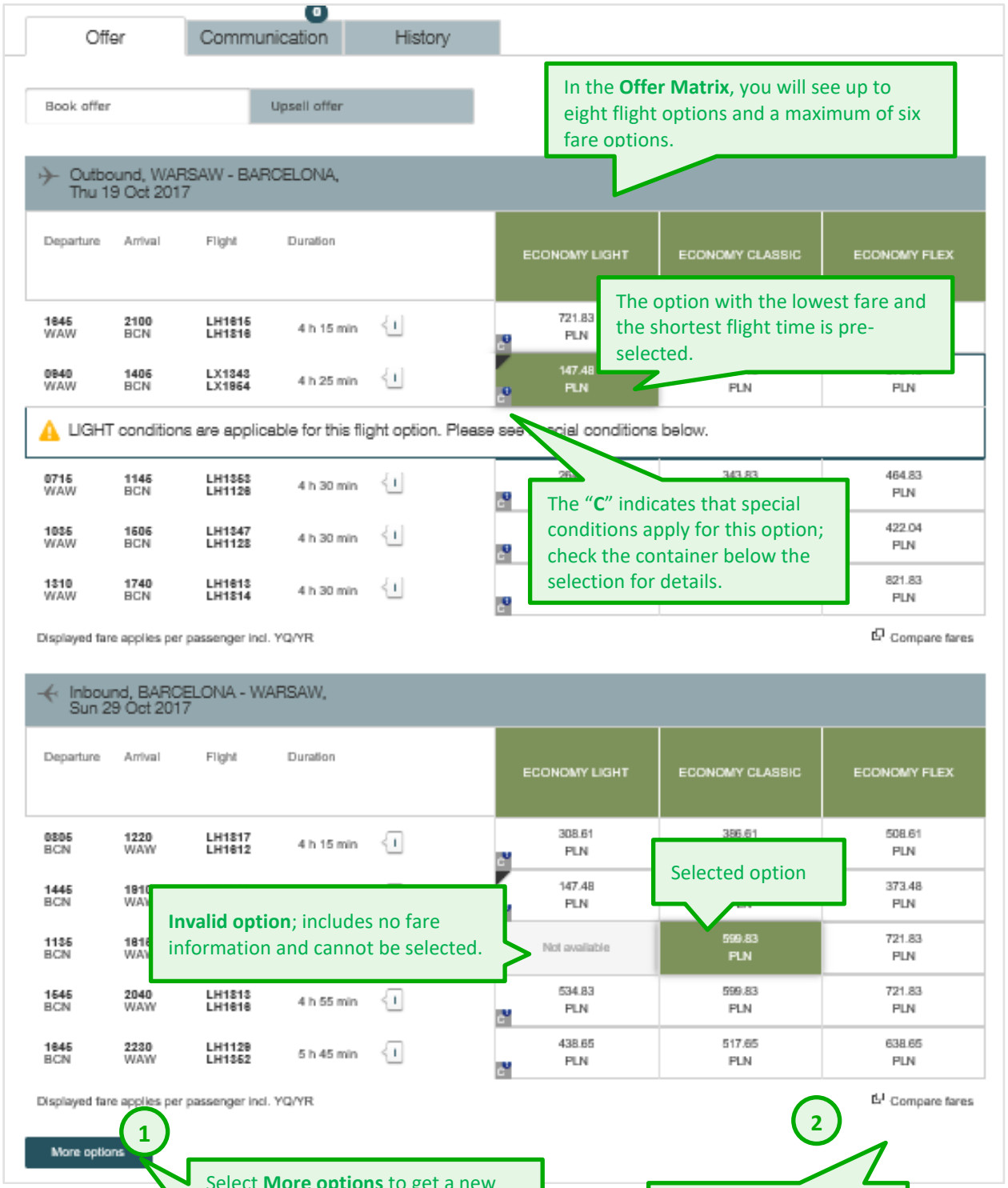


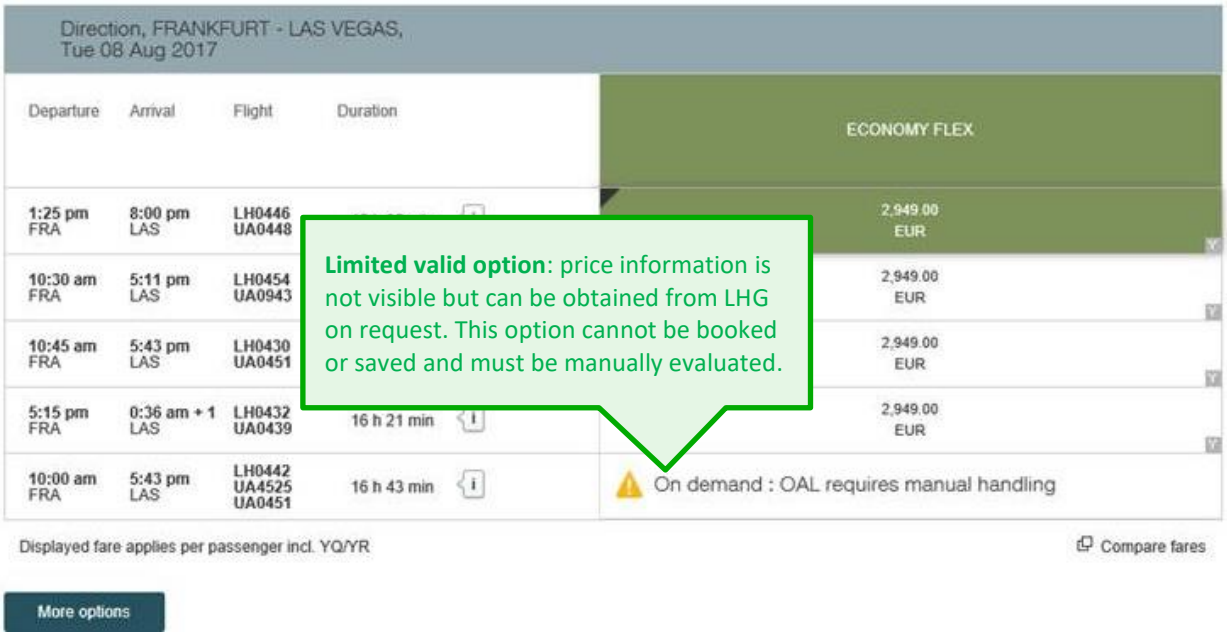
The number of TC as per initial request will also be shown in the Booking Summary PDF.

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:

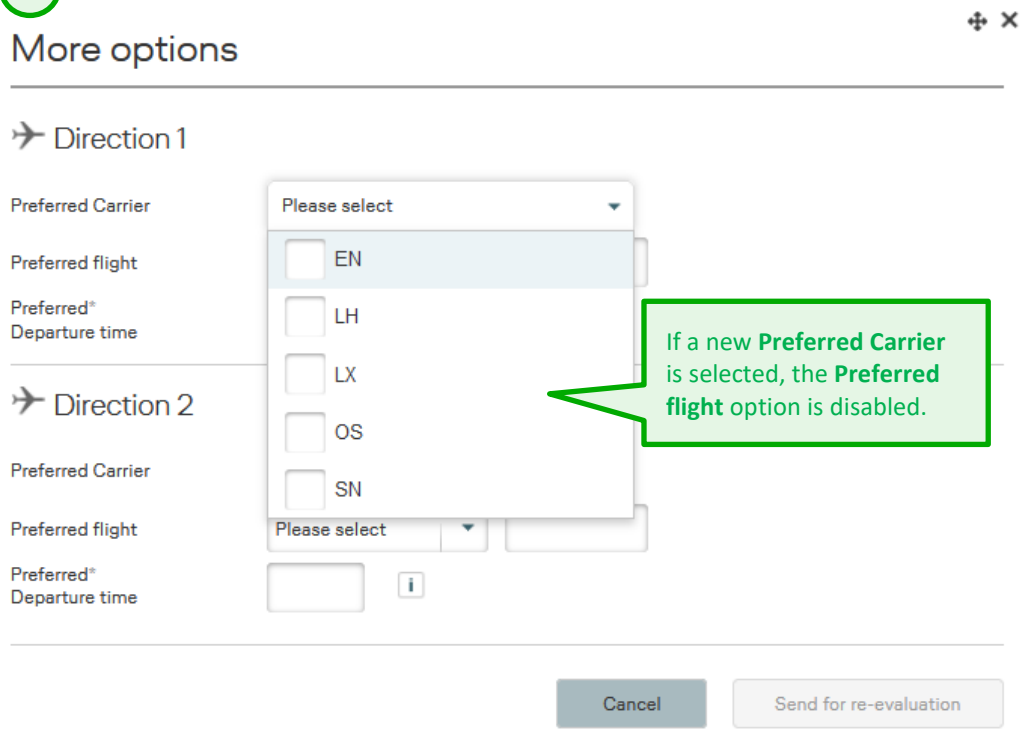

Offer
Communication
History
Book offer
Upsell offer
In the **Offer Matrix**, you will see up to eight flight options and a maximum of six fare options.
Outbound, WARSAW - BARCELONA, Thu 19 Oct 2017
Departure
Arrival
Flight
Duration
ECONOMY LIGHT
ECONOMY CLASSIC
ECONOMY FLEX
1845 WAW
2100 BCN
LH1815 LH1818
4 h 15 min
721.83 PLN
0840 WAW
1405 BCN
LX1343 LX1964
4 h 25 min
147.48 PLN
PLN
PLN
The option with the lowest fare and the shortest flight time is pre-selected.
LIGHT conditions are applicable for this flight option. Please see special conditions below.
0715 WAW
1145 BCN
LH1353 LH1128
4 h 30 min
464.83 PLN
1035 WAW
1505 BCN
LH1347 LH1128
4 h 30 min
422.04 PLN
1310 WAW
1740 BCN
LH1813 LH1814
4 h 30 min
821.83 PLN
The "C" indicates that special conditions apply for this option; check the container below the selection for details.
Displayed fare applies per passenger incl. YQ/YR
Compare fares
Inbound, BARCELONA - WARSAW, Sun 29 Oct 2017
Departure
Arrival
Flight
Duration
ECONOMY LIGHT
ECONOMY CLASSIC
ECONOMY FLEX
0805 BCN
1220 WAW
LH1817 LH1812
4 h 15 min
308.61 PLN
386.61 PLN
508.61 PLN
1445 BCN
147.48 PLN
373.48 PLN
Selected option
1135 BCN
Not available
599.83 PLN
721.83 PLN
Invalid option; includes no fare information and cannot be selected.
1545 BCN
2040 WAW
LH1813 LH1818
4 h 55 min
534.83 PLN
599.83 PLN
721.83 PLN
1845 BCN
2230 WAW
LH1128 LH1362
5 h 45 min
438.65 PLN
517.65 PLN
638.65 PLN
Displayed fare applies per passenger incl. YQ/YR
Compare fares
More options
1
Select **More options** to get a new selection of flight options, e. g. by selecting a preferred carrier, flight or departure time. The current list of flight options will be discarded.
2
Click this link to view a side-by-side comparison of the displayed fares.



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

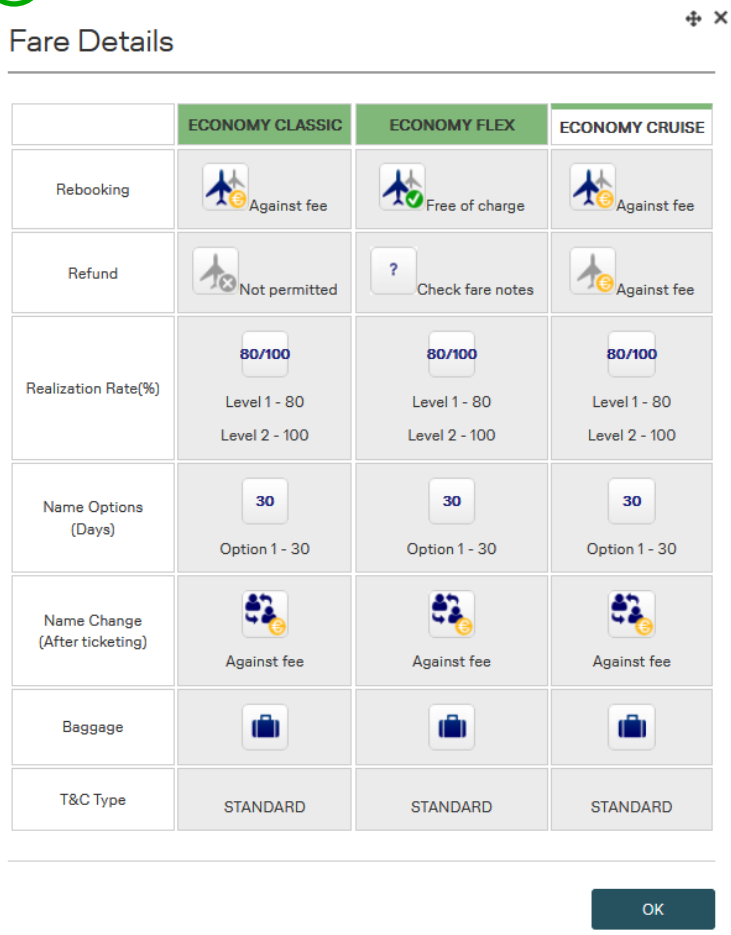
1

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

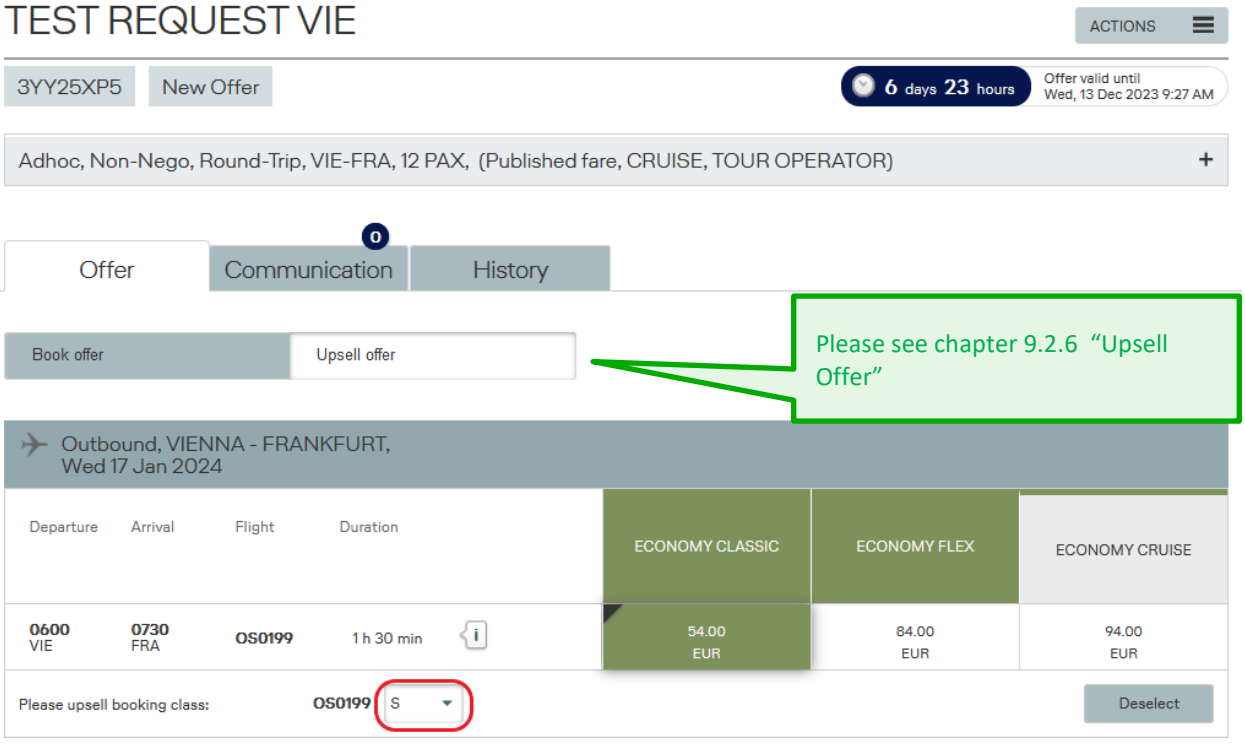


If a new **Preferred Carrier** is selected, the **Preferred flight** option is disabled.

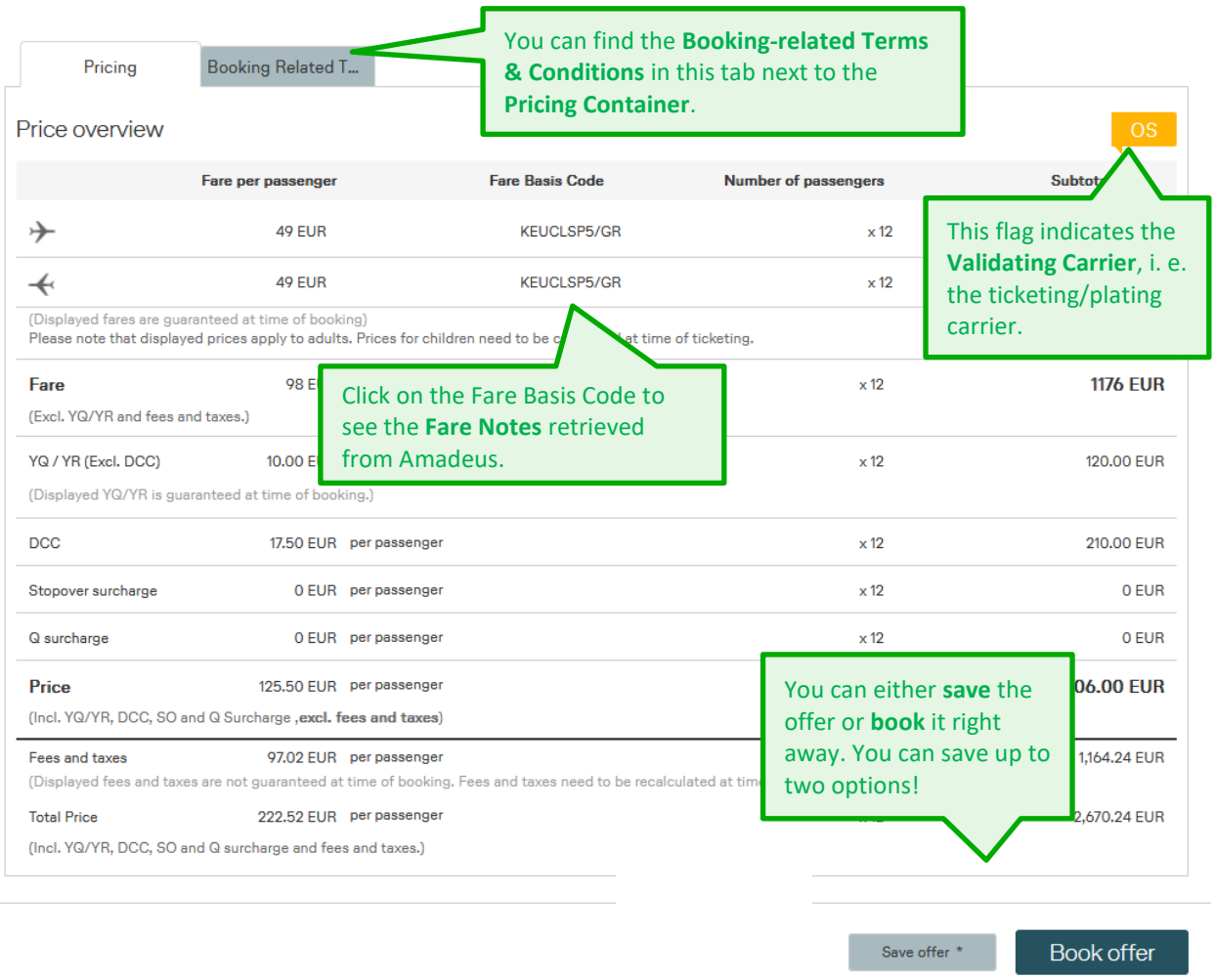
2



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



Please see chapter 9.2.6 "Upsell Offer"

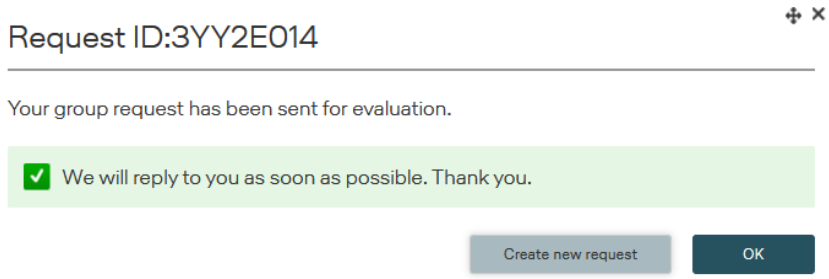


Validating carrier

- 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 Chapter 11.2.

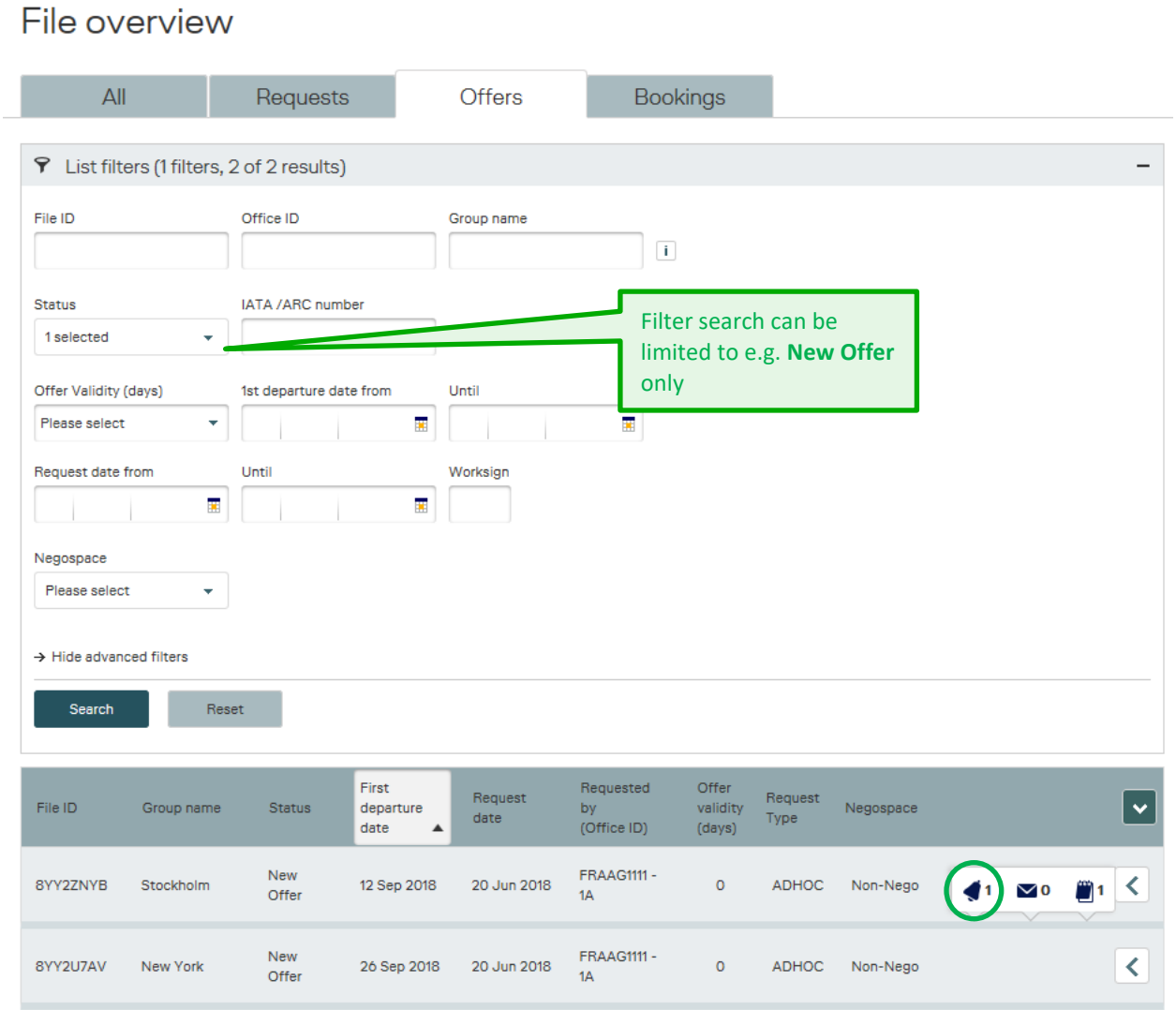
9.2.3 Offer “delayed response”

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

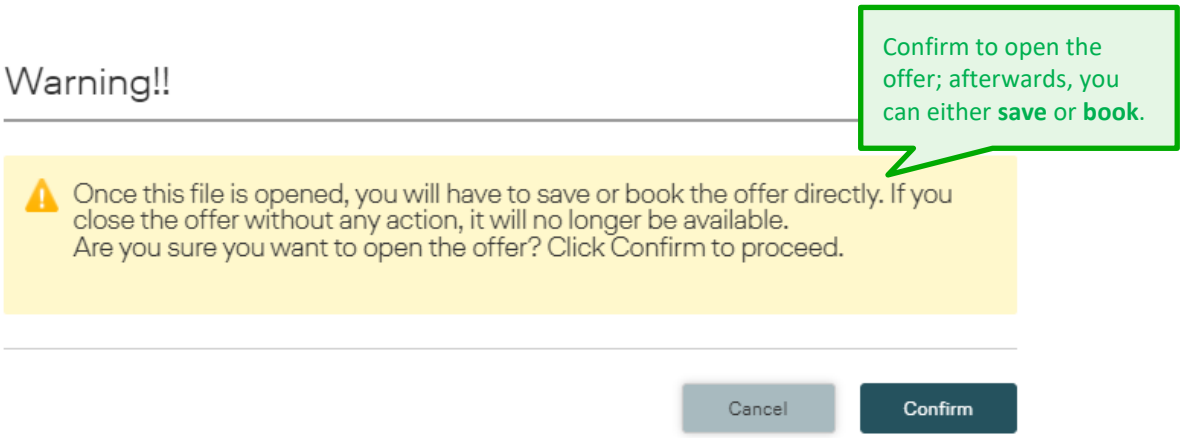


And file status will be “Sent”.

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:

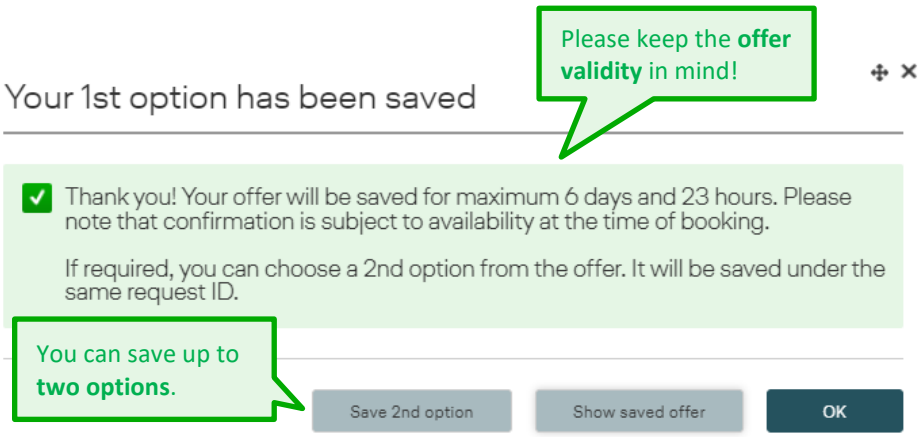


Once you open a new offer, you will see this warning message:



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.



! 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.

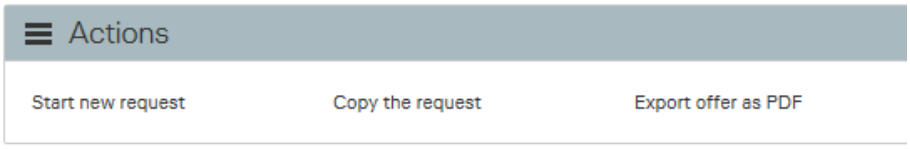
Your saved offers can be found in the **Offers** tab in **File Overview**.

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

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

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

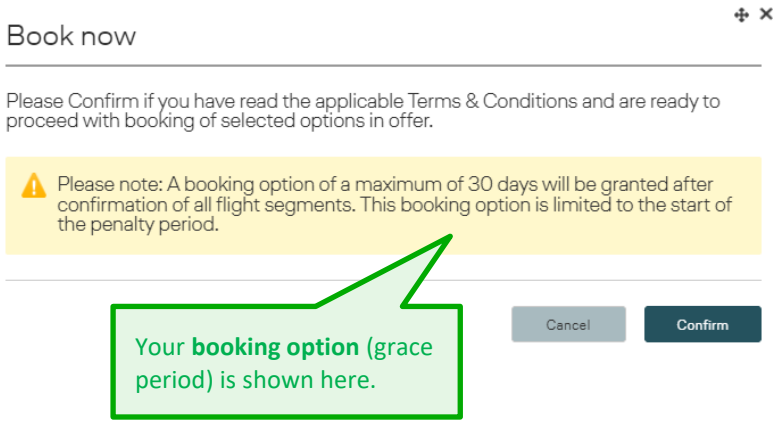
Once the offer is saved, the "**Actions"** items will change and you will have the additional option to export the offer as PDF:

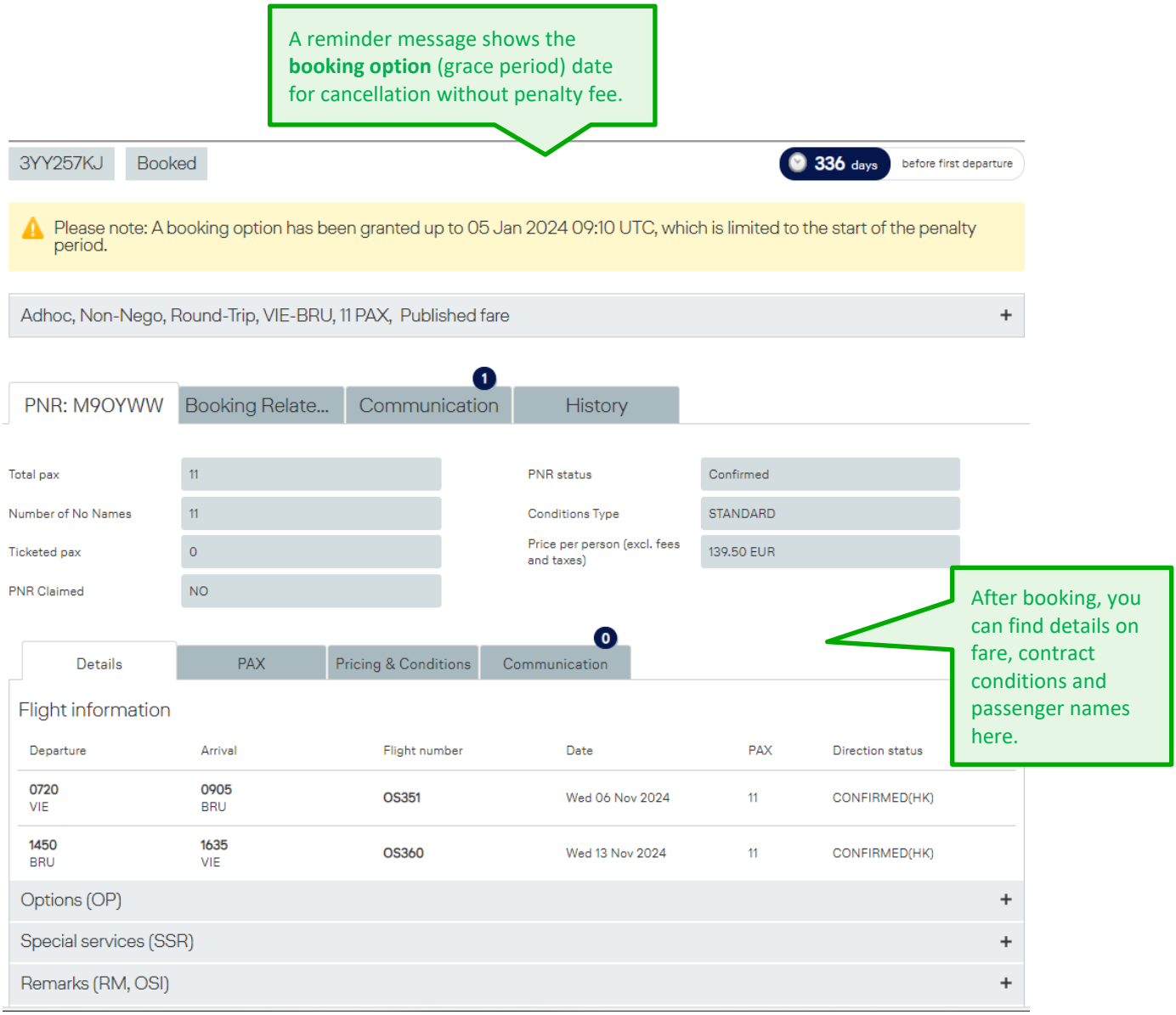


! If you do not book the offer within the validity period, its status will change from *Saved Offer* to *Offer Expired*. It can still be viewed, but cannot be saved, booked or sent for evaluation.
If you decide to confirm the booking after the deadline, a new request must be made. Use the functionality from the Actions **Copy the request** to make requesting faster and easier!
The action **Copy the request** is possible either from the status New offers, Saved offers and Booked File IDs.

9.2.5 Booking the Offer

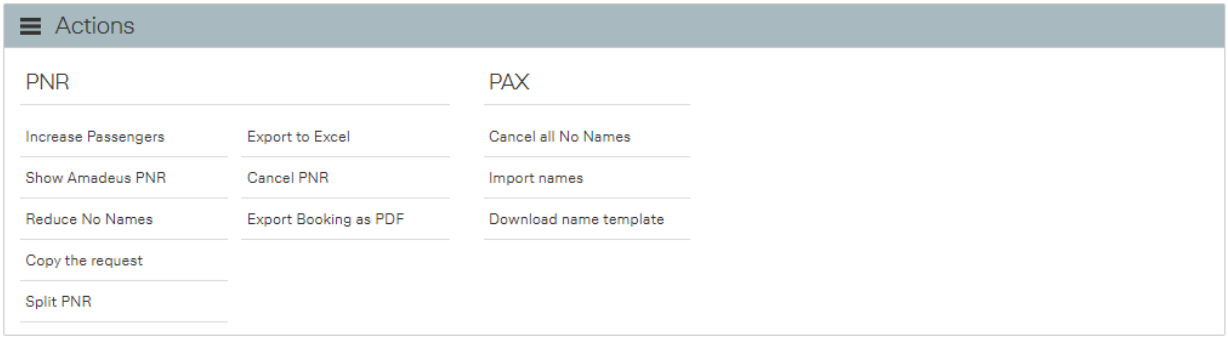
After clicking **Book**, a pop-up window needs to be confirmed:





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

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

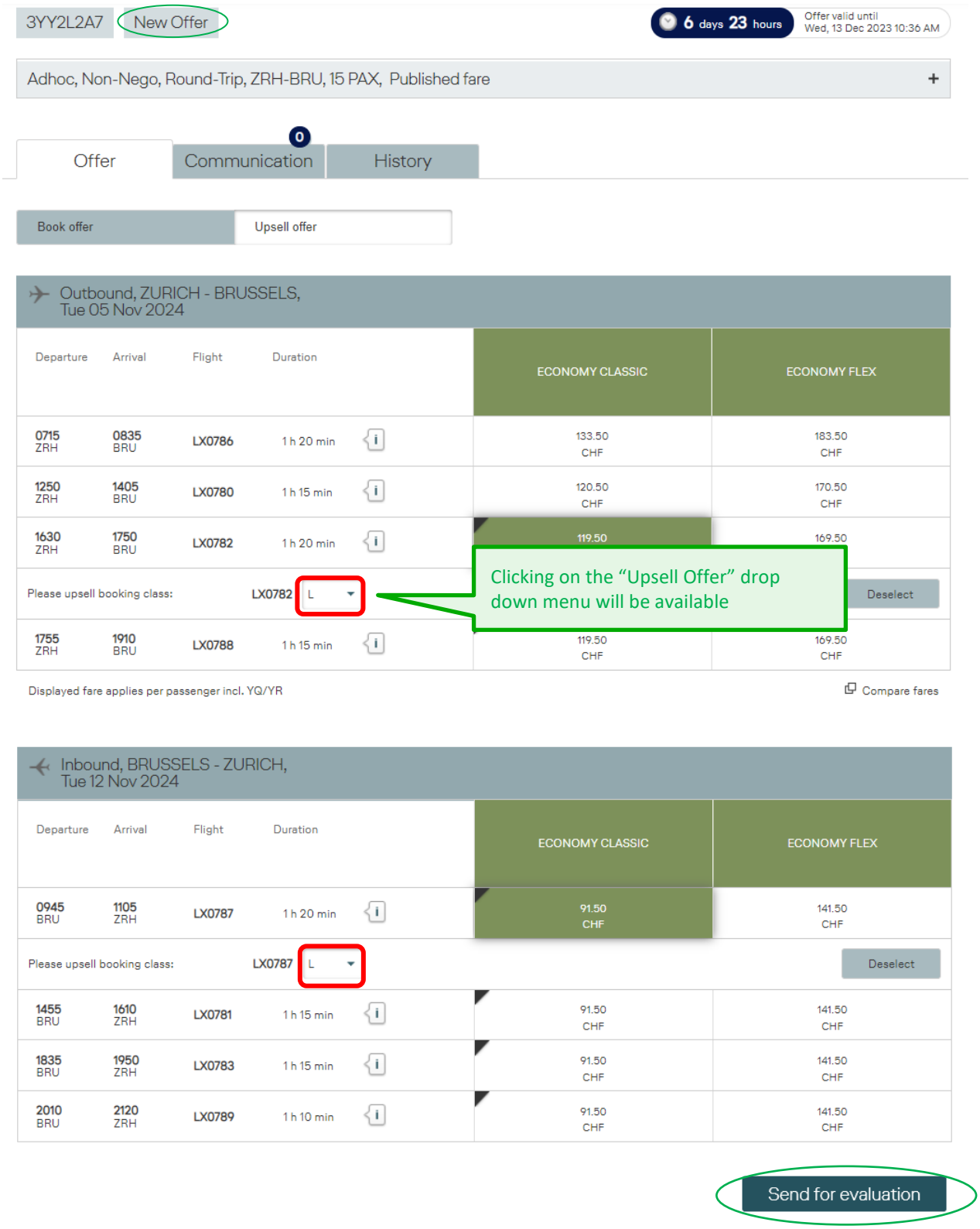


9.2.6 Upsell Offer

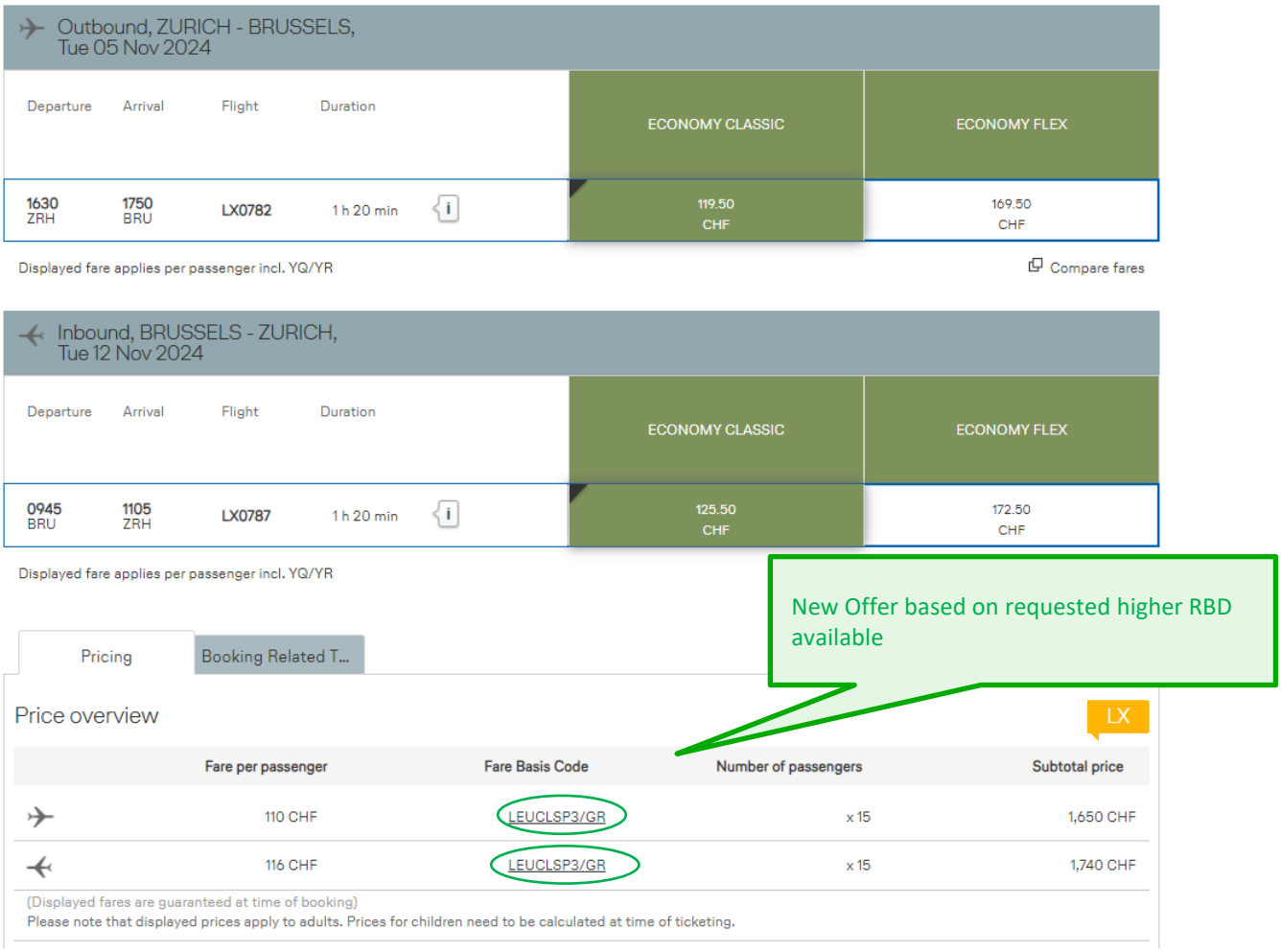
Upsell Offer

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

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


3YY2L2A7
New Offer
6 days 23 hours
Offer valid until
Wed, 13 Dec 2023 10:36 AM
Adhoc, Non-Nego, Round-Trip, ZRH-BRU, 15 PAX, Published fare
Offer
Communication
0
History
Book offer
Upsell offer
Outbound, ZURICH - BRUSSELS,
Tue 05 Nov 2024
Departure
Arrival
Flight
Duration
ECONOMY CLASSIC
ECONOMY FLEX
0715 ZRH
0835 BRU
LX0786
1 h 20 min
133.50 CHF
183.50 CHF
1250 ZRH
1405 BRU
LX0780
1 h 15 min
120.50 CHF
170.50 CHF
1630 ZRH
1750 BRU
LX0782
1 h 20 min
119.50
169.50
Please upsell booking class:
LX0782
L
Deselect
1755 ZRH
1910 BRU
LX0788
1 h 15 min
119.50 CHF
169.50 CHF
Displayed fare applies per passenger incl. YQ/YR
Compare fares
Clicking on the “Upsell Offer” drop down menu will be available
Inbound, BRUSSELS - ZURICH,
Tue 12 Nov 2024
Departure
Arrival
Flight
Duration
ECONOMY CLASSIC
ECONOMY FLEX
0945 BRU
1105 ZRH
LX0787
1 h 20 min
91.50 CHF
141.50 CHF
Please upsell booking class:
LX0787
L
Deselect
1455 BRU
1610 ZRH
LX0781
1 h 15 min
91.50 CHF
141.50 CHF
1835 BRU
1950 ZRH
LX0783
1 h 15 min
91.50 CHF
141.50 CHF
2010 BRU
2120 ZRH
LX0789
1 h 10 min
91.50 CHF
141.50 CHF
Send for evaluation

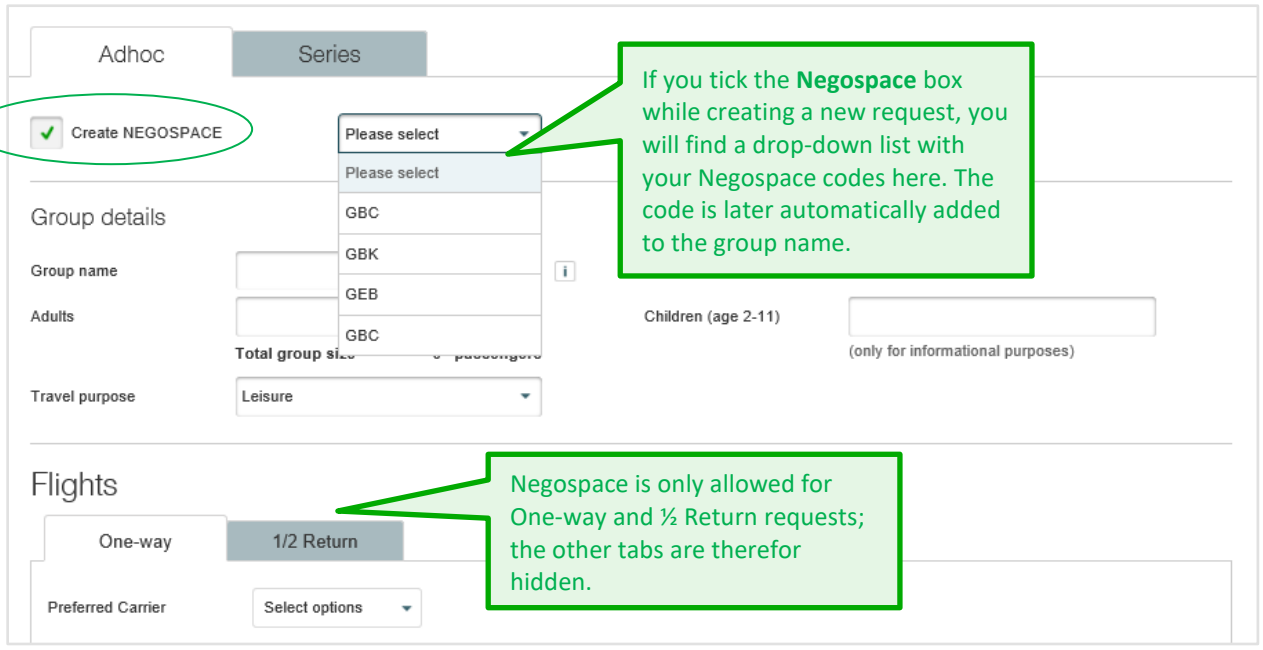
After sending for evaluation a new offer based on requested higher booking class is delivered:



The offer can be saved or booked.

9.3 Requesting Negospace

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

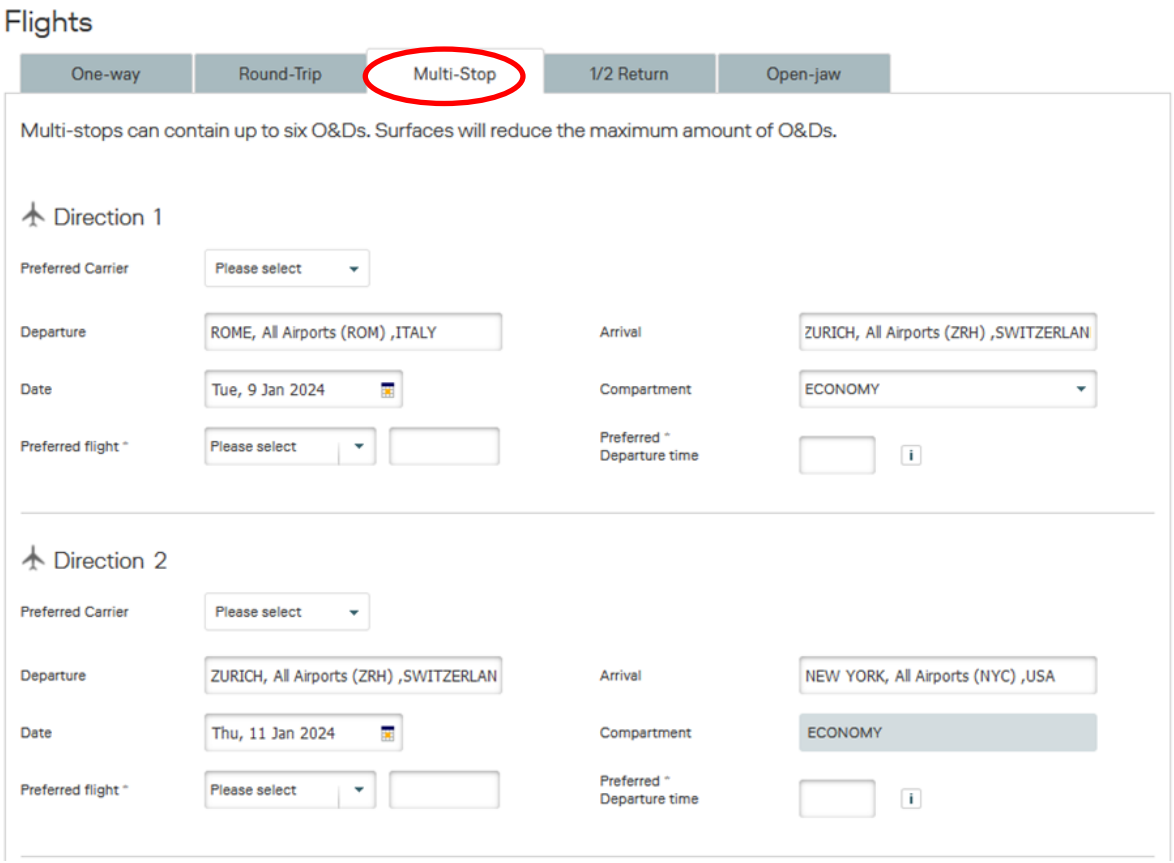


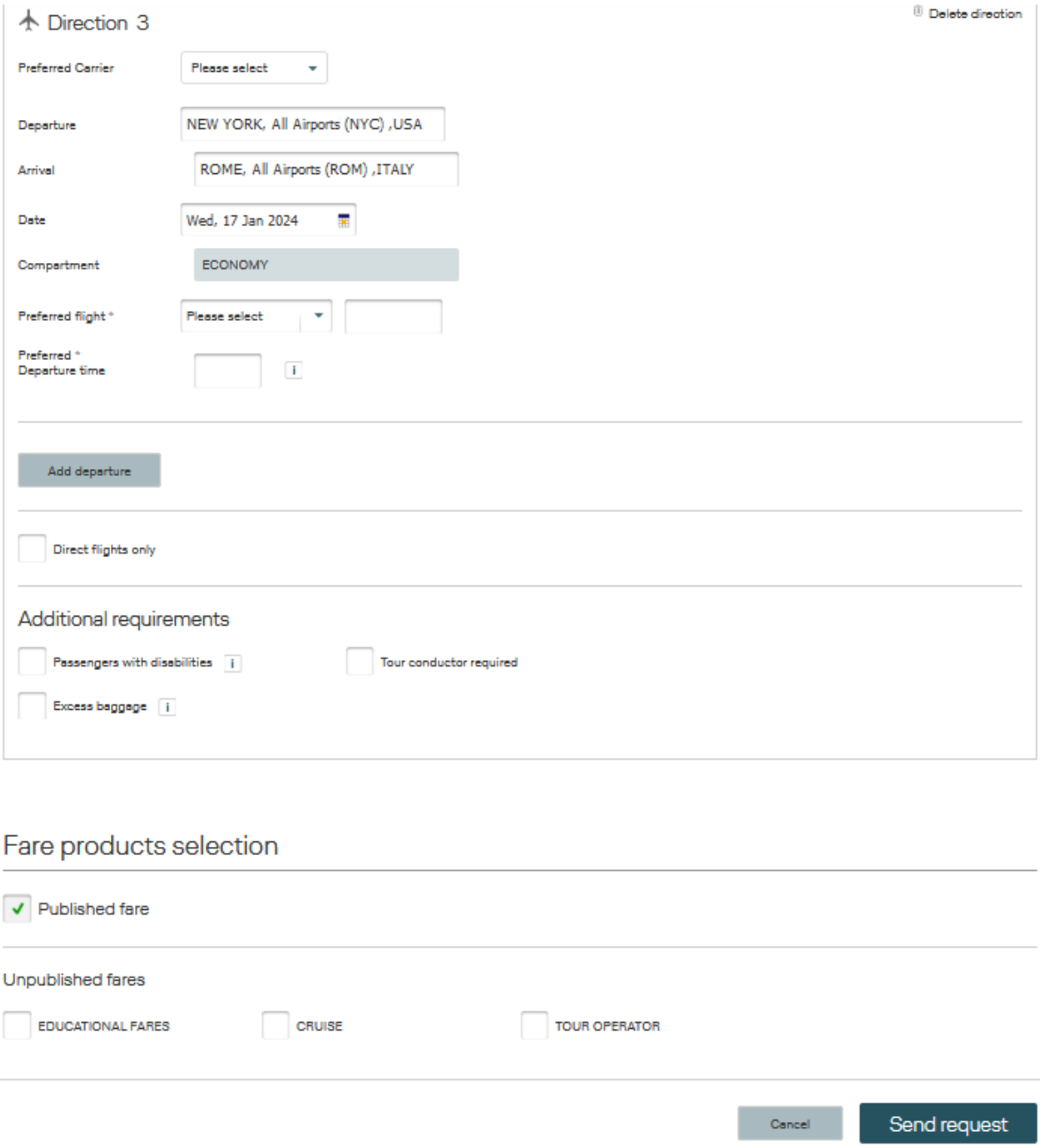
! Initially a Negospace allotment is created in BookaGroup. You (or your LHG Group Service Team) can then create PNRs from the allotment in the GDS.

9.4 Requesting a Multi-Stop

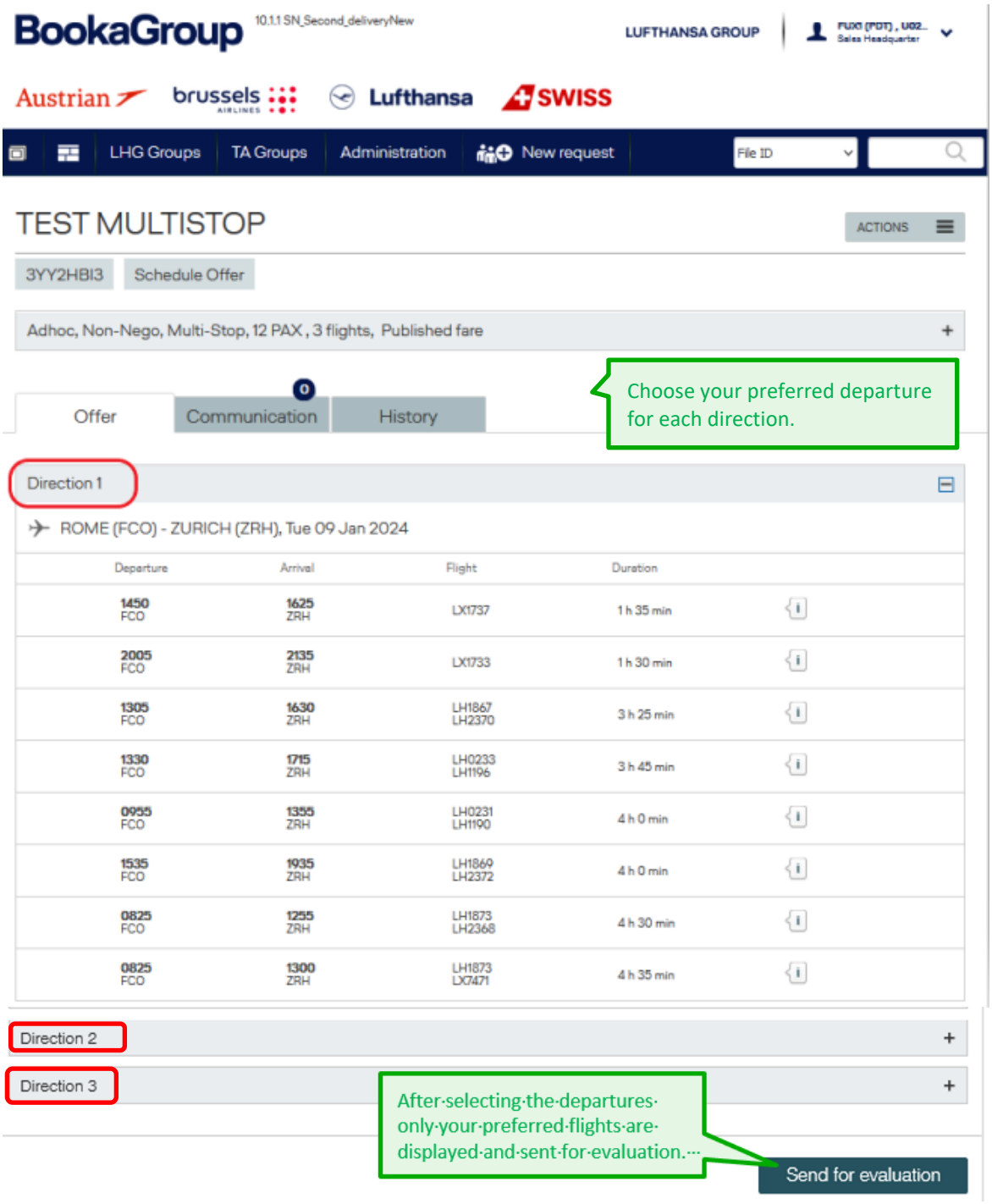
Please use this type of journey if more than two directions are required, e. g. whenever a stopover is needed (please consider Origin & Destination, also in connection with other airlines); includes feeder flights). Multi-stop is a two-step process: in a first step you will receive a schedule offer,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

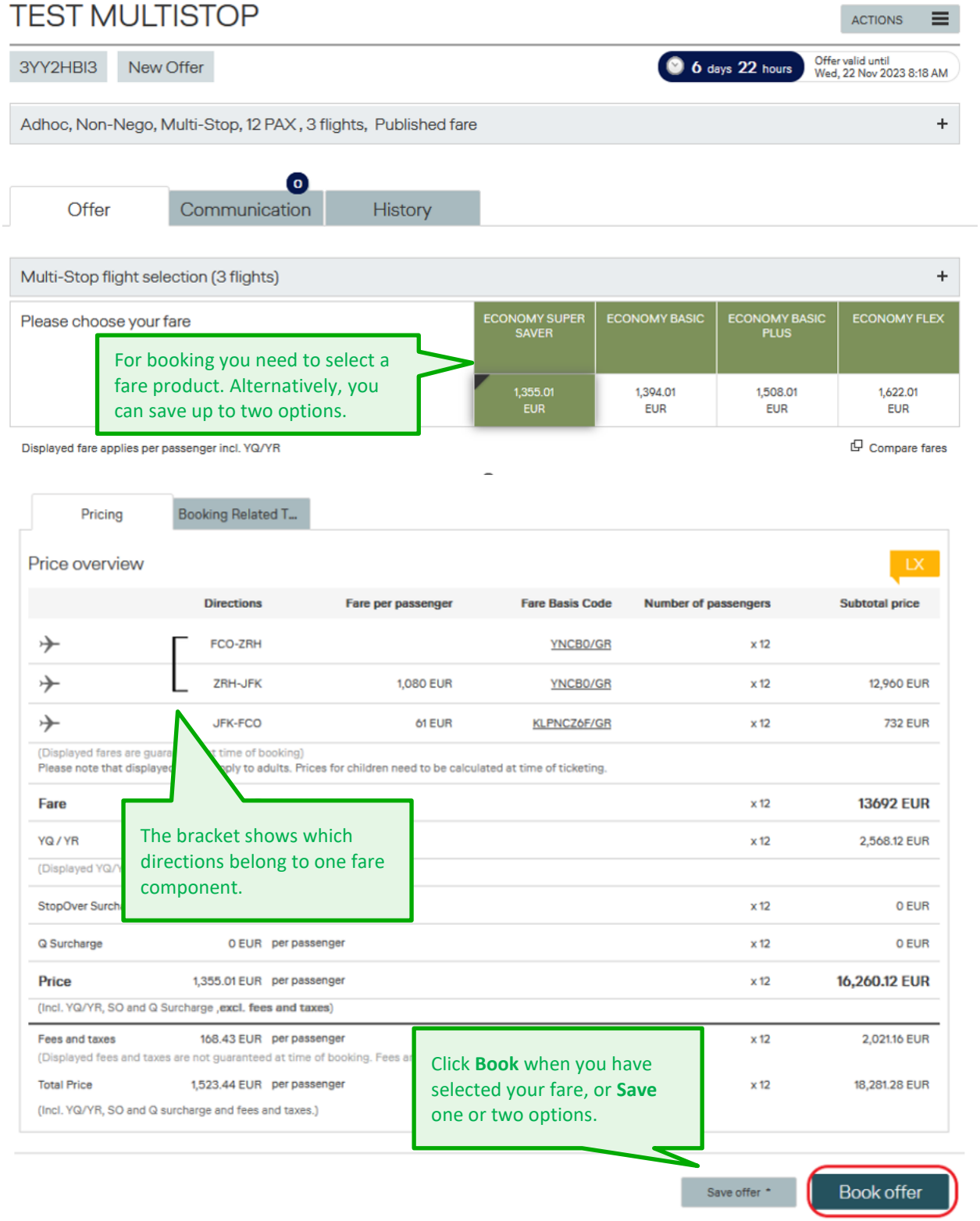
! When requesting a Multi-stop please consider a **mandatory 2hrs minimum connection time**.
Series cannot be requested with the journey type multi-stop.





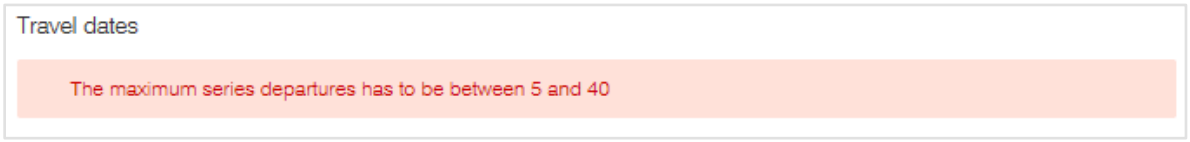
After sending the request for evaluation BookaGroup will offer up to eight flight options for each direction from which you need to choose one preferred departure (by clicking on the flight

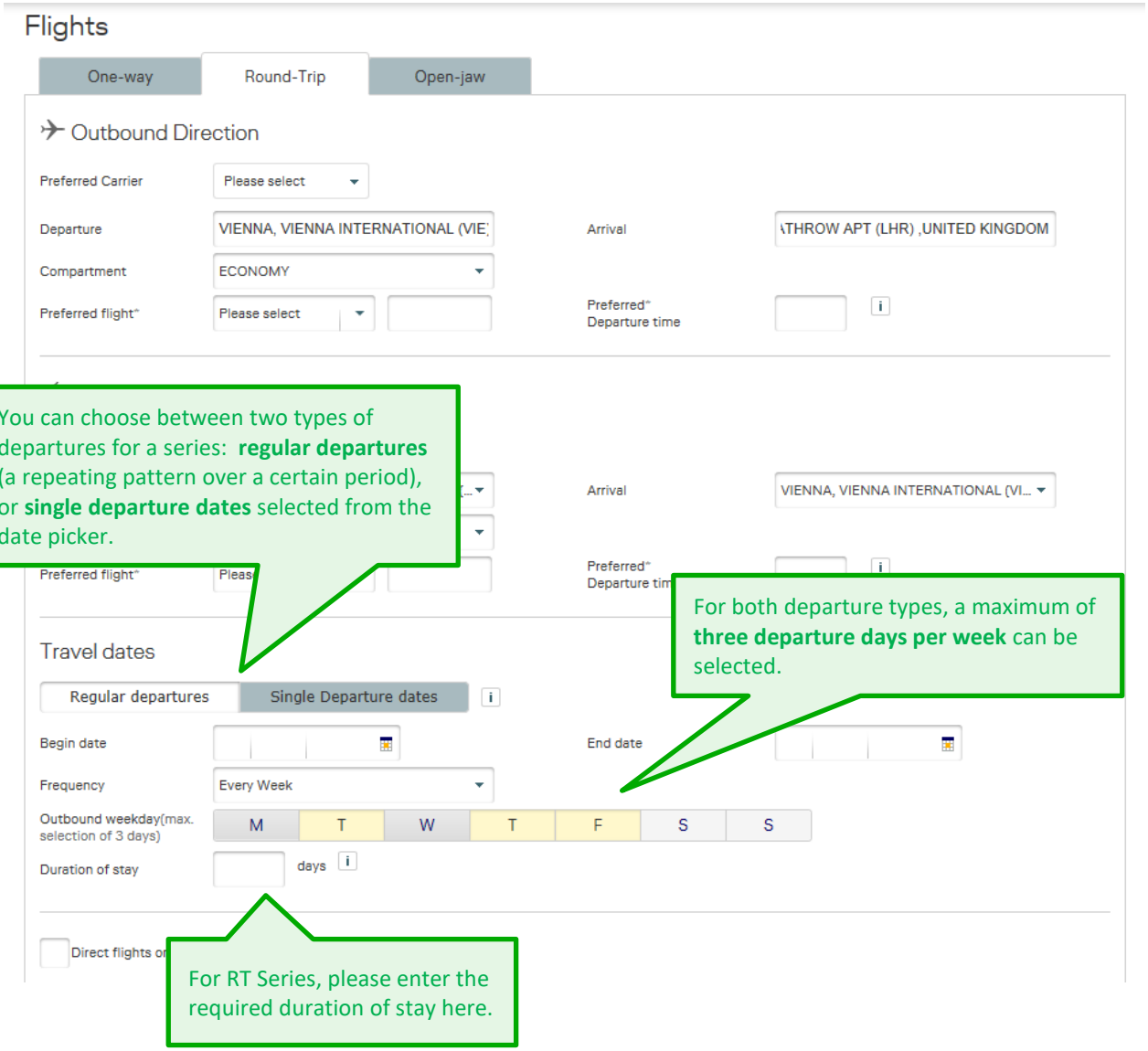

BookaGroup
10.1.1 SN_Second_deliveryNew
LUFTHANSA GROUP
Austrian
brussels AIRLINES
Lufthansa
SWISS
LHG Groups
TA Groups
Administration
New request
File ID
TEST MULTISTOP
ACTIONS
3YY2HBI3
Schedule Offer
Adhoc, Non-Nego, Multi-Stop, 12 PAX , 3 flights, Published fare
Offer
Communication
History
Choose your preferred departure for each direction.
Direction 1
ROME (FCO) - ZURICH (ZRH), Tue 09 Jan 2024
Departure
Arrival
Flight
Duration
1450 FCO
1625 ZRH
LX1737
1 h 35 min
2005 FCO
2135 ZRH
LX1733
1 h 30 min
1305 FCO
1630 ZRH
LH1867 LH2370
3 h 25 min
1330 FCO
1715 ZRH
LH0233 LH1196
3 h 45 min
0955 FCO
1355 ZRH
LH0231 LH1190
4 h 0 min
1535 FCO
1935 ZRH
LH1869 LH2372
4 h 0 min
0825 FCO
1255 ZRH
LH1873 LH2368
4 h 30 min
0825 FCO
1300 ZRH
LH1873 LX7471
4 h 35 min
Direction 2
Direction 3
After selecting the departures only your preferred flights are displayed and sent for evaluation.
Send for evaluation

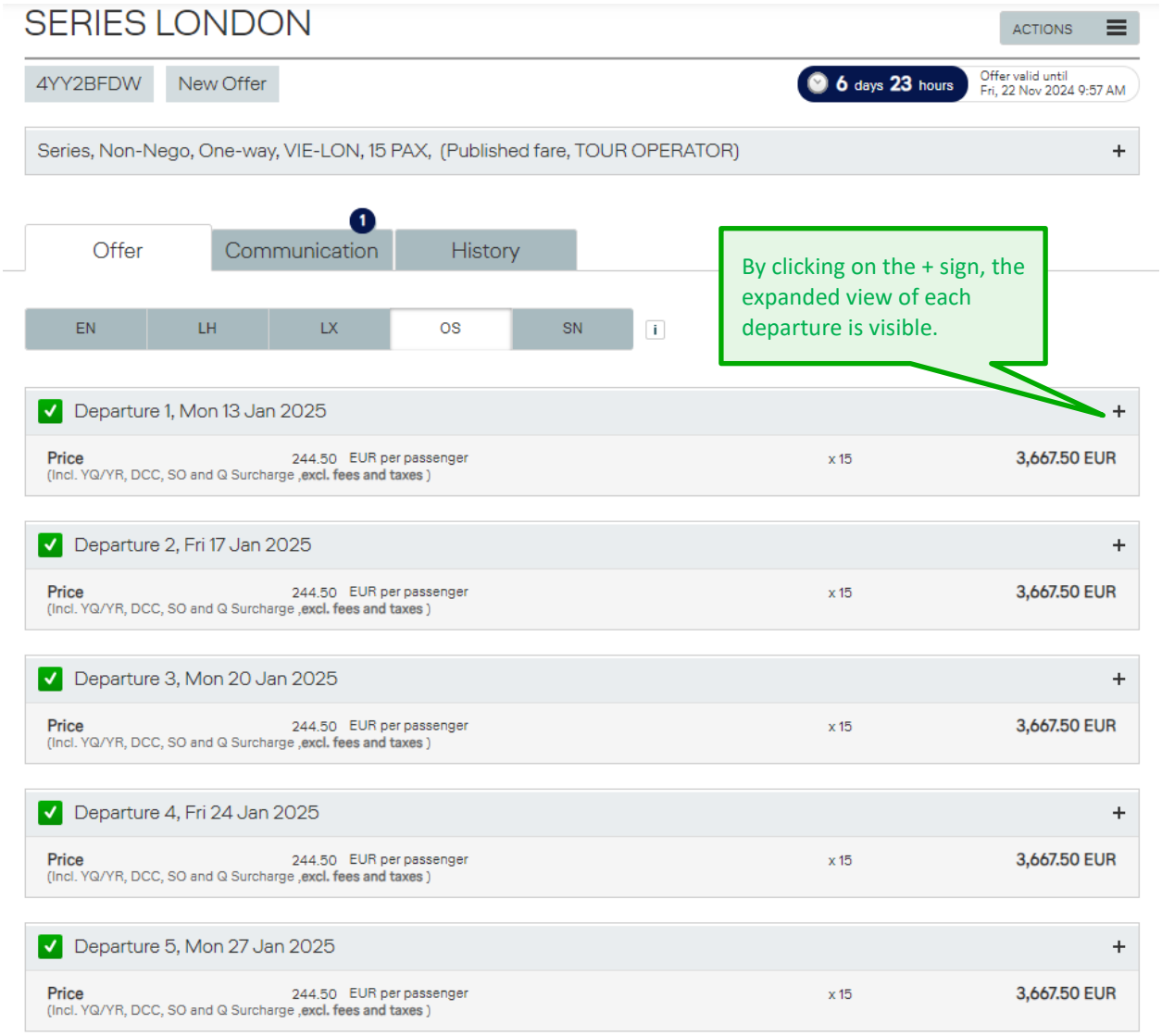

TEST MULTISTOP
ACTIONS
3YY2HBI3
New Offer
6 days 22 hours
Offer valid until
Wed, 22 Nov 2023 8:18 AM
Adhoc, Non-Nego, Multi-Stop, 12 PAX , 3 flights, Published fare
Offer
Communication
0
History
Multi-Stop flight selection (3 flights)
Please choose your fare
ECONOMY SUPER SAVER
ECONOMY BASIC
ECONOMY BASIC PLUS
ECONOMY FLEX
1,355.01 EUR
1,394.01 EUR
1,508.01 EUR
1,622.01 EUR
For booking you need to select a fare product. Alternatively, you can save up to two options.
Displayed fare applies per passenger incl. YQ/YR
Compare fares
Pricing
Booking Related T...
Price overview
LX
Directions
Fare per passenger
Fare Basis Code
Number of passengers
Subtotal price
FCO-ZRH
YNCB0/GR
x 12
ZRH-JFK
1,080 EUR
YNCB0/GR
x 12
12,960 EUR
JFK-FCO
61 EUR
KLPNCZ6F/GR
x 12
732 EUR
(Displayed fares are guara time of booking)
Please note that displayed ply to adults. Prices for children need to be calculated at time of ticketing.
Fare
x 12
13692 EUR
YQ / YR
x 12
2,568.12 EUR
(Displayed YQ/
StopOver Surch
x 12
0 EUR
Q Surcharge
0 EUR per passenger
x 12
0 EUR
Price
1,355.01 EUR per passenger
x 12
16,260.12 EUR
(Incl. YQ/YR, SO and Q Surcharge ,excl. fees and taxes)
Fees and taxes
168.43 EUR per passenger
x 12
2,021.16 EUR
(Displayed fees and taxes are not guaranteed at time of booking. Fees a
Total Price
1,523.44 EUR per passenger
x 12
18,281.28 EUR
(Incl. YQ/YR, SO and Q surcharge and fees and taxes.)
The bracket shows which directions belong to one fare component.
Click Book when you have selected your fare, or Save one or two options.
Save offer
Book offer

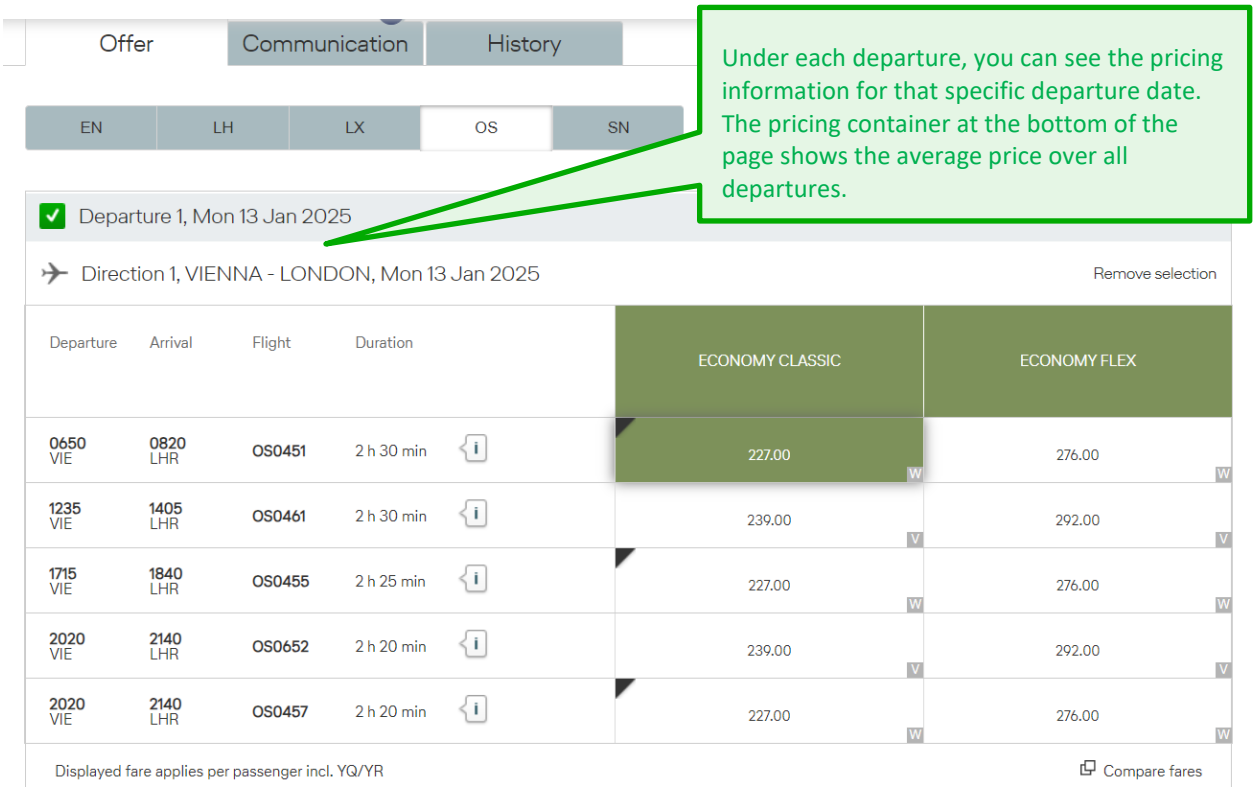
9.5 Requesting a Series

! A series must consist of **minimum 5 departure dates** at start of request and as offer after evaluation, otherwise an error message is displayed! The minimum of five departures during the entire 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.





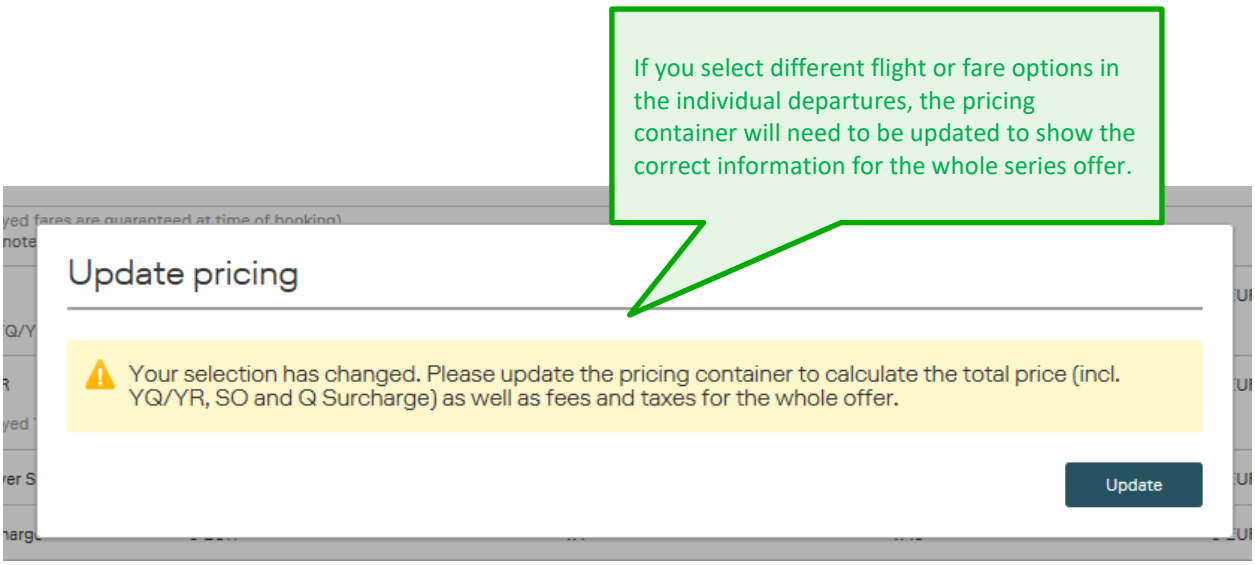

SERIES LONDON
ACTIONS
4YY2BFDW
New Offer
6 days 23 hours
Offer valid until
Fri, 22 Nov 2024 9:57 AM
Series, Non-Nego, One-way, VIE-LON, 15 PAX, (Published fare, TOUR OPERATOR)
Offer
Communication
1
History
EN
LH
LX
OS
SN
By clicking on the + sign, the expanded view of each departure is visible.
Departure 1, Mon 13 Jan 2025
Price
244.50 EUR per passenger
(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)
x 15
3,667.50 EUR
Departure 2, Fri 17 Jan 2025
Price
244.50 EUR per passenger
(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)
x 15
3,667.50 EUR
Departure 3, Mon 20 Jan 2025
Price
244.50 EUR per passenger
(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)
x 15
3,667.50 EUR
Departure 4, Fri 24 Jan 2025
Price
244.50 EUR per passenger
(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)
x 15
3,667.50 EUR
Departure 5, Mon 27 Jan 2025
Price
244.50 EUR per passenger
(Incl. YQ/YR, DCC, SO and Q Surcharge ,excl. fees and taxes)
x 15
3,667.50 EUR



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 guaranteed at time of booking) Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.				
Fare (Excl. YQ/YR and fees and taxes.)	199 EUR		x 15	2,985 EUR
YQ / YR (Excl. DCC) (Displayed YQ/YR is guaranteed at time of booking.)	28.00 EUR		x 15	420.00 EUR
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 Q Surcharge ,**excl. fees and taxes**)	244.50 EUR per passenger		x 15	**3,667.50 EUR**
Fees and taxes (Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes need to be recalculated at time of ticketing.)	46.22 EUR per passenger		x 15	693.30 EUR
Sub Total Price (Incl. YQ/YR, DCC, SO and Q surcharge and fees and taxes.)	290.72 EUR per passenger		x 15	4,360.80 EUR

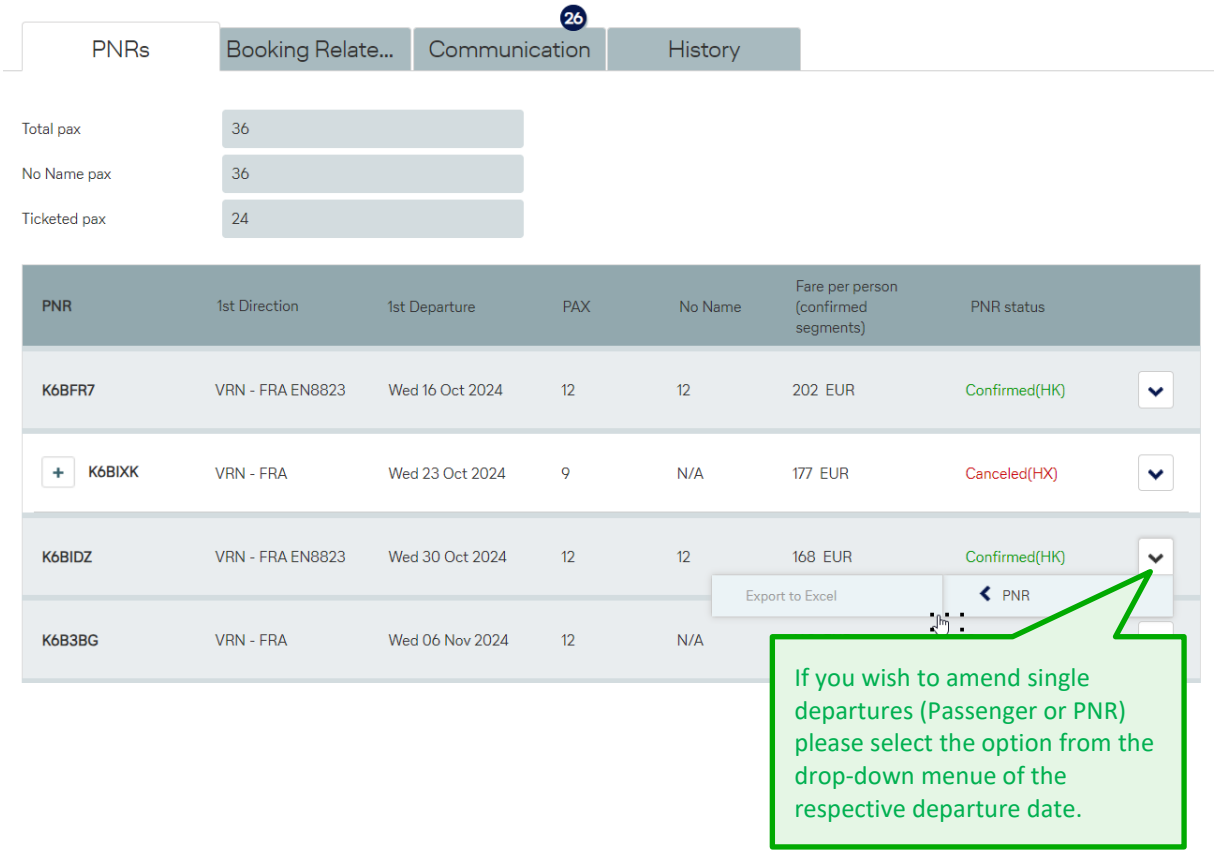
Save offer * Book offer



After booking

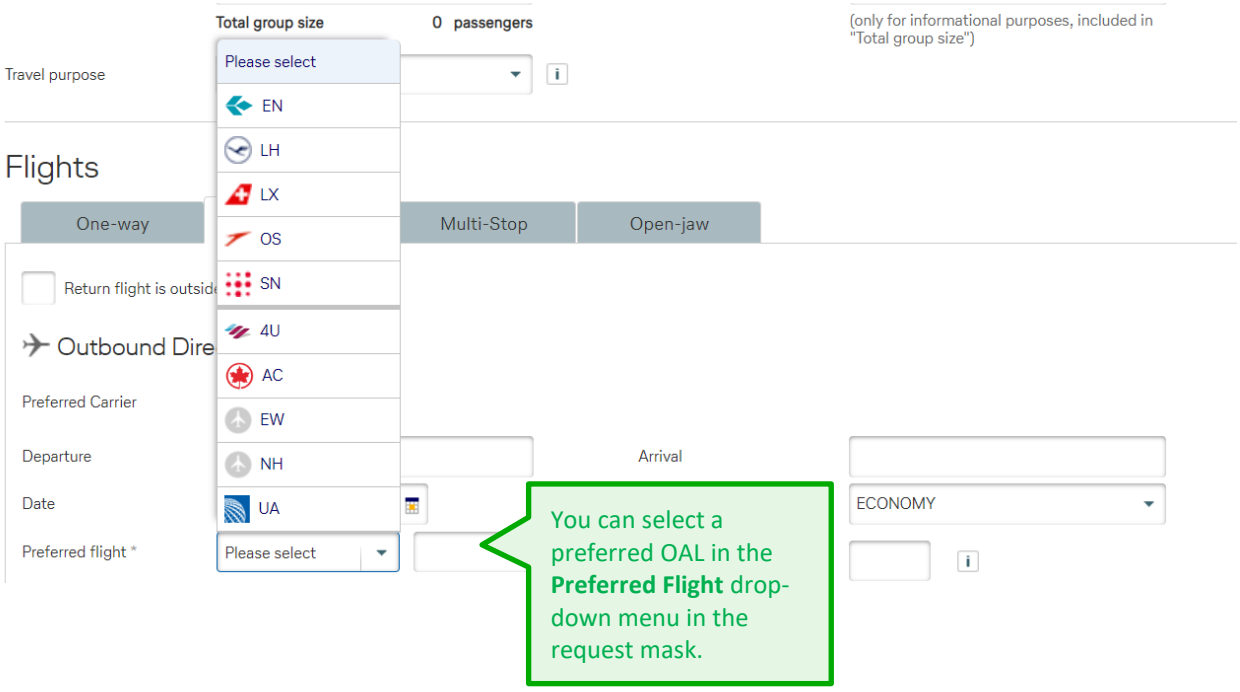
You can modify your series by cancelling or increasing passengers, single departures, or by cancelling the whole series.

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



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.



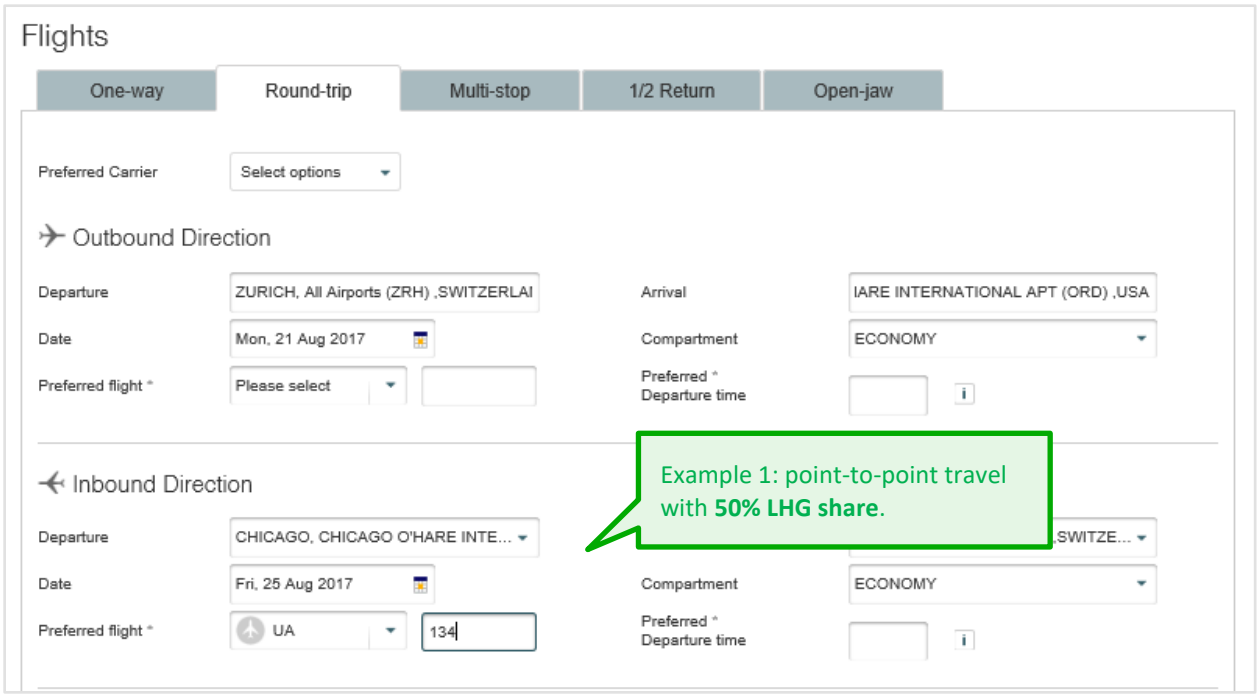
All airlines that offer group travel in cooperation with LHG are available in BookaGroup. If your desired airline is not listed, a group booking in combination with LHG is not possible. For requests of LHG flights in combination with any other LHG Group Partner or Joint Venture Partner, you will often 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.

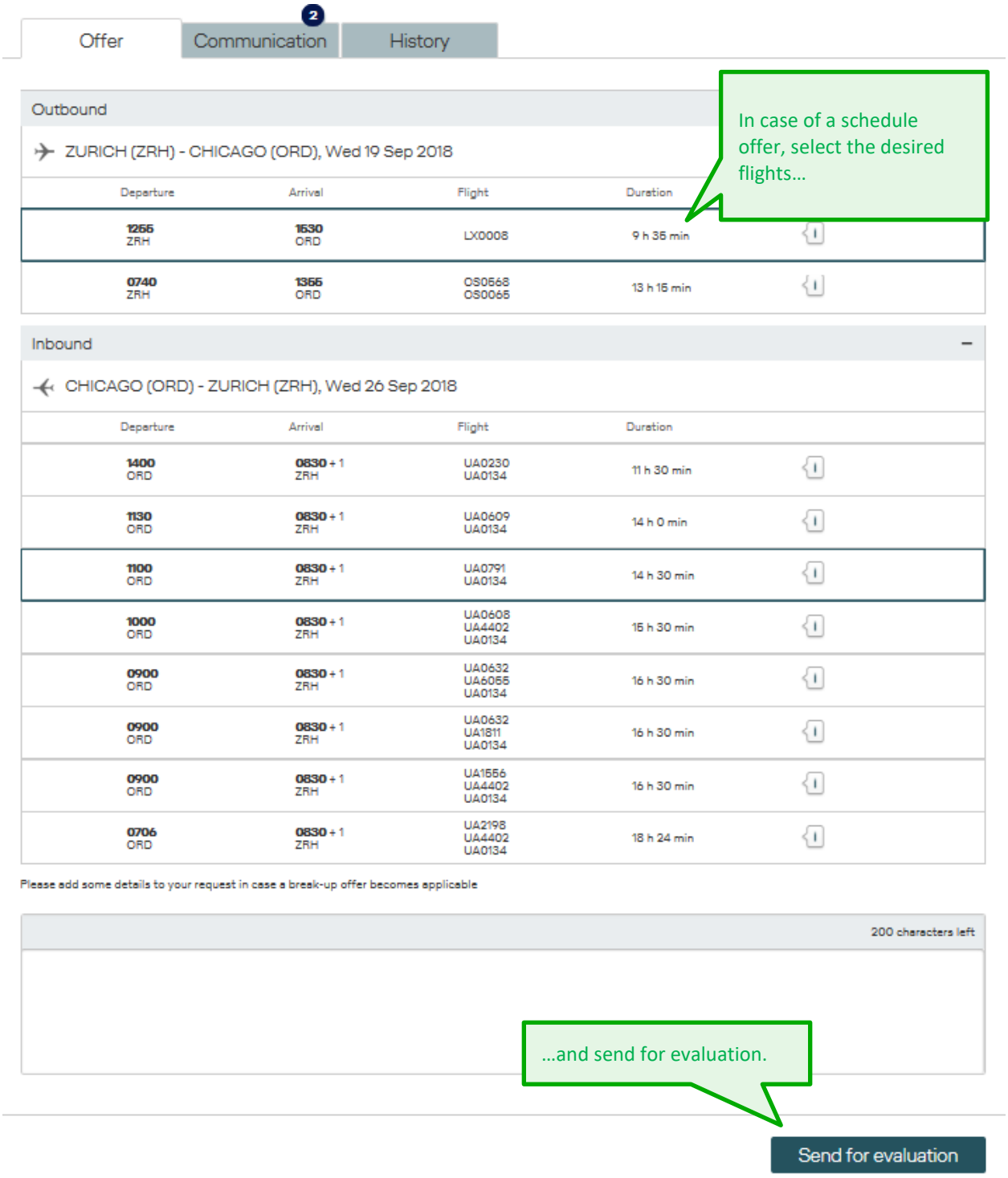
Please note that there might be limitations for combinations with Air Dolomiti!

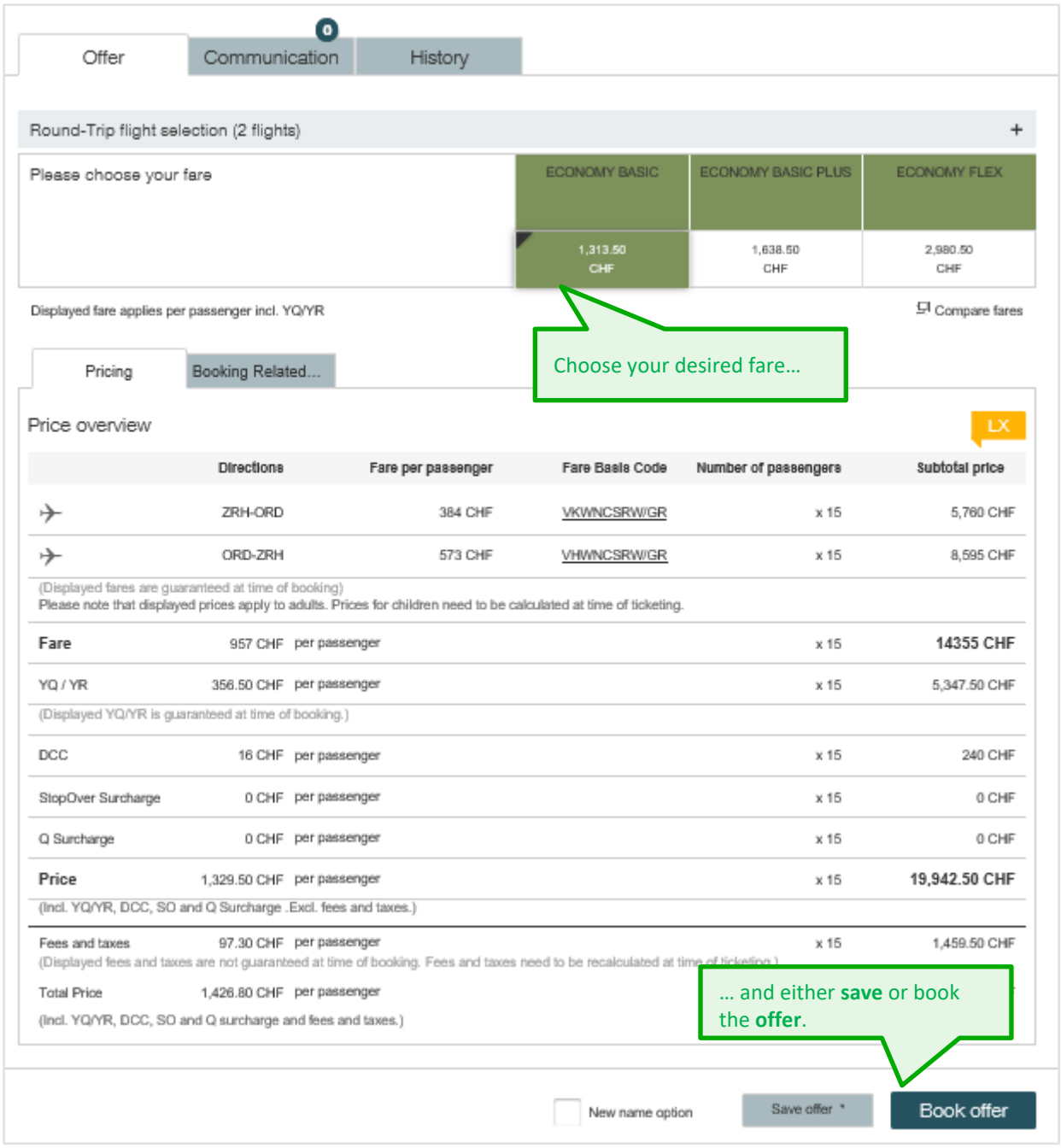
General guiding principles for OAL requests:

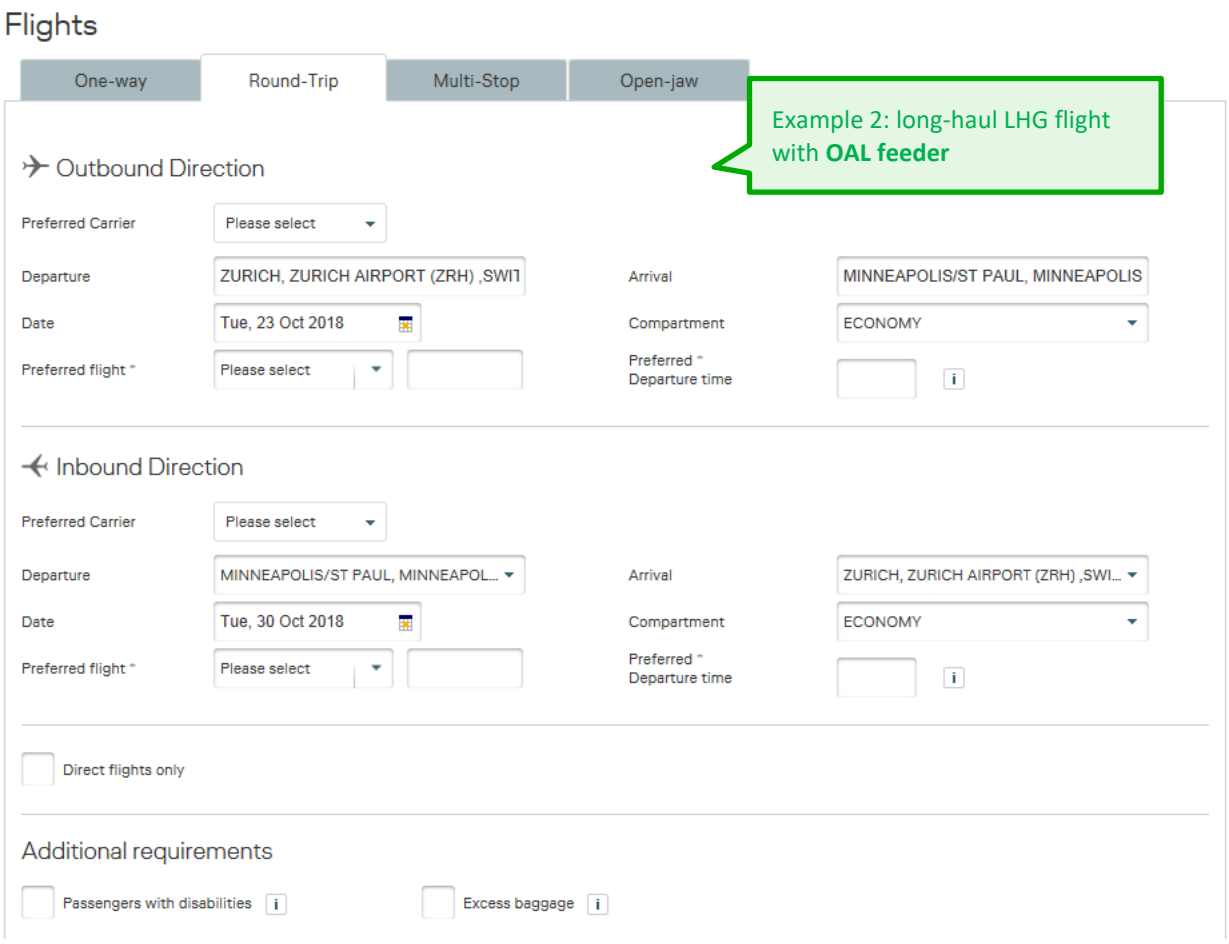
- An LHG airline (LH/LX/OS/SN)* must be the first carrier on the outbound route (except feeder flights) *exceptions for EN exist.
- The minimum LHG share of the routing must be at least 50%.
- If the first carrier is an OAL (except feeder flights), the booking must be requested at the respective airline.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

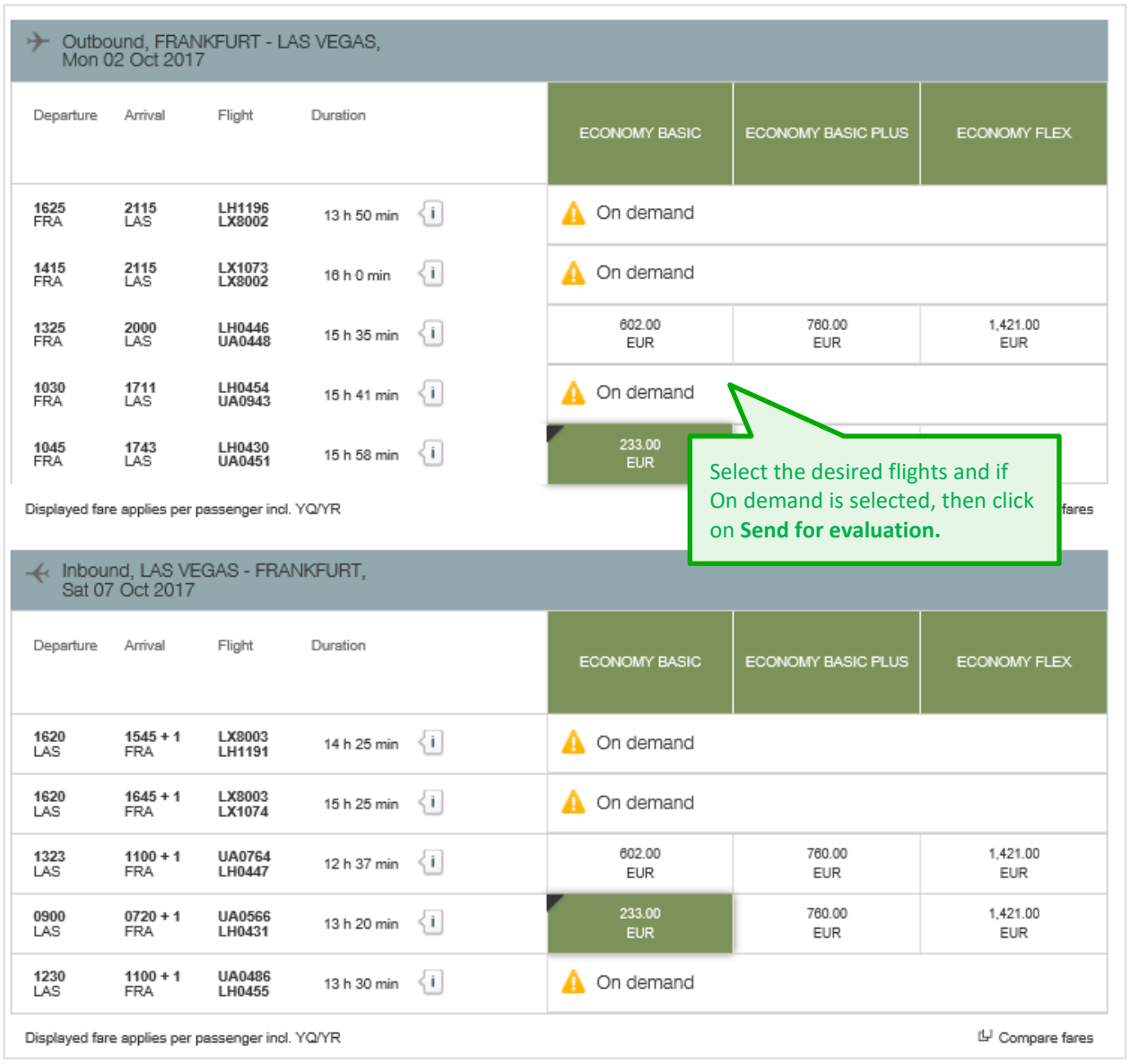
Any segment **not booked in relationship with a BookaGroup booking** (OAL uses existing PNR to book separate segments with separate ticket number in existing LHG PNR) may be canceled by LHG without prior notice if no separate ticket number is already shown in the PNR. A separate PNR must be created for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

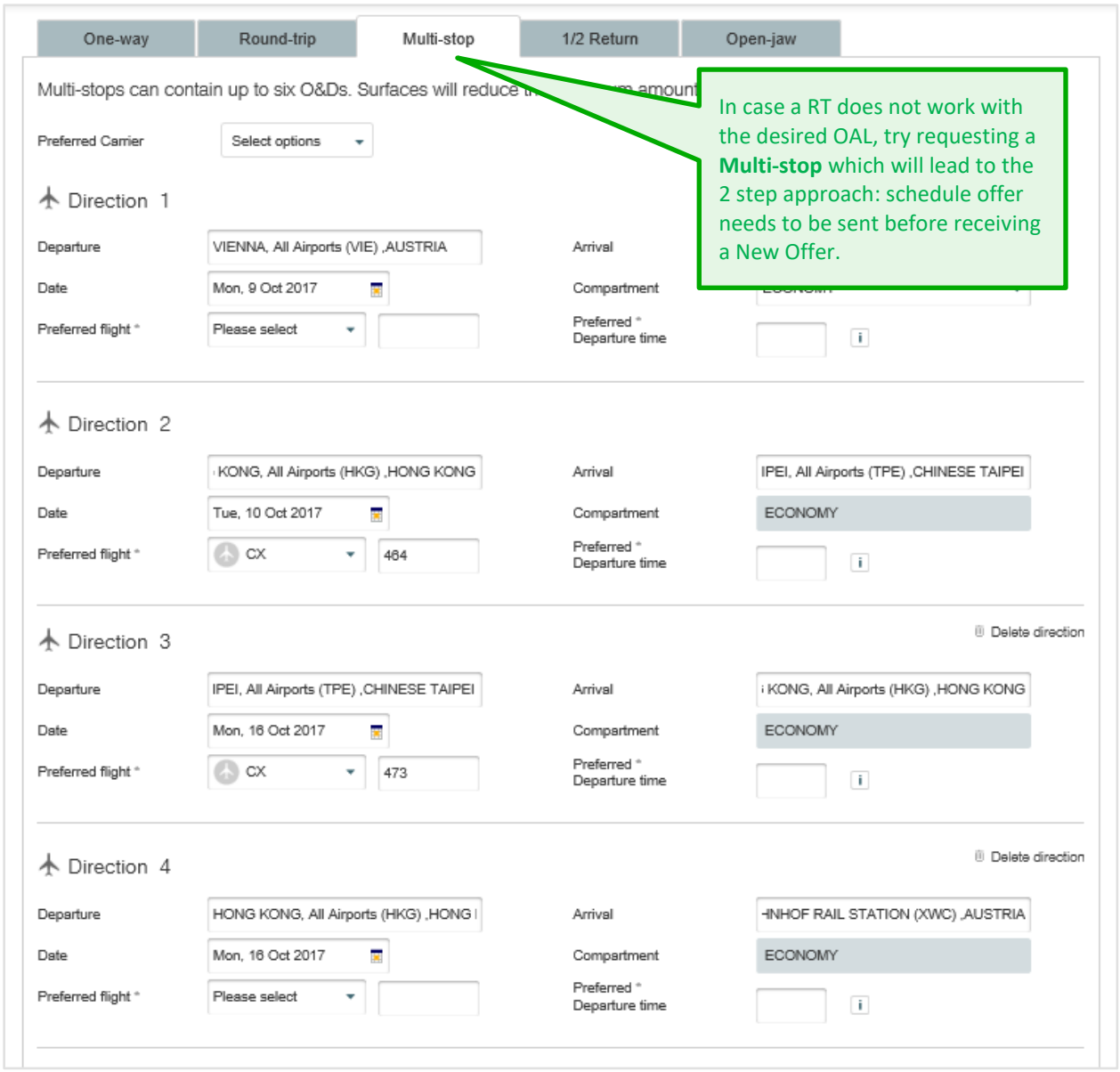

Flights
One-way
Round-trip
Multi-stop
1/2 Return
Open-jaw
Preferred Carrier
Select options
Outbound Direction
Departure
ZURICH, All Airports (ZRH) ,SWITZERLAI
Arrival
IARE INTERNATIONAL APT (ORD) ,USA
Date
Mon, 21 Aug 2017
Compartment
ECONOMY
Preferred flight *
Please select
Preferred * Departure time
Inbound Direction
Departure
CHICAGO, CHICAGO O'HARE INTE...
Date
Fri, 25 Aug 2017
Compartment
ECONOMY
Preferred flight *
UA
134
Preferred * Departure time
Example 1: point-to-point travel with 50% LHG share.


Offer
Communication 2
History
Outbound
ZURICH (ZRH) - CHICAGO (ORD), Wed 19 Sep 2018
Departure Arrival Flight Duration
1255 ZRH 1530 ORD LX0008 9 h 35 min
0740 ZRH 1355 ORD OS0568 OS0065 13 h 15 min
In case of a schedule offer, select the desired flights…
Inbound
CHICAGO (ORD) - ZURICH (ZRH), Wed 26 Sep 2018
Departure Arrival Flight Duration
1400 ORD 0830 + 1 ZRH UA0230 UA0134 11 h 30 min
1130 ORD 0830 + 1 ZRH UA0609 UA0134 14 h 0 min
1100 ORD 0830 + 1 ZRH UA0791 UA0134 14 h 30 min
1000 ORD 0830 + 1 ZRH UA0608 UA4402 UA0134 15 h 30 min
0900 ORD 0830 + 1 ZRH UA0632 UA6055 UA0134 16 h 30 min
0900 ORD 0830 + 1 ZRH UA0632 UA1811 UA0134 16 h 30 min
0900 ORD 0830 + 1 ZRH UA1556 UA4402 UA0134 16 h 30 min
0706 ORD 0830 + 1 ZRH UA2198 UA4402 UA0134 18 h 24 min
Please add some details to your request in case a break-up offer becomes applicable
200 characters left
…and send for evaluation.
Send for evaluation


Offer
Communication
0
History
Round-Trip flight selection (2 flights)
Please choose your fare
ECONOMY BASIC
ECONOMY BASIC PLUS
ECONOMY FLEX
1,313.50 CHF
1,638.50 CHF
2,980.50 CHF
Displayed fare applies per passenger incl. YQ/YR
Compare fares
Choose your desired fare…
Pricing
Booking Related...
Price overview
LX
Directions
Fare per passenger
Fare Basis Code
Number of passengers
Subtotal price
ZRH-ORD 384 CHF VKWNCSRW/GR x 15 5,760 CHF
ORD-ZRH 573 CHF VHWNCSRW/GR x 15 8,595 CHF
(Displayed fares are guaranteed at time of booking)
Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing.
Fare 957 CHF per passenger x 15 14355 CHF
YQ / YR 356.50 CHF per passenger x 15 5,347.50 CHF
(Displayed YQ/YR is guaranteed at time of booking.)
DCC 16 CHF per passenger x 15 240 CHF
StopOver Surcharge 0 CHF per passenger x 15 0 CHF
Q Surcharge 0 CHF per passenger x 15 0 CHF
Price 1,329.50 CHF per passenger x 15 19,942.50 CHF
(Incl. YQ/YR, DCC, SO and Q Surcharge .Excl. fees and taxes.)
Fees and taxes 97.30 CHF per passenger x 15 1,459.50 CHF
(Displayed fees and taxes are not guaranteed at time of booking. Fees and taxes need to be recalculated at time of ticketing.)
Total Price 1,426.80 CHF per passenger
(Incl. YQ/YR, DCC, SO and Q surcharge and fees and taxes.)
… and either save or book the offer.
New name option
Save offer *
Book offer

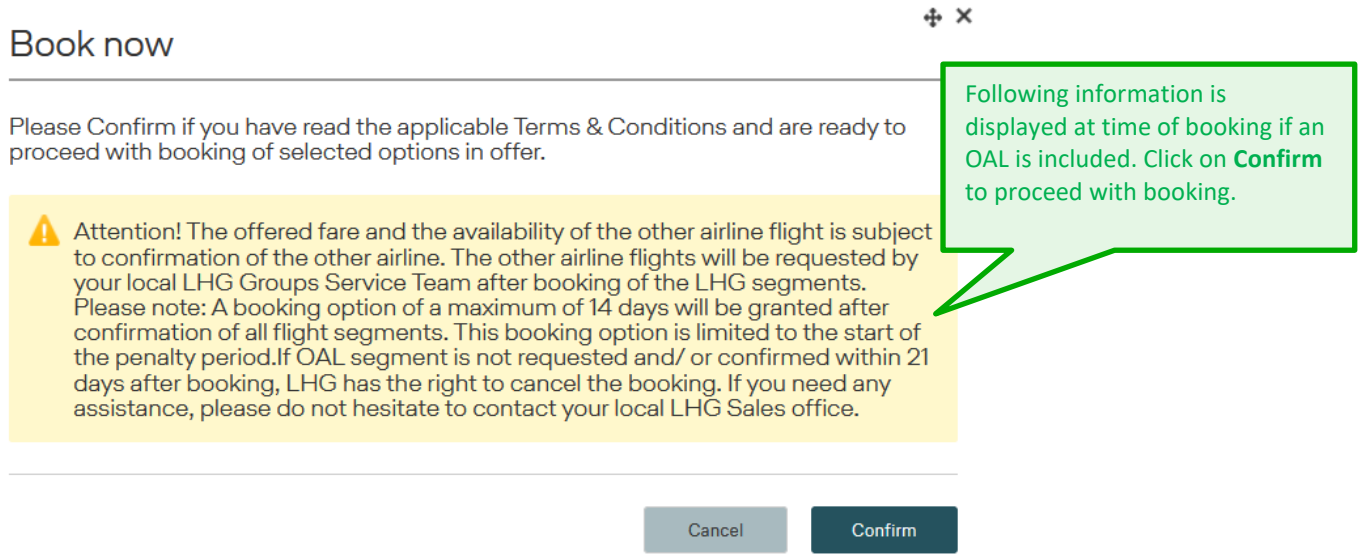

Flights
One-way
Round-Trip
Multi-Stop
Open-jaw
Example 2: long-haul LHG flight with **OAL feeder**
Outbound Direction
Preferred Carrier
Please select
Departure
ZURICH, ZURICH AIRPORT (ZRH) ,SWIT
Arrival
MINNEAPOLIS/ST PAUL, MINNEAPOLIS
Date
Tue, 23 Oct 2018
Compartment
ECONOMY
Preferred flight *
Please select
Preferred * Departure time
Inbound Direction
Preferred Carrier
Please select
Departure
MINNEAPOLIS/ST PAUL, MINNEAPOL...
Arrival
ZURICH, ZURICH AIRPORT (ZRH) ,SWI...
Date
Tue, 30 Oct 2018
Compartment
ECONOMY
Preferred flight *
Please select
Preferred * Departure time
Direct flights only
Additional requirements
Passengers with disabilities
Excess baggage

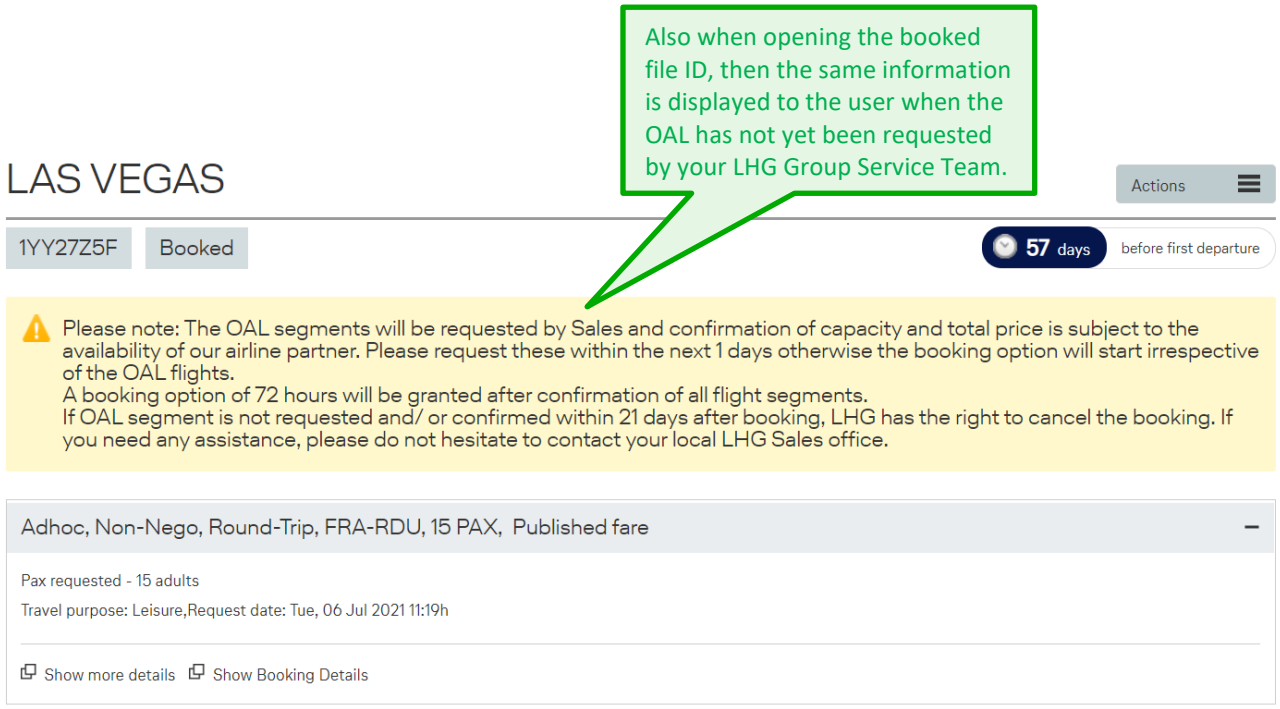

Outbound, FRANKFURT - LAS VEGAS,
Mon 02 Oct 2017
Departure Arrival Flight Duration
ECONOMY BASIC
ECONOMY BASIC PLUS
ECONOMY FLEX
1625 FRA 2115 LAS LH1196 LX8002 13 h 50 min On demand
1415 FRA 2115 LAS LX1073 LX8002 16 h 0 min On demand
1325 FRA 2000 LAS LH0446 UA0448 15 h 35 min 602.00 EUR 760.00 EUR 1,421.00 EUR
1030 FRA 1711 LAS LH0454 UA0943 15 h 41 min On demand
1045 FRA 1743 LAS LH0430 UA0451 15 h 58 min 233.00 EUR
Displayed fare applies per passenger incl. YQ/YR
Select the desired flights and if On demand is selected, then click on Send for evaluation.
Inbound, LAS VEGAS - FRANKFURT,
Sat 07 Oct 2017
Departure Arrival Flight Duration
ECONOMY BASIC
ECONOMY BASIC PLUS
ECONOMY FLEX
1620 LAS 1545 + 1 FRA LX8003 LH1191 14 h 25 min On demand
1620 LAS 1645 + 1 FRA LX8003 LX1074 15 h 25 min On demand
1323 LAS 1100 + 1 FRA UA0764 LH0447 12 h 37 min 602.00 EUR 760.00 EUR 1,421.00 EUR
0900 LAS 0720 + 1 FRA UA0566 LH0431 13 h 20 min 233.00 EUR 760.00 EUR 1,421.00 EUR
1230 LAS 1100 + 1 FRA UA0486 LH0455 13 h 30 min On demand
Displayed fare applies per passenger incl. YQ/YR
Compare fares
New name option
Send for evaluation

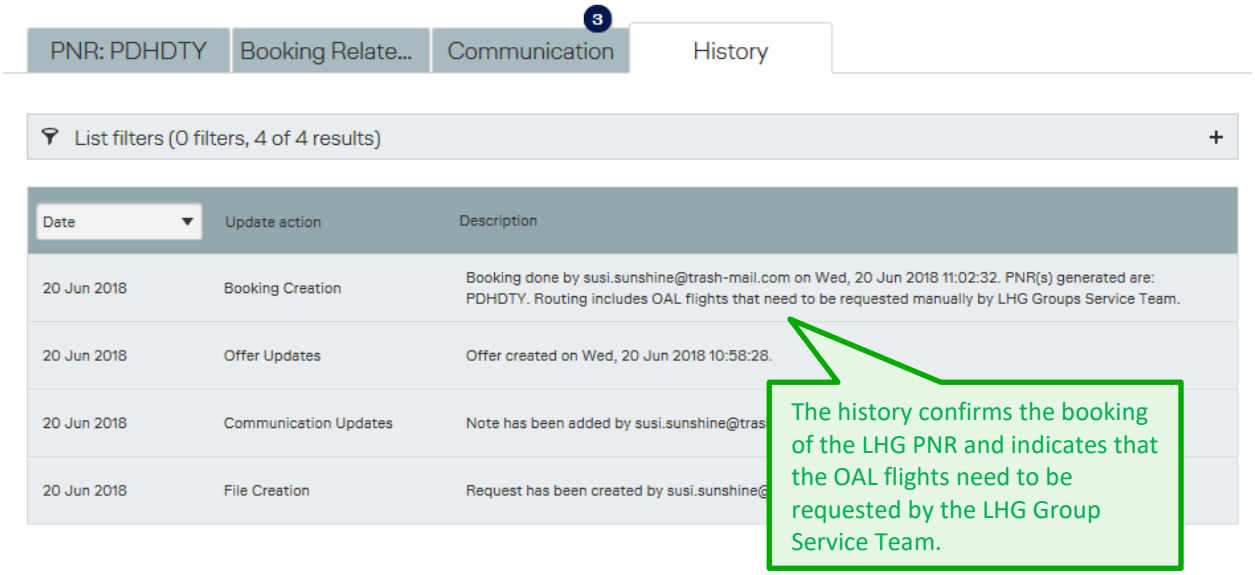


! OAL name and ticketing options, booking ranges as well as other reservation conditions might differ from LHG standards.
Please ensure you are familiar with the conditions of the respective OAL booked (even if it is requested via BookaGroup). Make sure to follow and respect these conditions, in particular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

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







9.6.1 OAL – specifics

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

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

~~**CM** Once COPA (CM) flights have been requested/ confirmed in LHG group booking PNR, the PNR may not be split anymore, as this will lead to a cancellation of the OAL flights and cannot be requested in the same PNR anymore~~.
ATTENTION: No offers in combination with CM possible any longer.

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

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

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

9.7 Cross Border Requests

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

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

¡ 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.

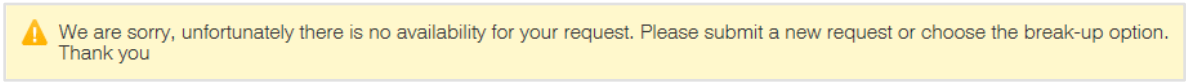
! **For *large scale* groups, specific contracting conditions do apply.**
Please note that dividing one group into separate smaller groups to undercut the stricter contracting conditions is prohibited. Booking of several smaller groups for the same routing and dates by the same agent can be canceled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

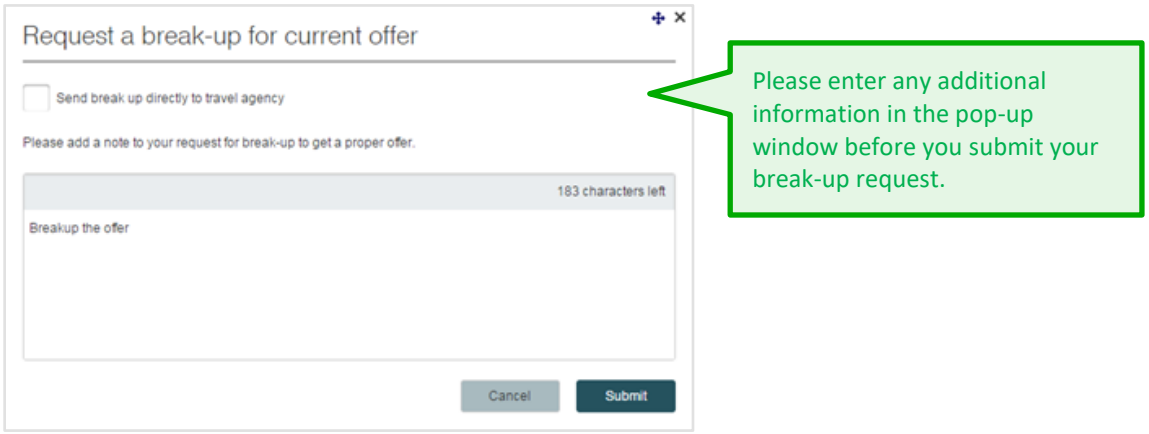
9.10 Break-up

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



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.



After the request is processed a new offer is displayed.

A break-up will always result in multiple PNRs.

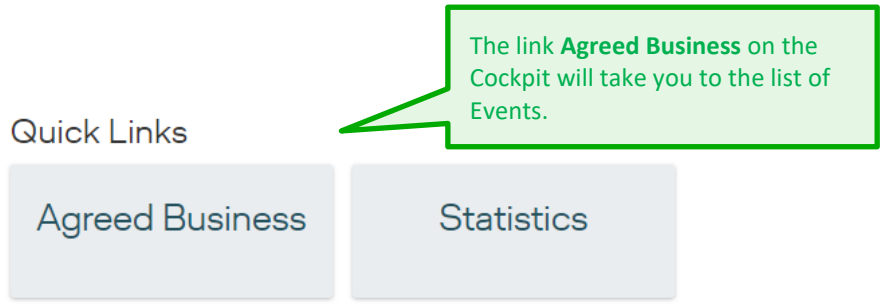
9.11 Agreed Business

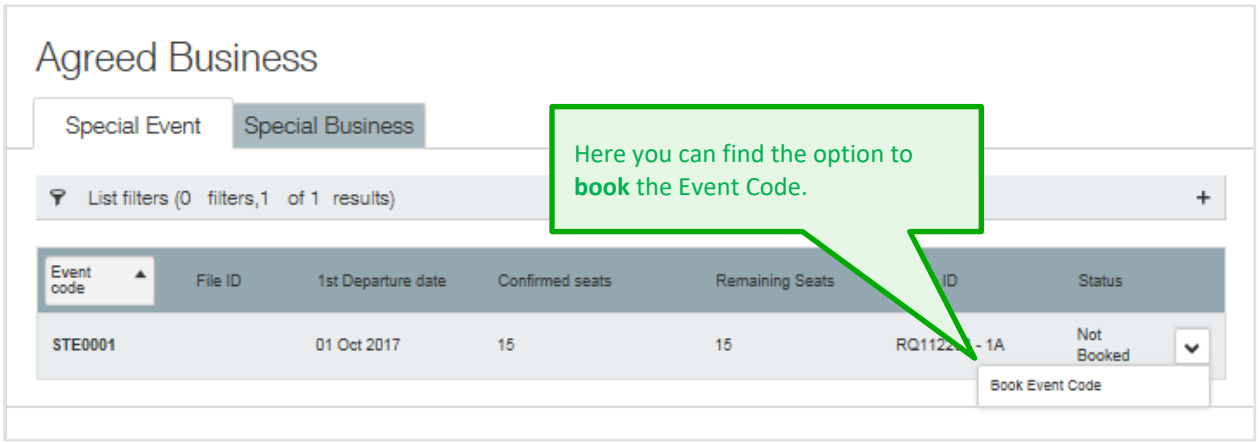
9.11.1 Special Event

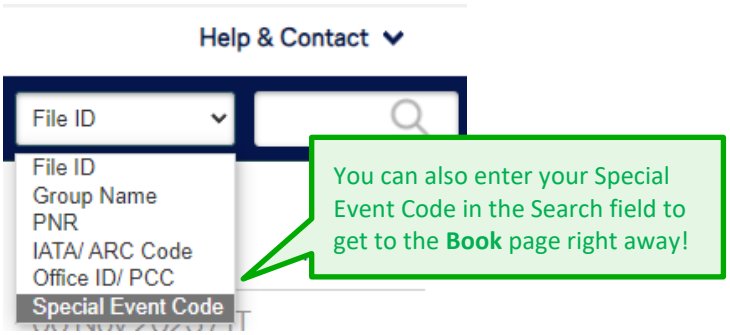
Characteristics:

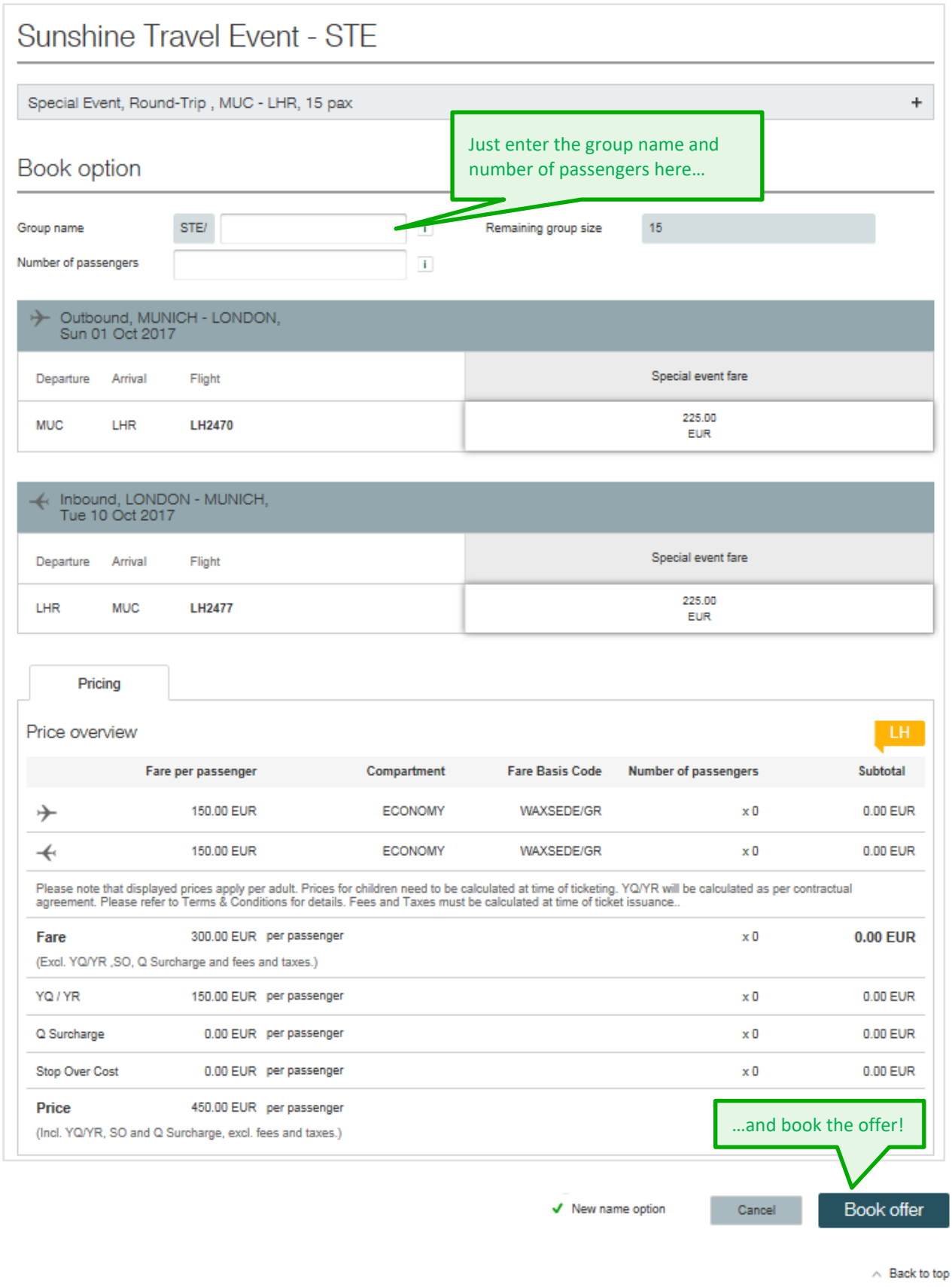
- Expected demand is higher than capacity
- Usually high yield business
- Events identified by Lufthansa Group
- Demand actively collected by Lufthansa Group
- Capacity and price is usually guaranteed

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


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


Agreed Business
Special Event
Special Business
Here you can find the option to **book** the Event Code.
List filters (0 filters,1 of 1 results)
Event code
File ID
1st Departure date
Confirmed seats
Remaining Seats
ID
Status
STE0001
01 Oct 2017
15
15
- 1A
Not Booked
Book Event Code


Help & Contact
File ID
File ID
Group Name
PNR
IATA/ ARC Code
Office ID/ PCC
Special Event Code
You can also enter your Special Event Code in the Search field to get to the **Book** page right away!

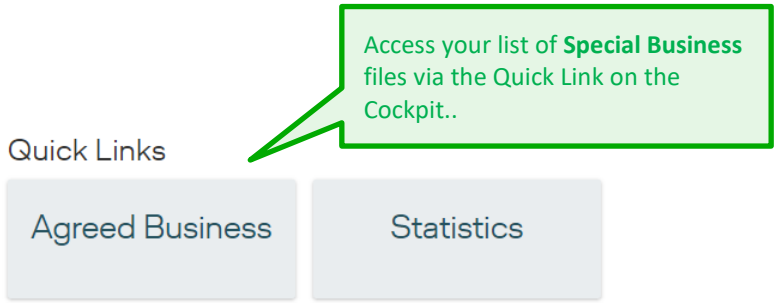

Sunshine Travel Event - STE
Special Event, Round-Trip , MUC - LHR, 15 pax
Book option
Just enter the group name and number of passengers here…
Group name
STE/
Remaining group size
15
Number of passengers
Outbound, MUNICH - LONDON, Sun 01 Oct 2017
Departure
Arrival
Flight
Special event fare
MUC
LHR
LH2470
225.00 EUR
Inbound, LONDON - MUNICH, Tue 10 Oct 2017
Departure
Arrival
Flight
Special event fare
LHR
MUC
LH2477
225.00 EUR
Pricing
Price overview
LH
Fare per passenger
Compartment
Fare Basis Code
Number of passengers
Subtotal
150.00 EUR
ECONOMY
WAXSEDE/GR
x 0
0.00 EUR
150.00 EUR
ECONOMY
WAXSEDE/GR
x 0
0.00 EUR
Please note that displayed prices apply per adult. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance..
Fare
300.00 EUR per passenger
x 0
0.00 EUR
(Excl. YQ/YR ,SO, Q Surcharge and fees and taxes.)
YQ / YR
150.00 EUR per passenger
x 0
0.00 EUR
Q Surcharge
0.00 EUR per passenger
x 0
0.00 EUR
Stop Over Cost
0.00 EUR per passenger
x 0
0.00 EUR
Price
450.00 EUR per passenger
(Incl. YQ/YR, SO and Q Surcharge, excl. fees and taxes.)
…and book the offer!
New name option
Cancel
Book offer
Back to top

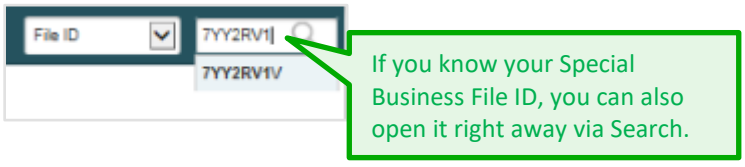
9.11.2 Special Business

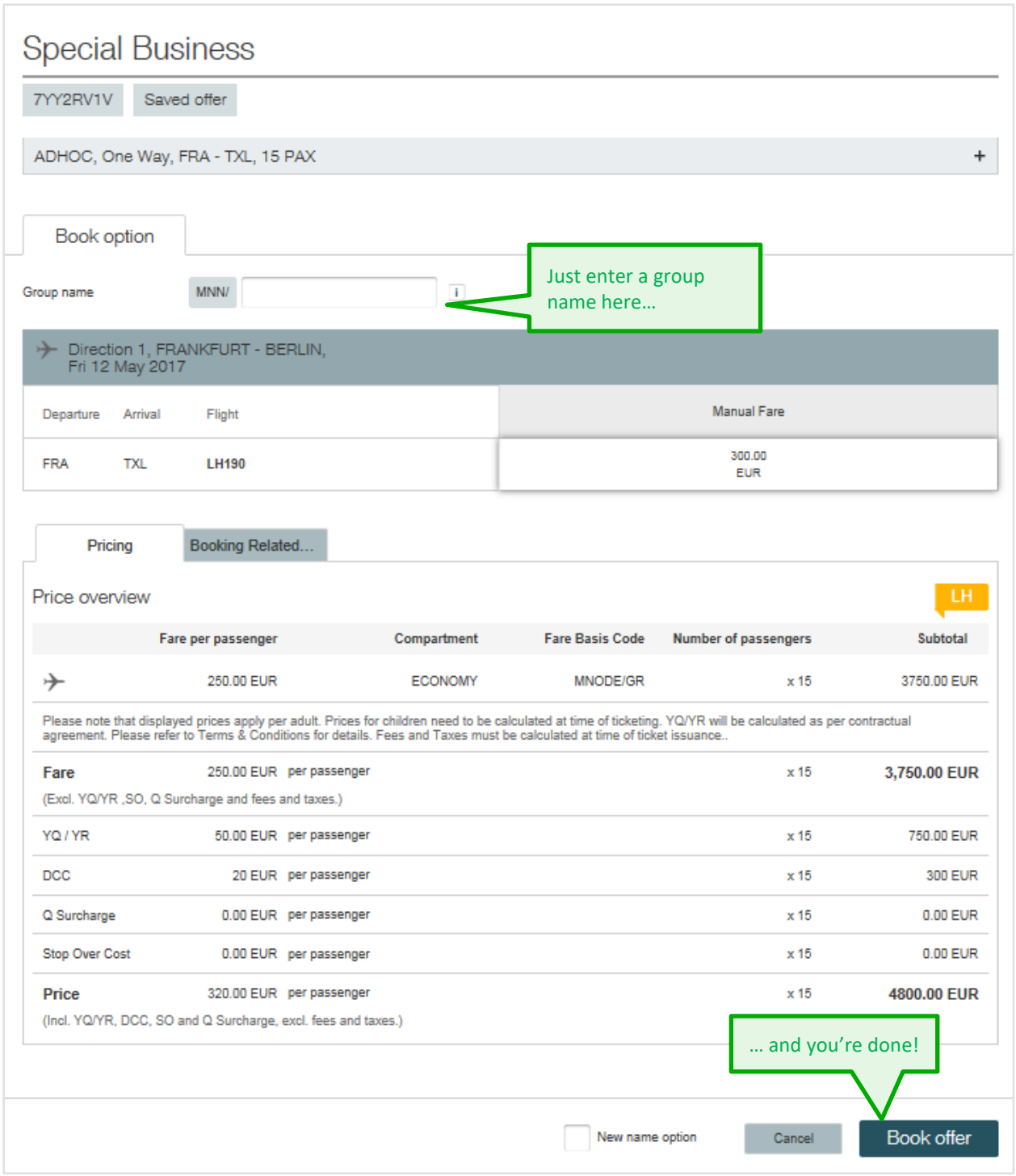
Characteristics:

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

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






Special Business
7YY2RV1V
Saved offer
ADHOC, One Way, FRA - TXL, 15 PAX
Book option
Group name
MNN/
Just enter a group name here…
Direction 1, FRANKFURT - BERLIN, Fri 12 May 2017
Departure
Arrival
Flight
Manual Fare
FRA
TXL
LH190
300.00 EUR
Pricing
Booking Related…
Price overview
LH
Fare per passenger
Compartment
Fare Basis Code
Number of passengers
Subtotal
250.00 EUR
ECONOMY
MNODE/GR
x 15
3750.00 EUR
Please note that displayed prices apply per adult. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to Terms & Conditions for details. Fees and Taxes must be calculated at time of ticket issuance..
Fare
250.00 EUR per passenger
x 15
3,750.00 EUR
(Excl. YQ/YR ,SO, Q Surcharge and fees and taxes.)
YQ / YR
50.00 EUR per passenger
x 15
750.00 EUR
DCC
20 EUR per passenger
x 15
300 EUR
Q Surcharge
0.00 EUR per passenger
x 15
0.00 EUR
Stop Over Cost
0.00 EUR per passenger
x 15
0.00 EUR
Price
320.00 EUR per passenger
x 15
4800.00 EUR
(Incl. YQ/YR, DCC, SO and Q Surcharge, excl. fees and taxes.)
… and you're done!
New name option
Cancel
Book offer

10 After Booking

10.1 Name Option & Ticketing Time Limit

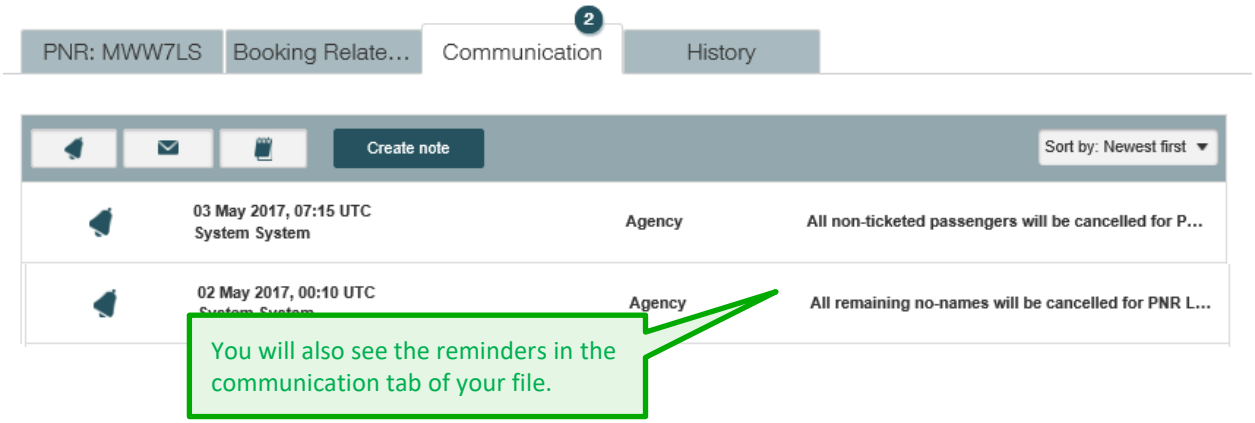
Depending on the applicable contract, certain Name Options (NO) and Ticketing Time Limits (TTL) are relevant for your booking and BookaGroup will send reminders for those. Option lines (SSR OTHS elements) are created automatically in the PNR.

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

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

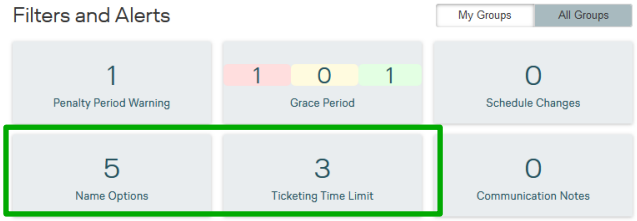
The SSR OTHS elements show the **cancellation** date of all **no names** on 06 May and the **ticketing deadline** on 09 May.

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

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

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



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



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

! For specific contract types, shorter name options apply.
In case of differing values, the name and ticketing options indicated directly in the group reservation prevail over the options indicated in the contracting document.
In case of rebooking of the first departure date, the name option and ticketing deadlines will be adapted to be in line with the new first departure date.
Name or Ticketing Options must not be changed or canceled. The usage of fictitious names is strictly prohibited.
For bookings containing OAL segments, the name or ticketing options set by OAL must be observed as well, hence the most restrictive option applies. It is not possible for your LHG Group Service Team to change, assist or interfere with those rules set by OAL.

10.2 Name Changes

Before ticketing, name changes are permitted free of charge.

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

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

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

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

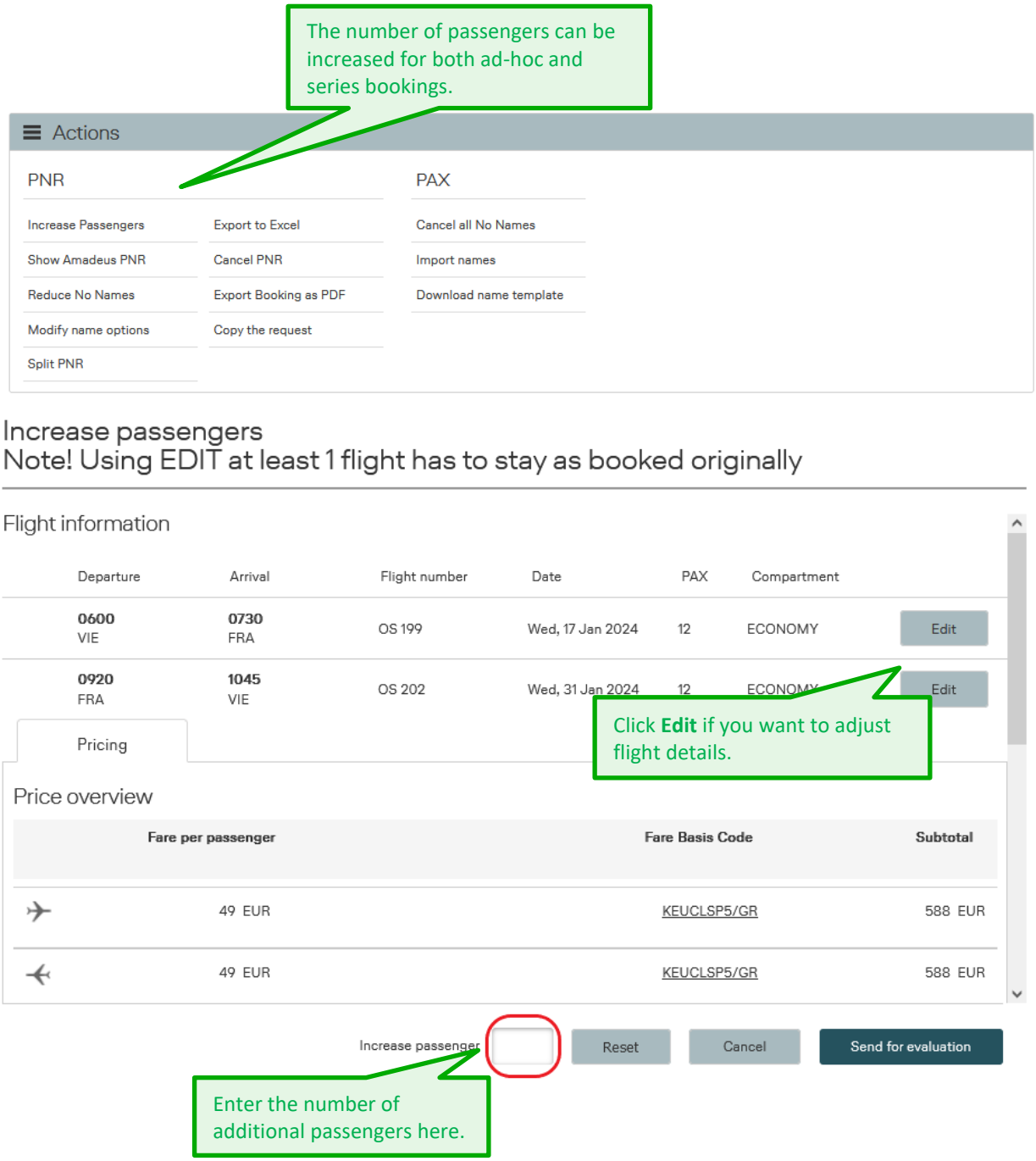
! Please keep in mind that **other airlines (OAL)** might have different policies concerning name changes / name corrections that might differ from LHG standard. It is up to the Travel Agent to be familiar with the conditions of the respective OAL booked, even if booked via
BookaGroup.

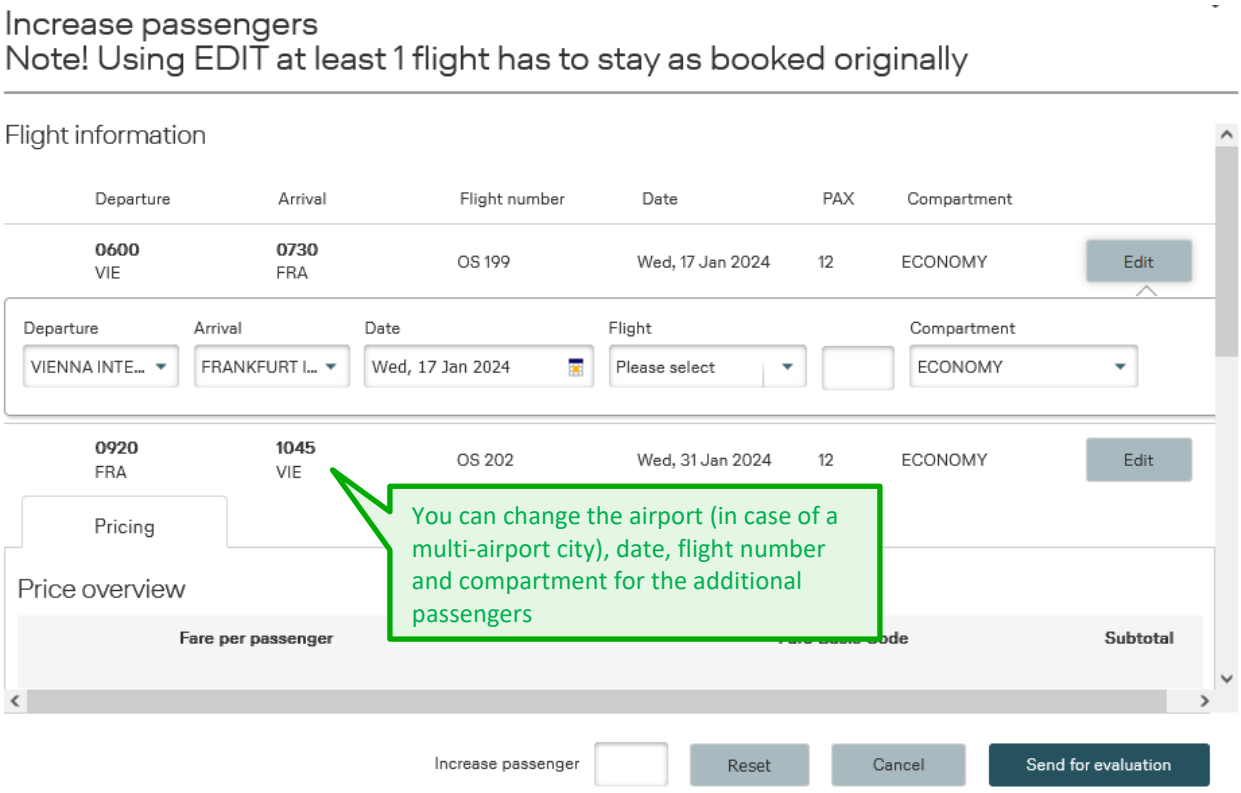
10.3 Increase Passengers

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

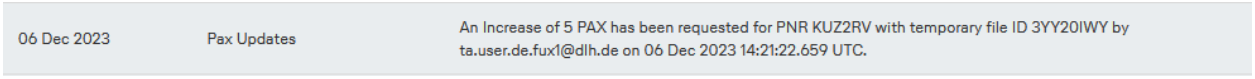
! The increased seats and all booked seats in the main booking will always be subject to the **same contract type**. In case the increase of seats requires a stricter contract type then the **new stricter contract applies for the entire group file**, i.e. for main and increase bookings (e g. when the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

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



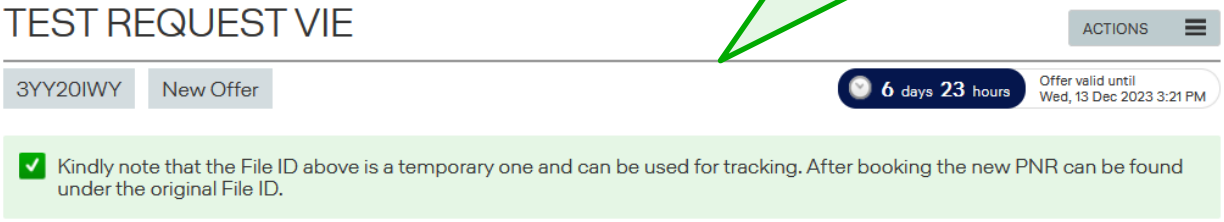


Until booking, the increase file gets a temporary File ID and an entry with the temporary file ID is done in the mother file ID´s history tab.



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

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

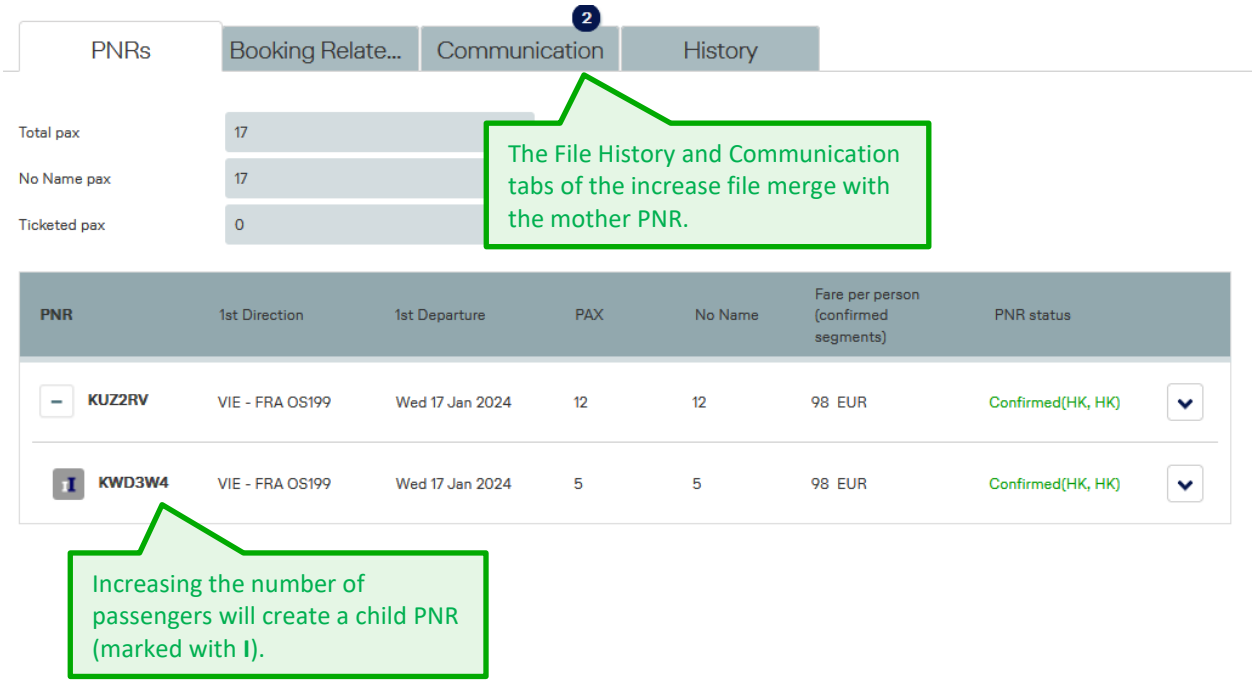


Please note: For **RT** and **OJ** 'Departure-' and 'Arrival-'airport (same city) and 'Date' and/or 'Flight' can be changed (EDIT) but only for one direction.

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

The compartment can be changed for both directions.

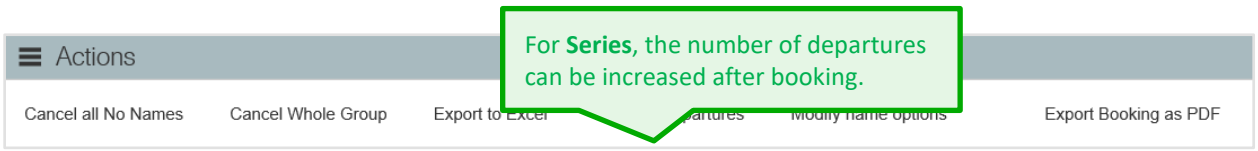
In case of a **½ Return**, **Multi-stop**, or **One-way** journey, only the compartment can be edited.



! 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)

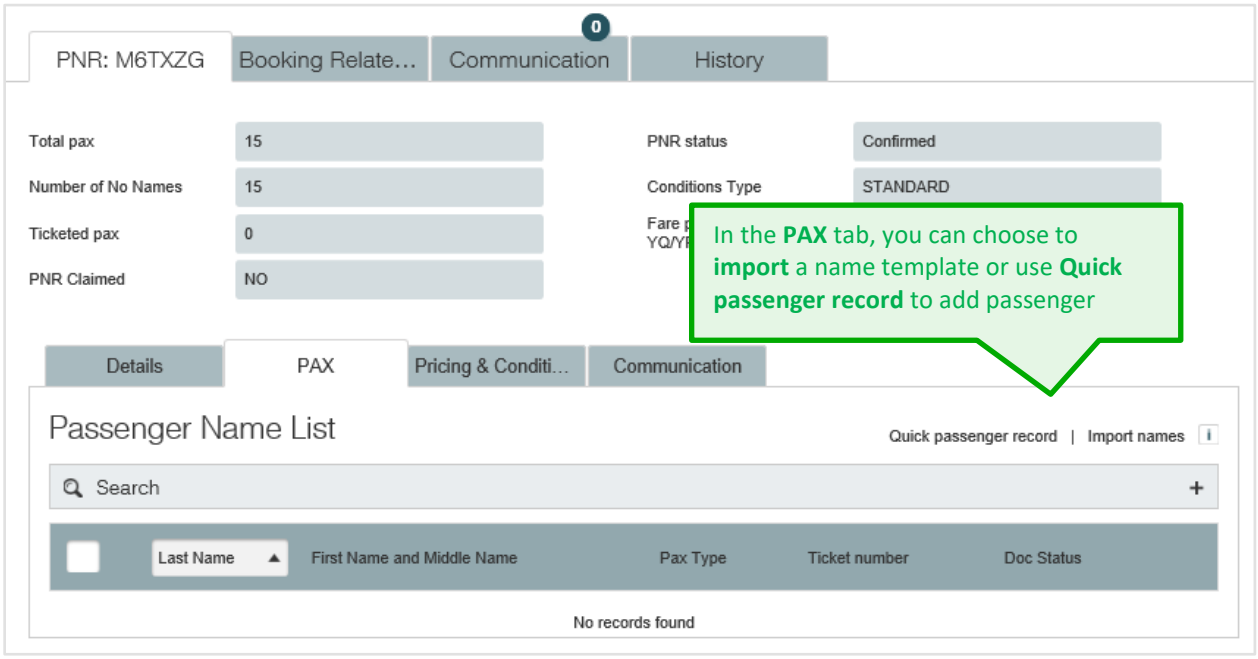
10.4 Increase Departures

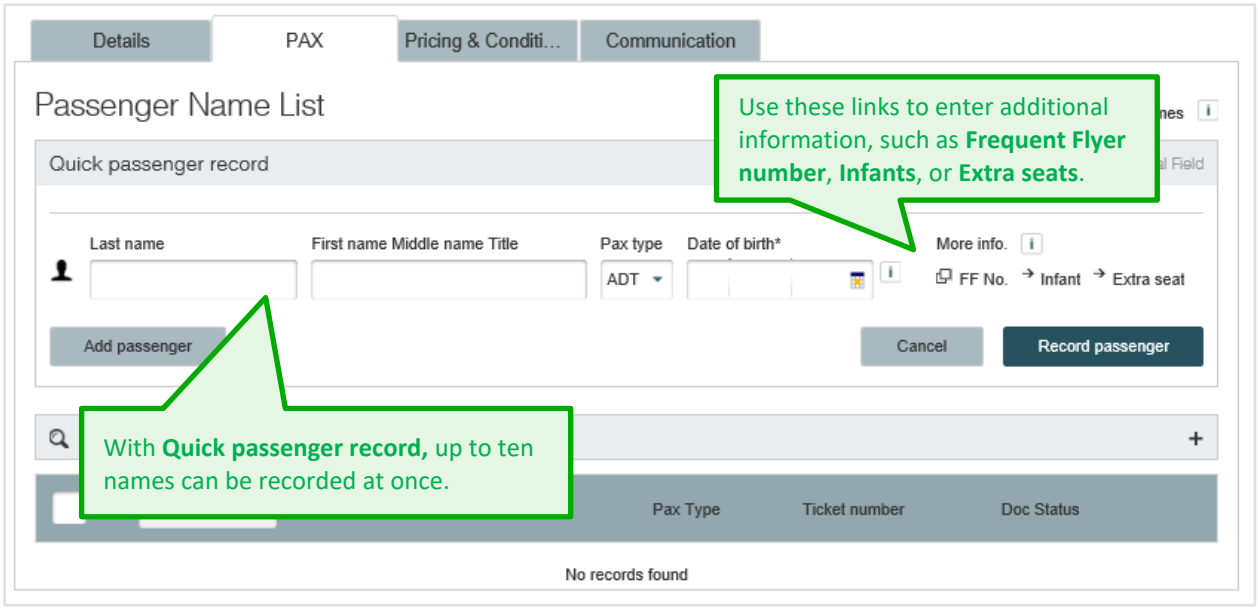


! Please note that only departures between the first and the last series departure can be requested.
A maximum total of three departures can be requested per week; if your initial series already consisted of three weekly departures, you will not be able to increase the number of departures.
In case the 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.

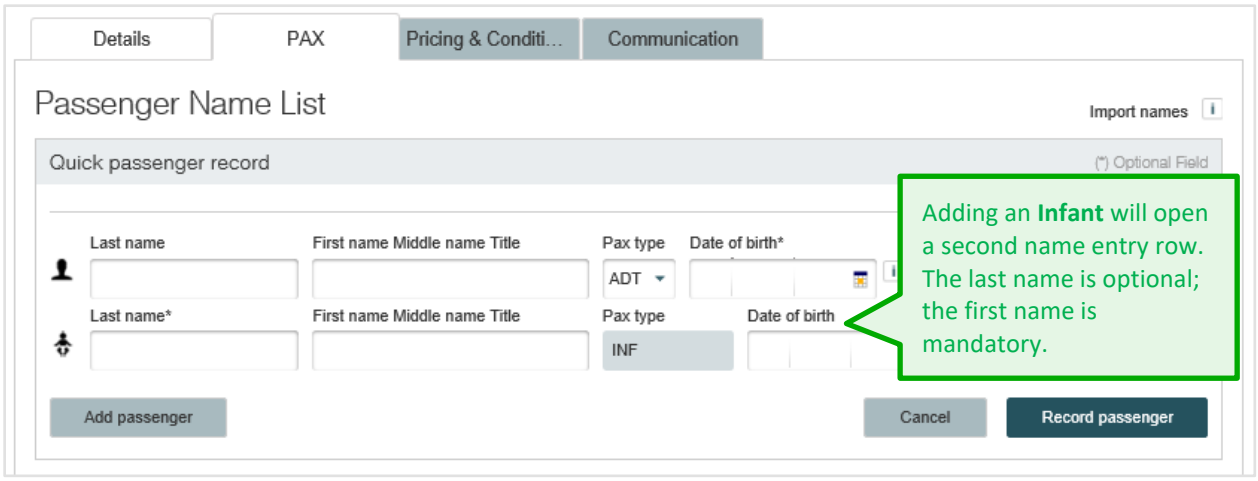
10.5 Passenger Management

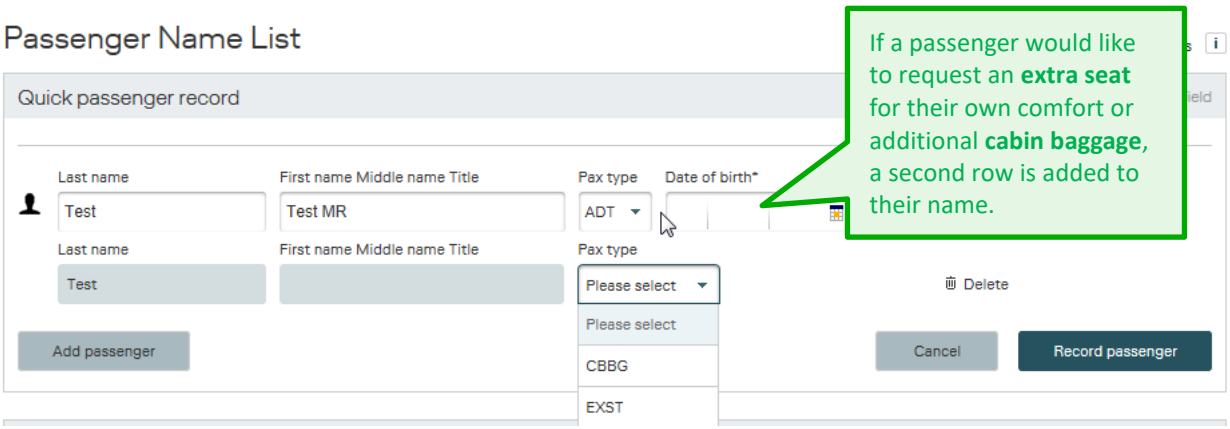
10.5.1 Adding Passenger Names



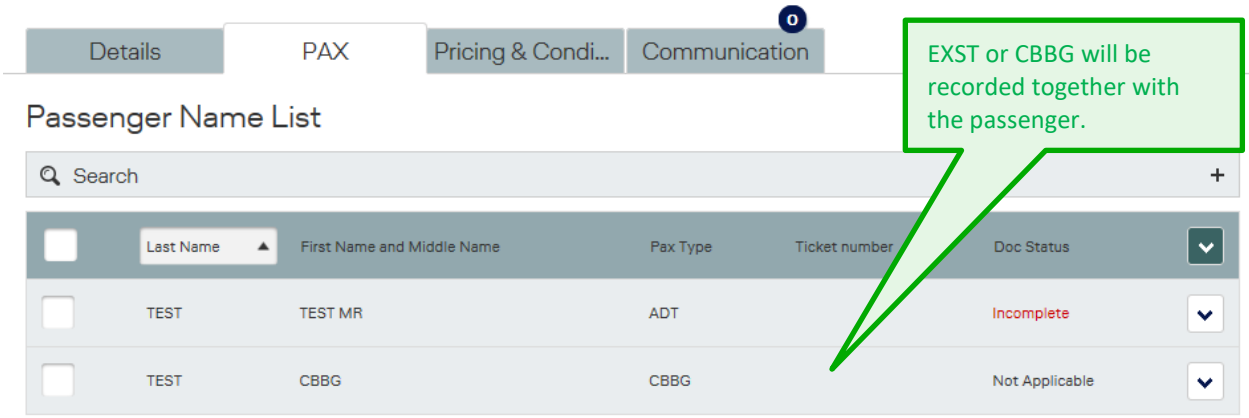


! Please note that Frequent Flyer number and Extra seat cannot be added to an existing passenger. They must be added with the passenger name in one transaction.
If you would like to add a FF number to an already existing passenger name, or change/delete it, you can still perform this action directly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

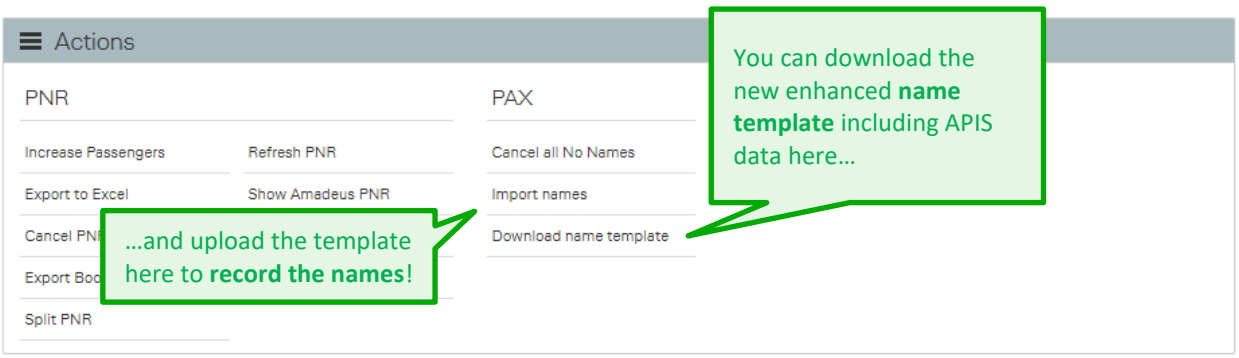


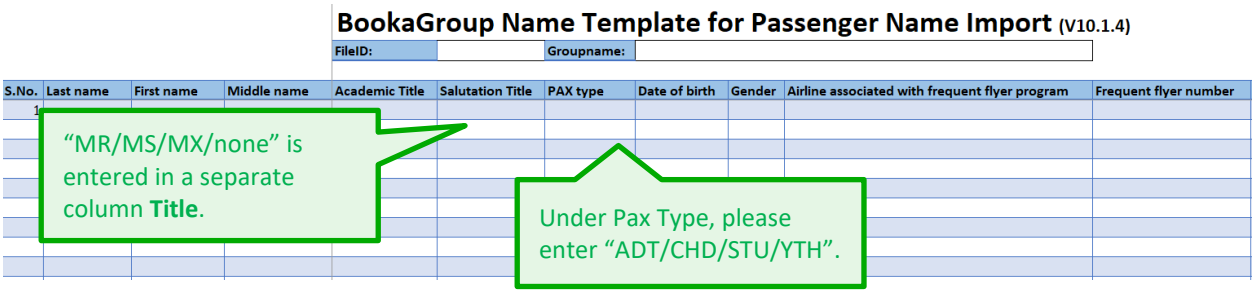


! If EXST or CBBG should be added to an existing passenger name, the original name must be set to no name first. Afterwards you can insert the passenger name again together with the extra seat or cabin baggage option.



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

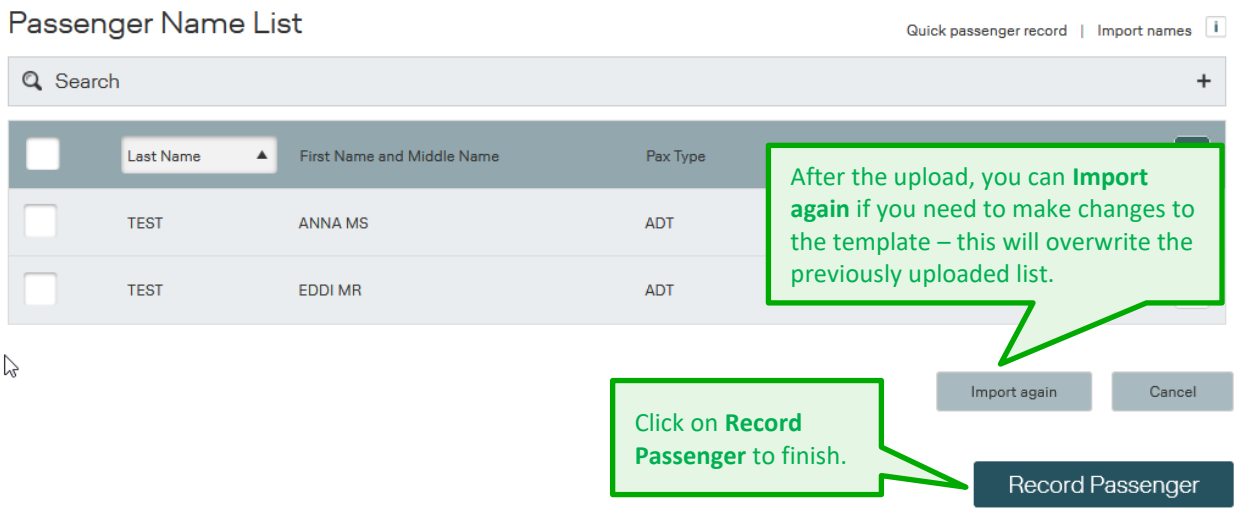




Optional entry via the new enhanced name template is the APIS data information for the DOC S input in the PNR by also filling in the columns O to U in the name template:

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.



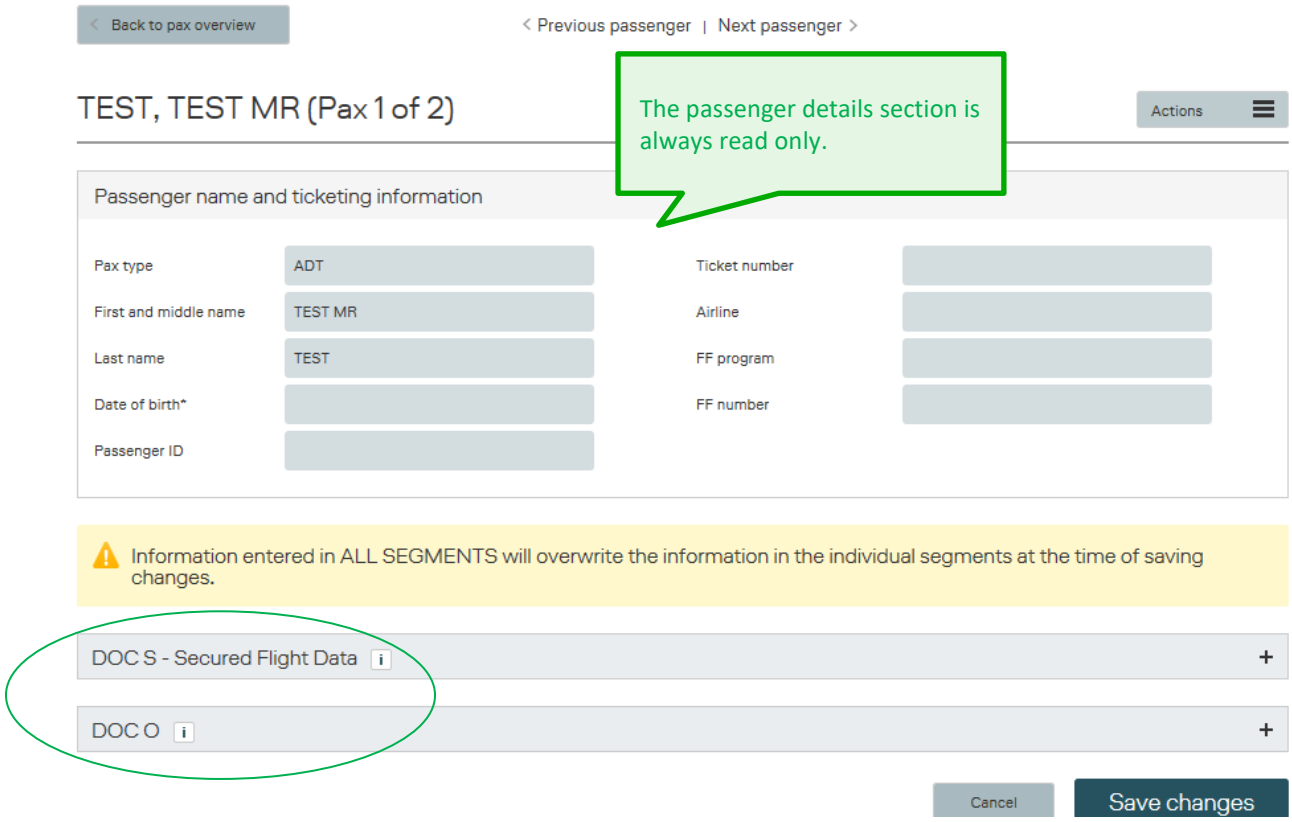
Please note:

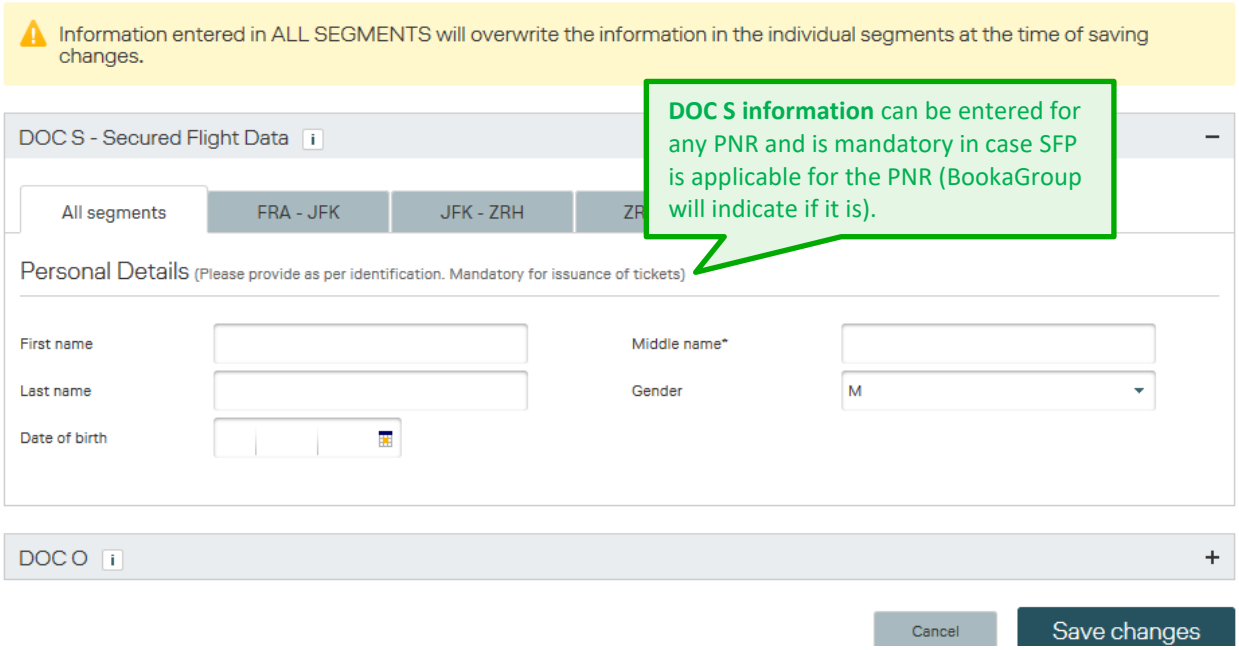
! There might be **differences in displayed order of passenger names** between BookaGroup and your reservation system.

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

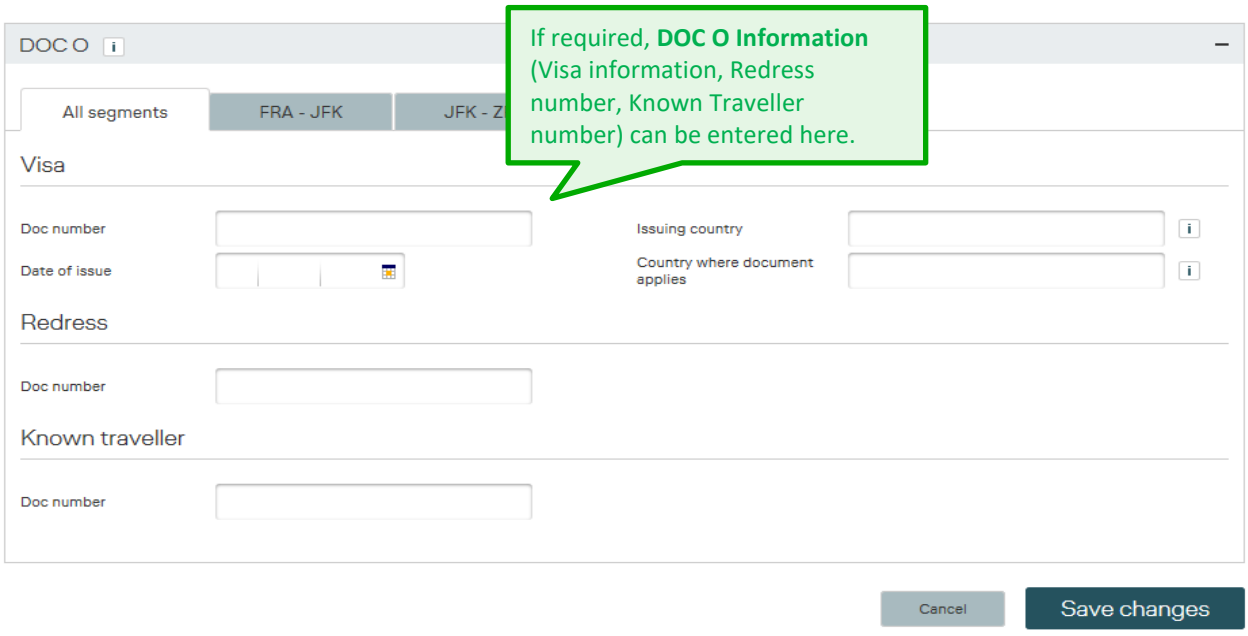
10.5.2 DOC Information

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





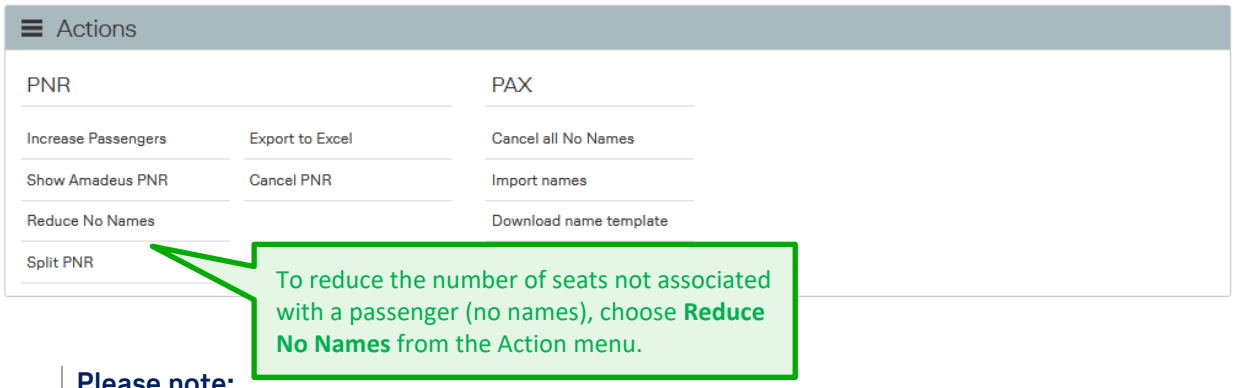
After you save the DOC S information, it changes to read-only text. In case any update is needed, you can delete and insert the information again.



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

10.5.3 Canceling a Passenger

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



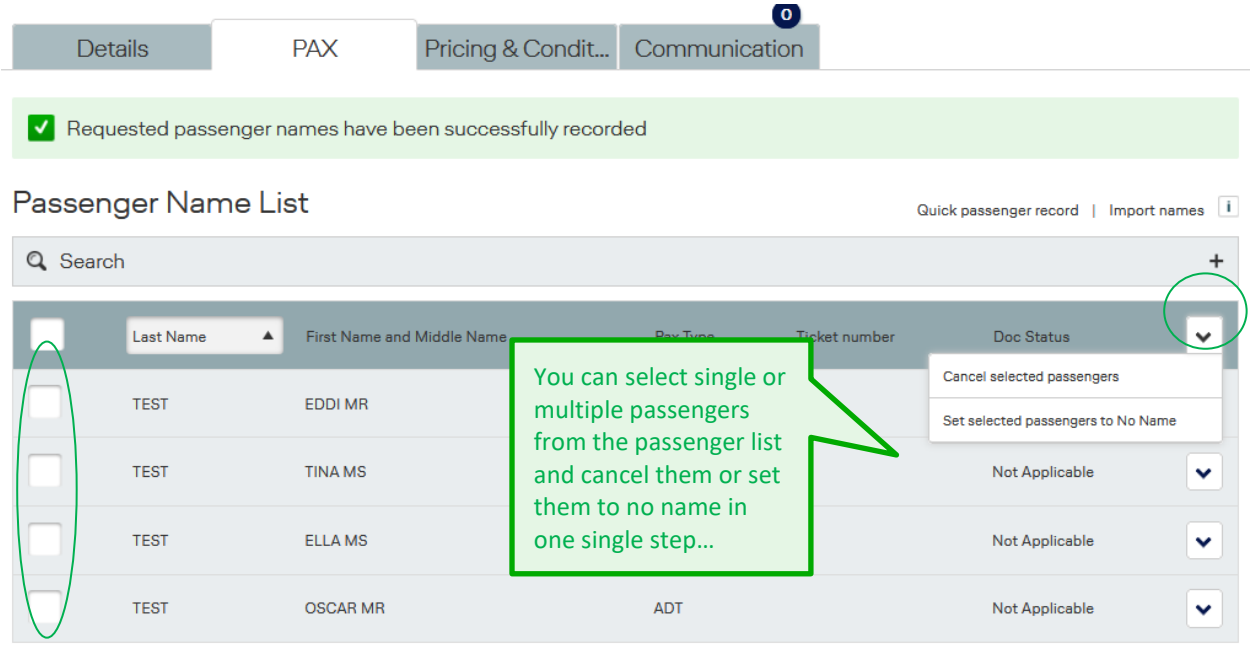
Please note:

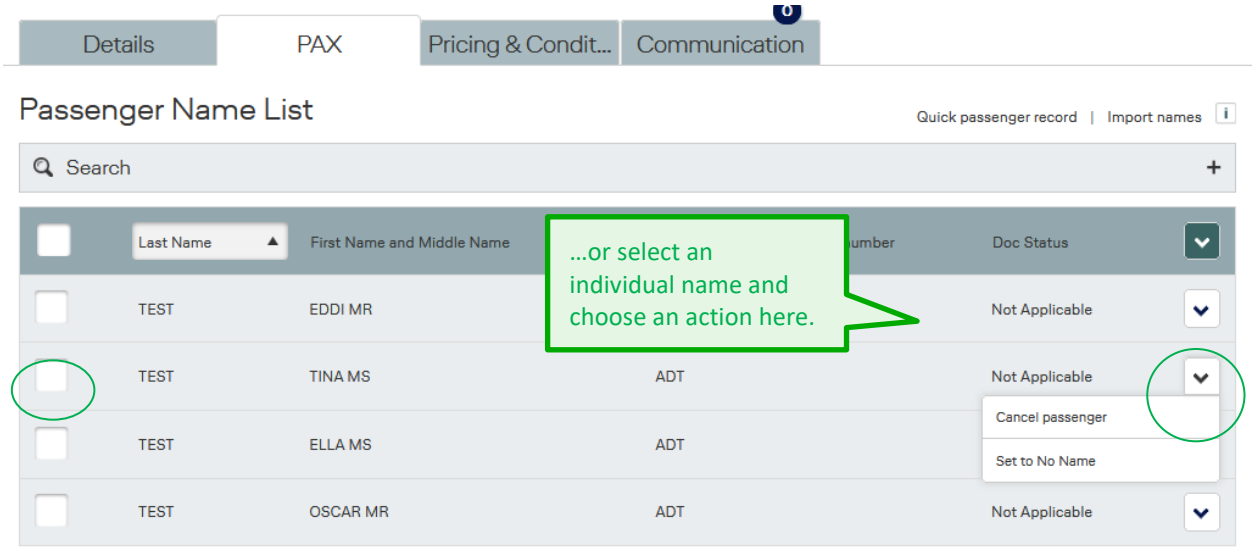
Single passenger/s cancellation/s for contract types that calculate the **penalty** based on **relative amount** (net fare plus YQ/ YR, and any SO and Q surcharges), to be processed only after a **Split-PNR** action for respective to be cancelled passenger/s. It's recommended to perform the Split-PNR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

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

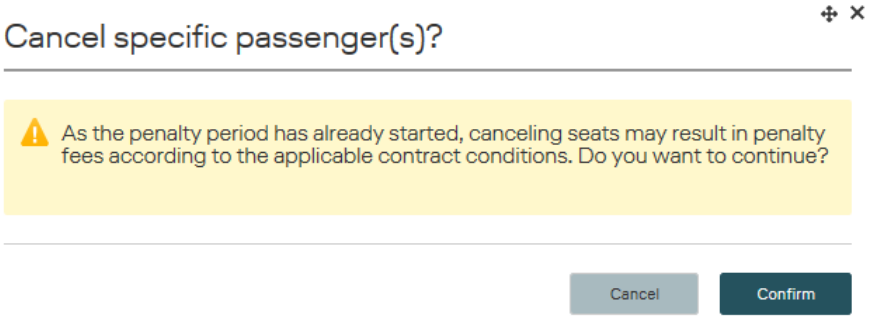
If names have already been provided for specific passengers, then those passengers can be canceled via the passenger list.

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





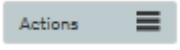
i When canceling passenger(s) within the penalty period, a warning about possible penalty fees will be displayed. Click on Confirm to continue canceling the selected passengers or Cancel to abort the cancellation.



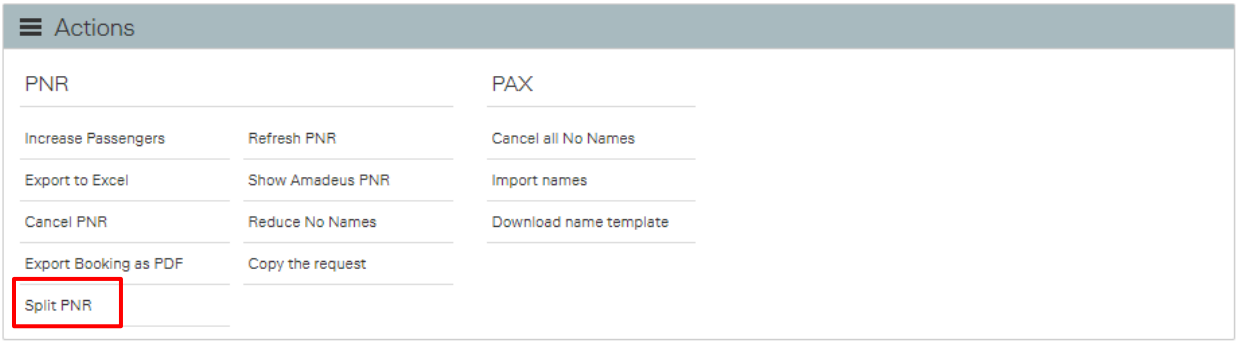
! When selecting an action for a passenger with associated infant or extra seat, the respective action will be performed for all the associated records as well.
In case the cancellation of passengers leads to an undercutting of the minimum group size, BookaGroup will return an error message.
Please note 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

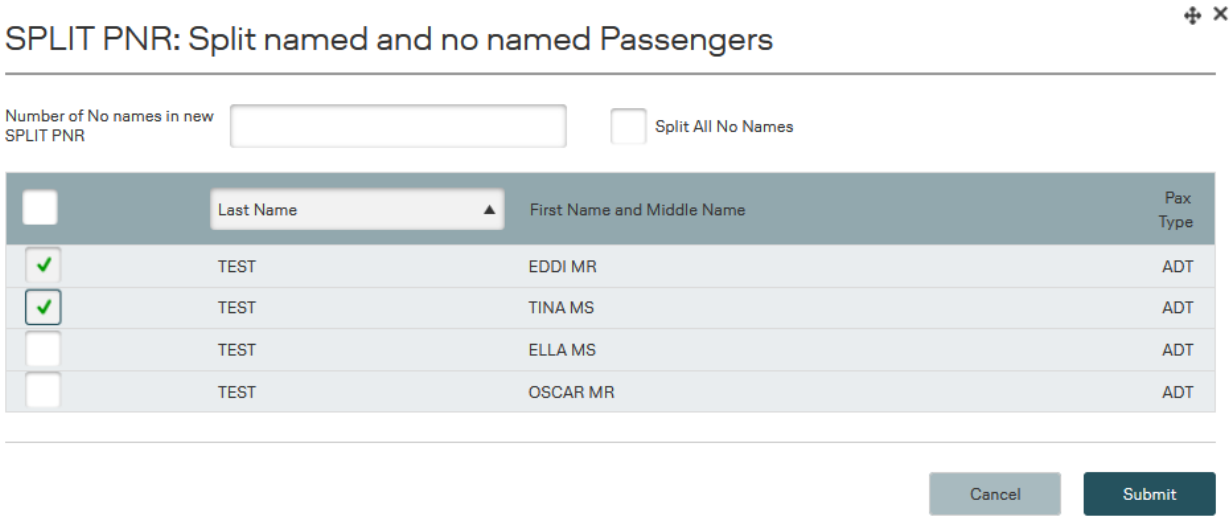
Splits can be performed for named/no-named passengers or a combination of both within 1 transaction with the BaG actions 'Split PNR'.

The respective action 'Split PNR' can be found either on the right side of the File display page under 

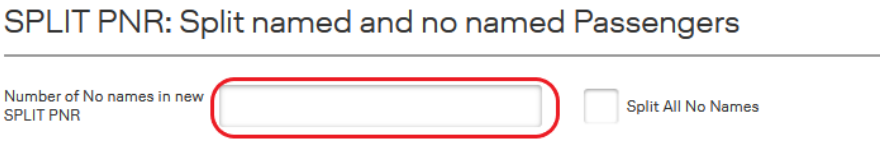
button, or, at the bottom of the File display page under section "Actions":



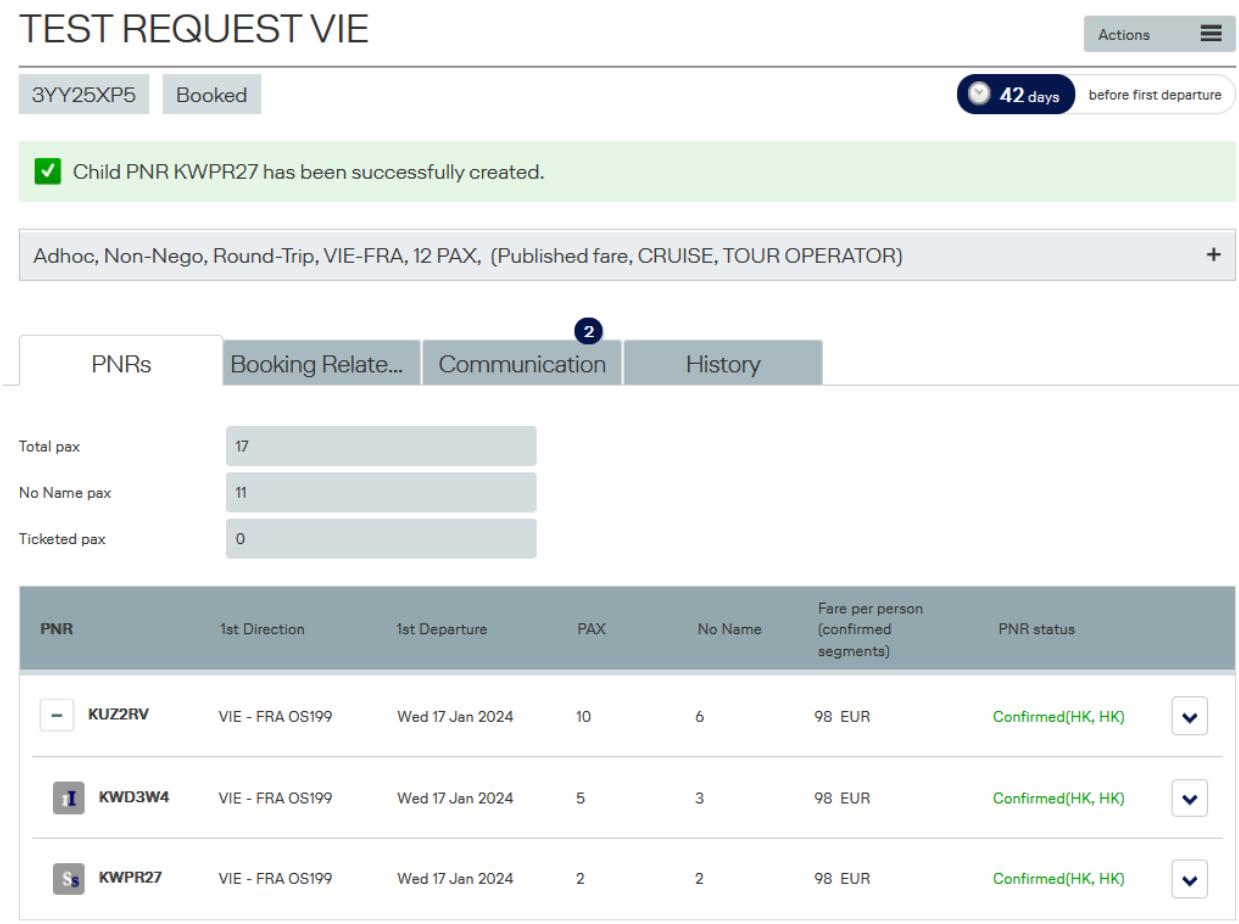
✈ In case names for passengers have already been recorded, then after a click on 'Split PNR' action button, below pop-up window will appear where it is possible to select passengers to be split to a separate PNR:



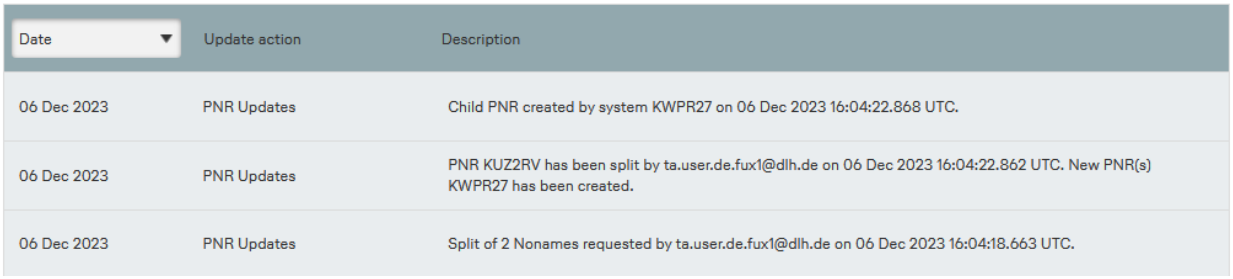
✈ In case no names have been recorded to the group File so far, then after a click on 'Split PNR' action button, below pop-up window will appear where it is possible to indicate number of Nonames to be split to a separate PNR:



! 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 Ss and below message by the system will appear:



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



Please note:

-"SPLIT PNR" action in BaG **will only be displayed** for non-nego PNR/s.

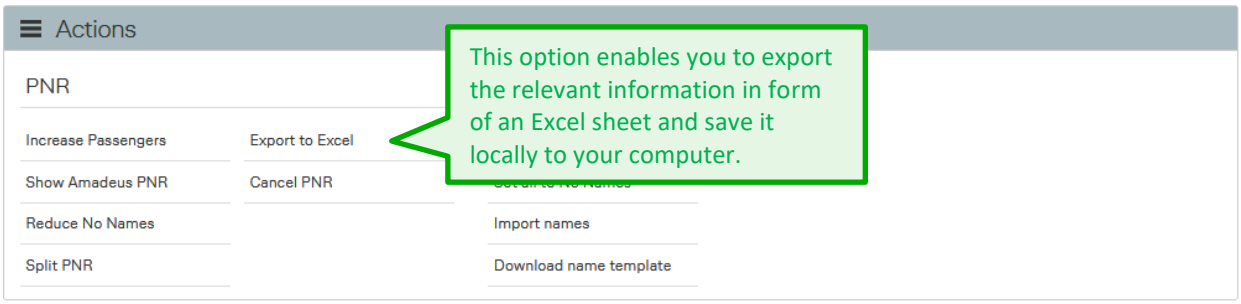
- "Split PNR" action in BaG **will NOT be displayed** in case of:
  - PNR has already been claimed to Non-Amadeus GDS.
  - PNR is in inconsistent state.
  - PNR is in 'Canceled' state.
  - last departure date in PNR has passed.

10.6 Extra Baggage / Excess Baggage

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

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

10.7 Export to Excel



> Please make sure to check all tabs/sheets in the Excel document (PNR, PAX and PRICE).

> If you perform this action on the file level of multiple PNR, you will get an Excel document with one tab/sheet only ("PNR") with a basic overview of all the PNRs included in the file.

10.8 Rebooking

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

> In case that a rebooking leads to the fact that no more segment of the initially determined validating/ticketing carrier is part of the booking, please issue the ticket on any other LHG carrier involved in the routing in order to avoid any CIP Violations.

> In case of rebooking to an **earlier or later departure date** (outbound), **before** or **after** start of original penalty period, the initial start of penalty period remains **unchanged** for the rebooked PNR and for the whole file, provided the contract has not changed.

10.8.1 Before Ticketing

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

!

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

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

- One-way travel: change of main segment is not permitted.
- All other journey types: change of main segment is permitted either for inbound or for outbound direction (only for rebookings on same flights in higher compartment a change of both directions is possible).

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- 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

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With the exception of a name change (see Chapter 10.2) and the group definition (at least one trunk route must be flown together by all passengers (see Chapter 10.8.1), any modification of the issued group tickets after ticketing needs to respect the tariff conditions of the fare basis code shown in the issued ticket.
The **recalculation logic** after ticketing is ruled by the IATA resolution 0049XX:
In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket.
For partial rebooking concerning the inbound flight: recalculate the newly applicable fare by using fares applicable at time of issue. Repricing is required to verify correct application of paid fare.
For partial rebooking concerning the outbound flight or all sectors: recalculate the newly applicable fare by using fares applicable on the day of reissue (full repricing required).

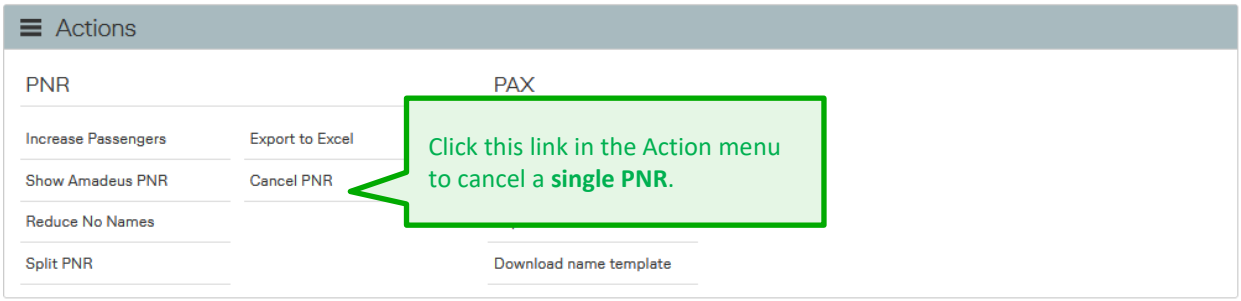
10.9 Canceling a Group

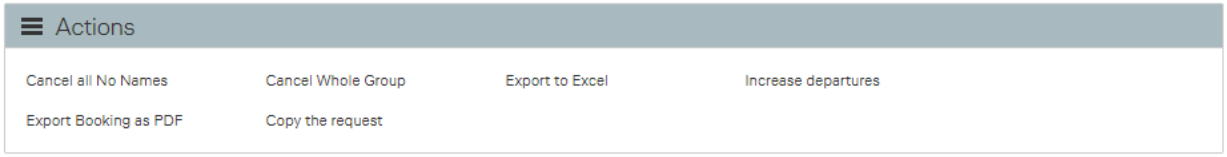
Cancelation of either the entire group or single passengers out of a booked group are subject to the to the cancelation conditions:

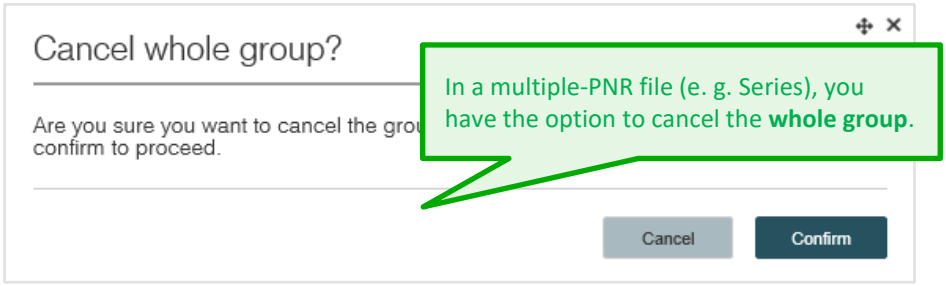
Before ticketing: The reservation fee or penalty fee fixed in the contract applies.

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.

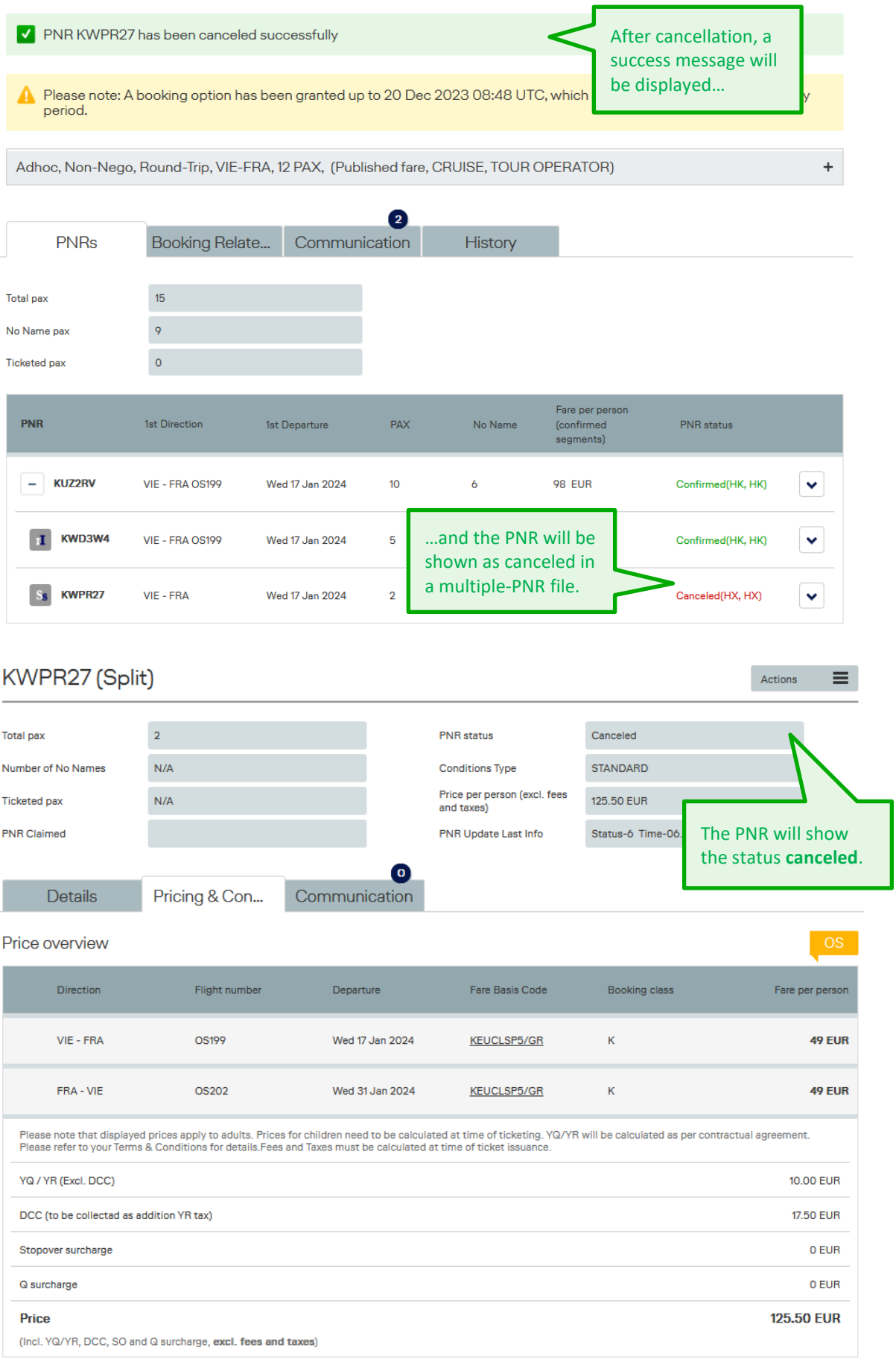
! Please cancel any unneeded space as early as possible. This reduces the risk of applicable penalties for your travel agency and enables us to re-offer the freed capacity.







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


PNR KWPR27 has been canceled successfully
After cancellation, a success message will be displayed...
Please note: A booking option has been granted up to 20 Dec 2023 08:48 UTC, which
period.
Adhoc, Non-Nego, Round-Trip, VIE-FRA, 12 PAX, (Published fare, CRUISE, TOUR OPERATOR)
PNRs
Booking Relate...
Communication
2
History
Total pax 15
No Name pax 9
Ticketed pax 0
PNR
1st Direction
1st Departure
PAX
No Name
Fare per person (confirmed segments)
PNR status
KUZ2RV VIE - FRA OS199 Wed 17 Jan 2024 10 6 98 EUR Confirmed(HK, HK)
KWD3W4 VIE - FRA OS199 Wed 17 Jan 2024 5 Confirmed(HK, HK)
KWPR27 VIE - FRA Wed 17 Jan 2024 2 Canceled(HX, HX)
...and the PNR will be shown as canceled in a multiple-PNR file.
KWPR27 (Split)
Actions
Total pax 2
Number of No Names N/A
Ticketed pax N/A
PNR Claimed
PNR status Canceled
Conditions Type STANDARD
Price per person (excl. fees and taxes) 125.50 EUR
PNR Update Last Info Status-6 Time-06.
The PNR will show the status canceled.
Details
Pricing & Con...
Communication
0
Price overview
OS
Direction
Flight number
Departure
Fare Basis Code
Booking class
Fare per person
VIE - FRA OS199 Wed 17 Jan 2024 KEUCLSP5/GR K 49 EUR
FRA - VIE OS202 Wed 31 Jan 2024 KEUCLSP5/GR K 49 EUR
Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement.
Please refer to your Terms & Conditions for details.Fees and Taxes must be calculated at time of ticket issuance.
YQ / YR (Excl. DCC) 10.00 EUR
DCC (to be collectad as addition YR tax) 17.50 EUR
Stopover surcharge 0 EUR
Q surcharge 0 EUR
Price 125.50 EUR
(Incl. YQ/YR, DCC, SO and Q surcharge, excl. fees and taxes)

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 by LHG to an alternate flight, you may change **once** free of charge to an alternative acceptable flight/flight connection. Any further changes are subject to the fare 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.

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

10.12 Reassignment

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

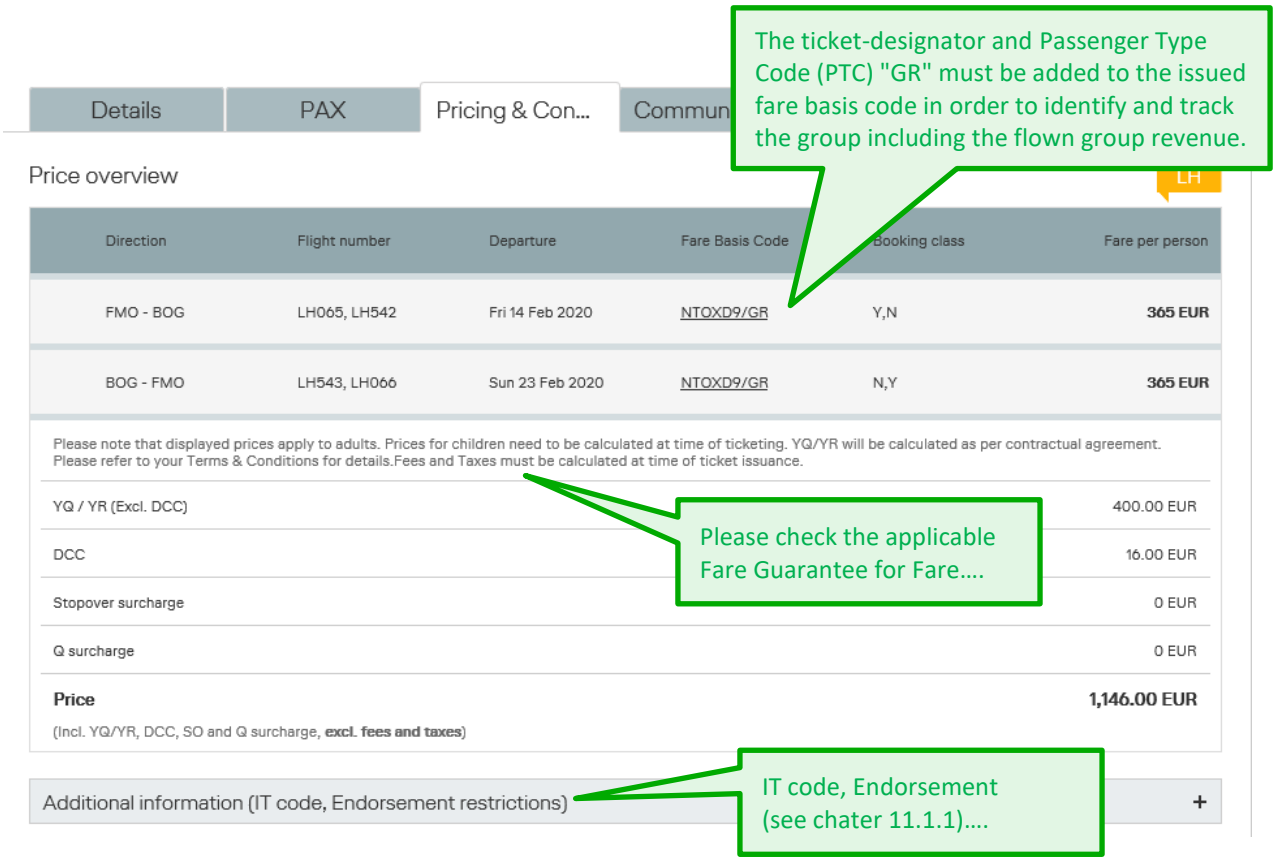
Please **never** perform any reassignments on your own directly in your GDS.

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

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

11 Ticket Issuance

11.1 General Ticketing Instructions

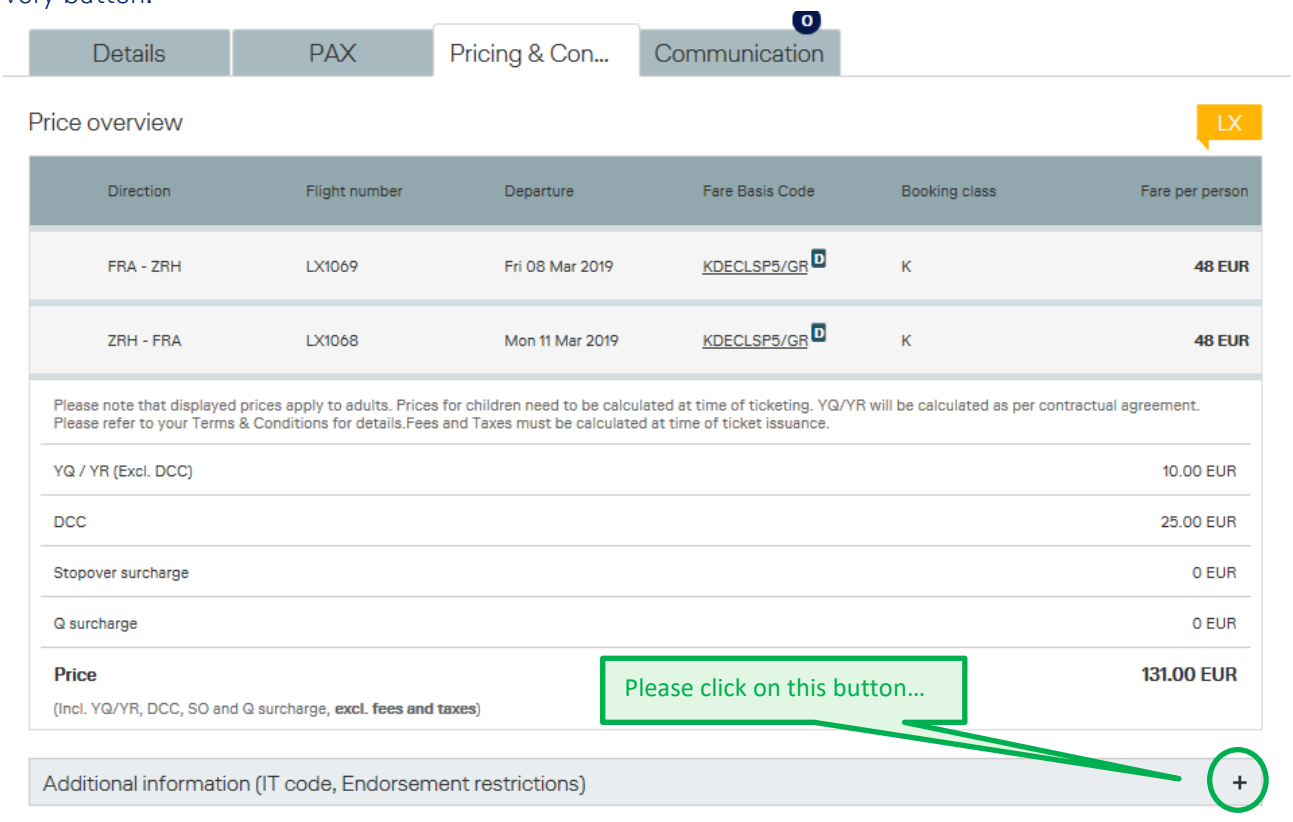


! The **fare guarantee** does not apply if the original booking has been modified. In case the original booking is modified (including increasing the original group size), the fare and international/domestic surcharge (YQ/YR) must be recalculated at the time of the modification request.
Amadeus Nego 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:



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

This section contains following information:

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

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

11.2 Validating/Ticketing Carrier

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

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

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

11.3 Distribution Cost Charge (DCC)

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

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

12 Refund

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

13 Contacts

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

14 Glossary

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

	applicable). 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. Each Series departure must comprise of at least ten passengers, and for each departure the initial number of passengers must be the same.
TC	Tour Conductor
TTL	Ticketing Time Limit (see Chapter 10.1)
Validating Carrier	Group Tickets must always be issued on the stock of the airline through which the group has been originally requested and the respective offer was provided (see Chapter 11.2)
XBAG	Extra baggage (see Chapter 10.6)
YQ/YR	International/domestic surcharge

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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OVERVIEW OF SUBSTANTIAL CHANGES

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

1 INTRODUCTION

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

Requirement

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

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

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

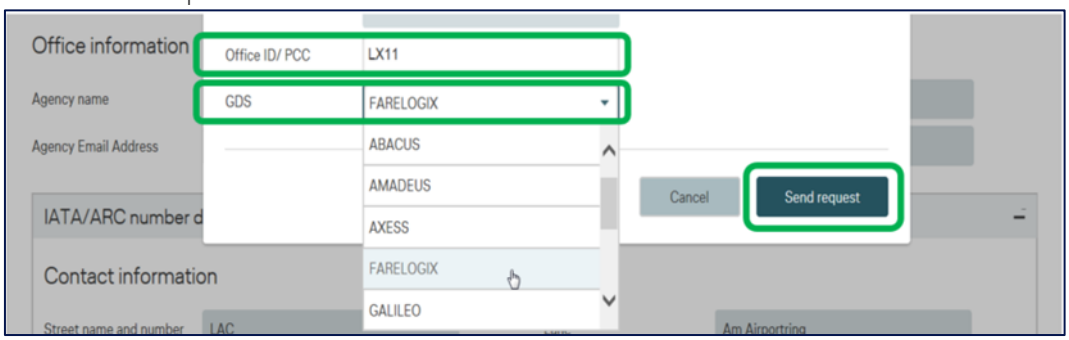
1. **SPRK Registration**
   Fill out the registration form on the NDC Partner Program Website to receive a FLX PCC and a SPRK User ID.
2. **NDC Content Agreement**
   A NDC Content Agreement will be sent to you via email. Please sign and return it.
3. **SPRK Welcome E-Mail**
   Your FLX PCC and your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

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

   - Click on "Add Office ID / PCC"

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

- Click “Send request”.



2 NDC GROUP PROCESS

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

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

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

3 NDC GROUP SUPPORT

The LHG Groups Service Teams provides support for

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

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

3.1 LHG Groups Service Team contact

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

3.2 Transaction and support overview

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

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

4 LIMITATIONS FOR NDC GROUP REQUESTS AND BOOKING

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

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

Examples

Outbound					**Inbound**					
FRA	**LH**	MLE			MLE	**OS**	VIE	**OS**	FRA	✓
FRA	**LH**	MLE			MLE	**OS**	VIE	**LH**	FRA	×
FRA	**LH**	ZRH	**LX**	BKK	BKK	**LX**	ZRH	**LX**	FRA	×

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

5 NDC GROUPS PROCESS IN BOOK-A-GROUP

Steps for creating a NDC group booking in BaG.

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

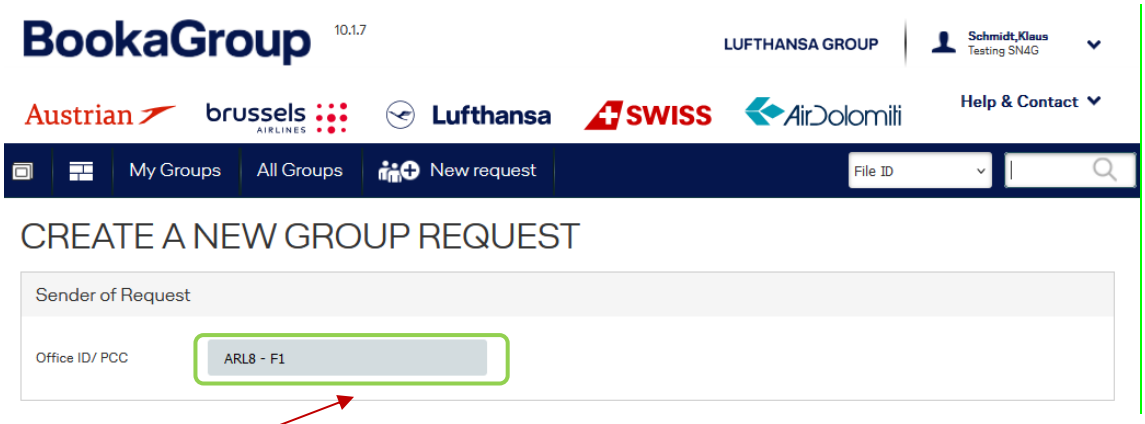
5.1 Selection of FLX PCC

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

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

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

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

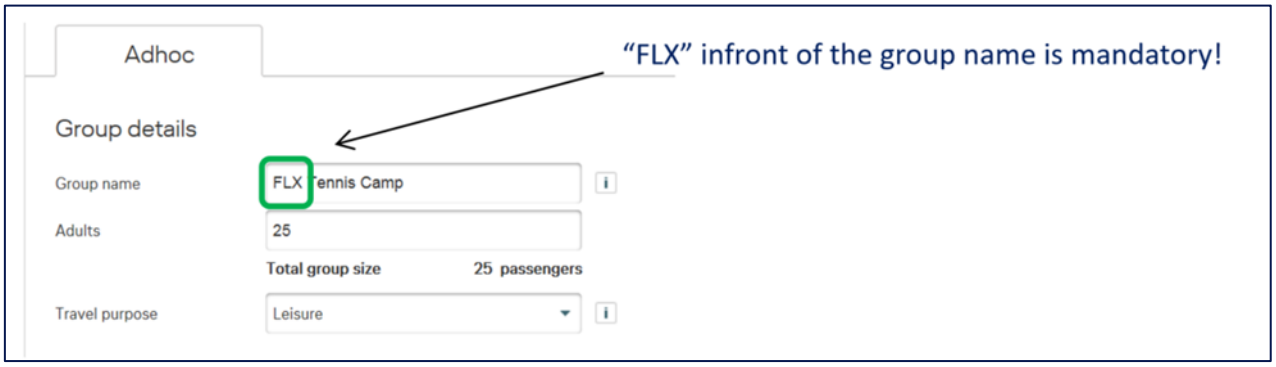


Farelogix PCC

5.2 “FLX” in group name

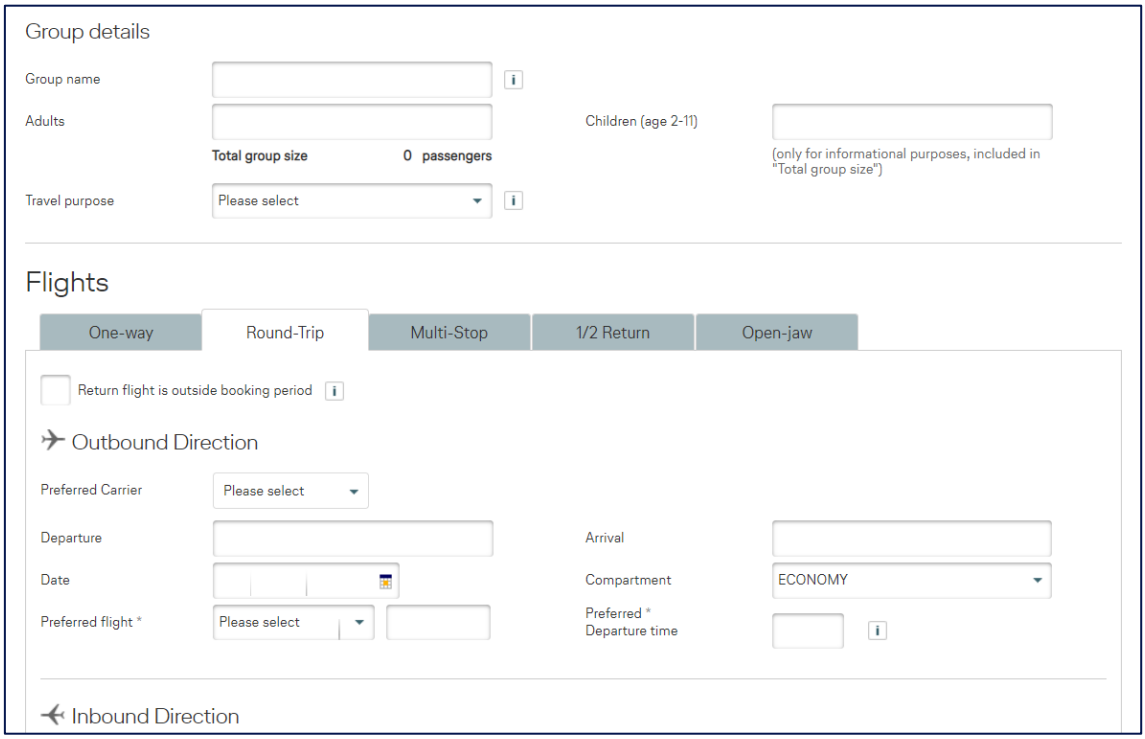
The prefix of the group name must be “**FLX**” to distinguish between a FLX and GDS booking.

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



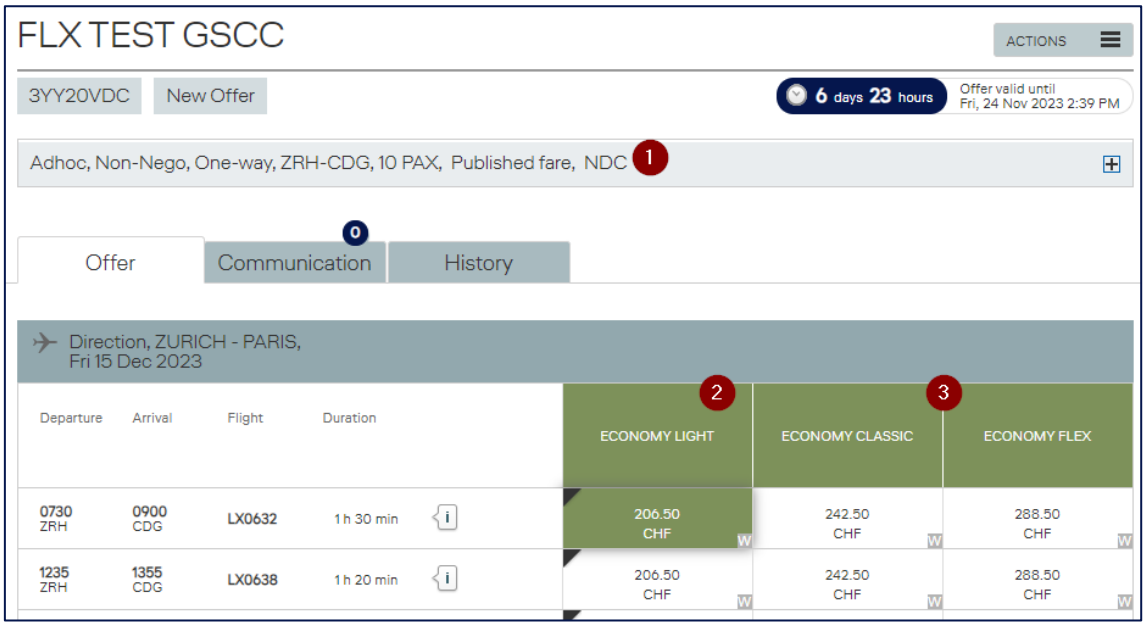
5.3 Request

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.



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).

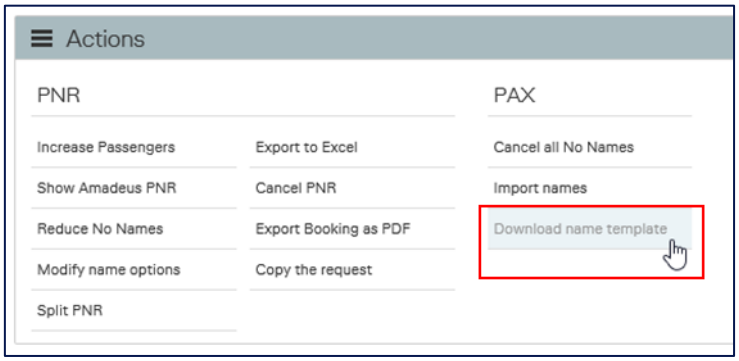
5.5 Book offer

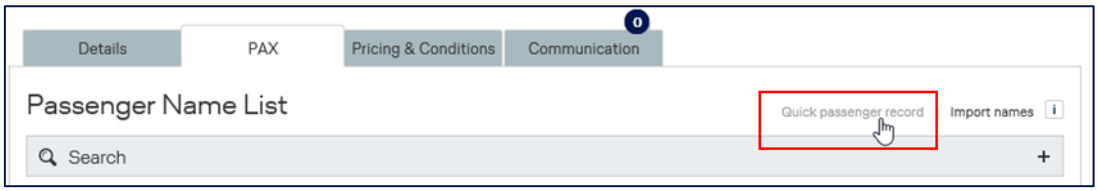
Book the fare combination which suits best. A combination with the fare types shown is possible.

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.





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

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

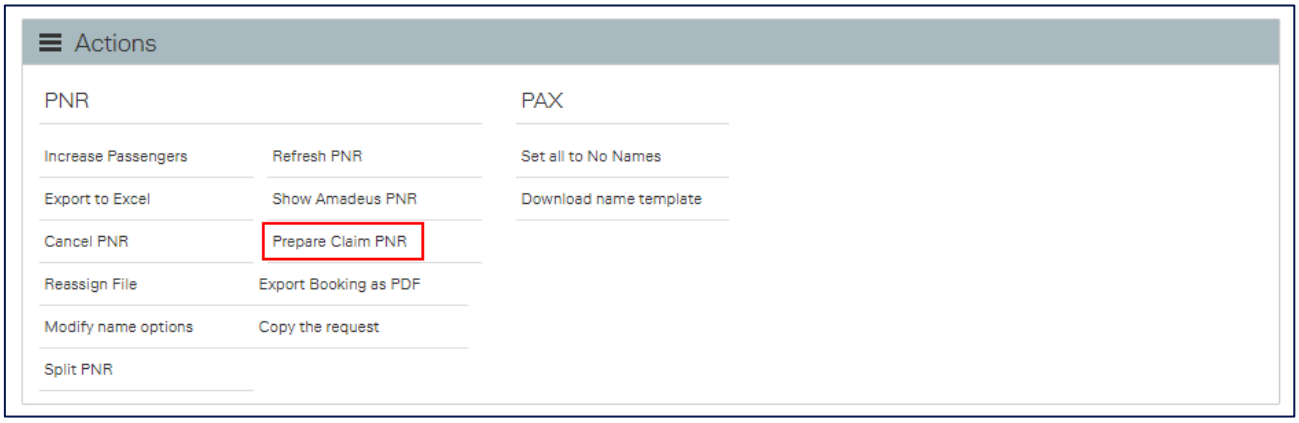
Important: Kindly avoid unnecessary splits of PNRs.

5.7 Claim of the PNR in BaG

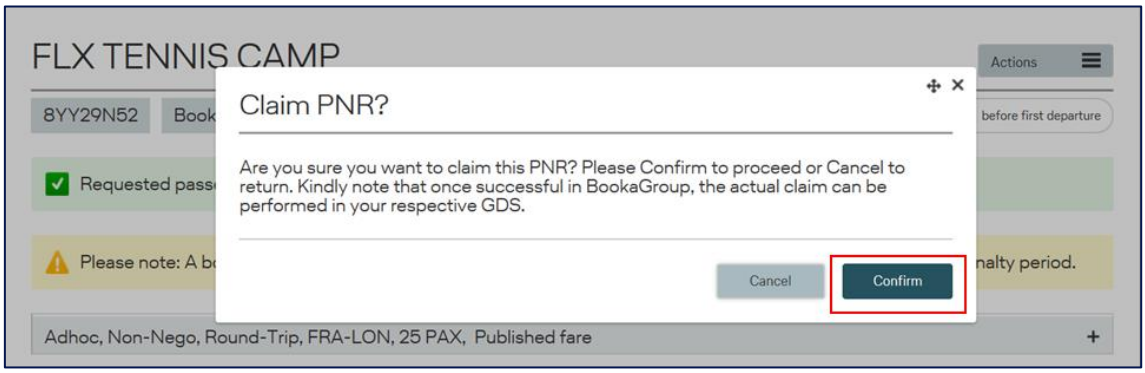
All names must be entered and recorded prior to the PNR claim transaction. (e.g.: If a group consists of 20 passengers, all 20 names must be inserted.) If a name is still missing (1NONAME), the claim button does not appear.

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

- Click on “Claim PNR”

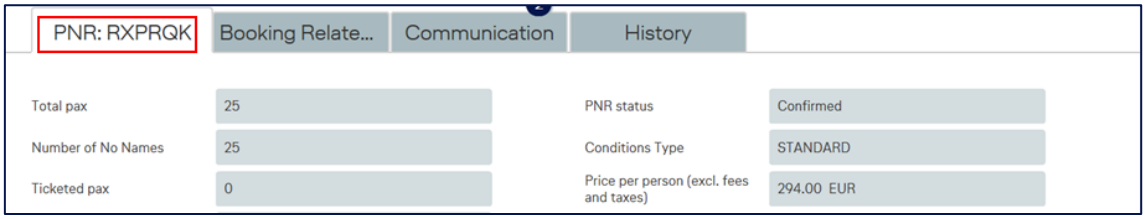


- Confirm the claim by selecting “Confirm”.

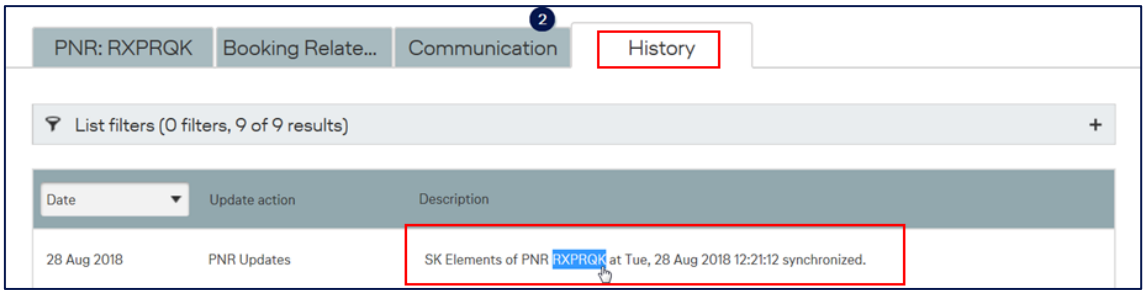


Display of a successful claim in Book-a-Group

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



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



- 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)

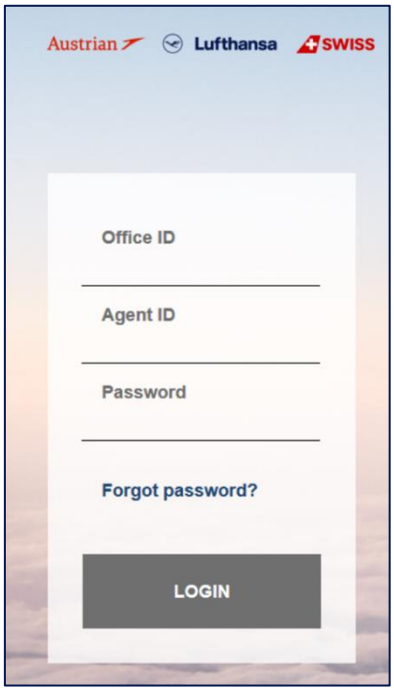
6 NDC GROUPS PROCESS IN SPRK

Overview of processes in SPRK.

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

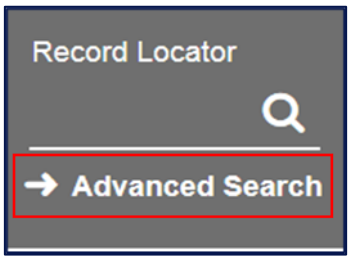
6.1 Log-in

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

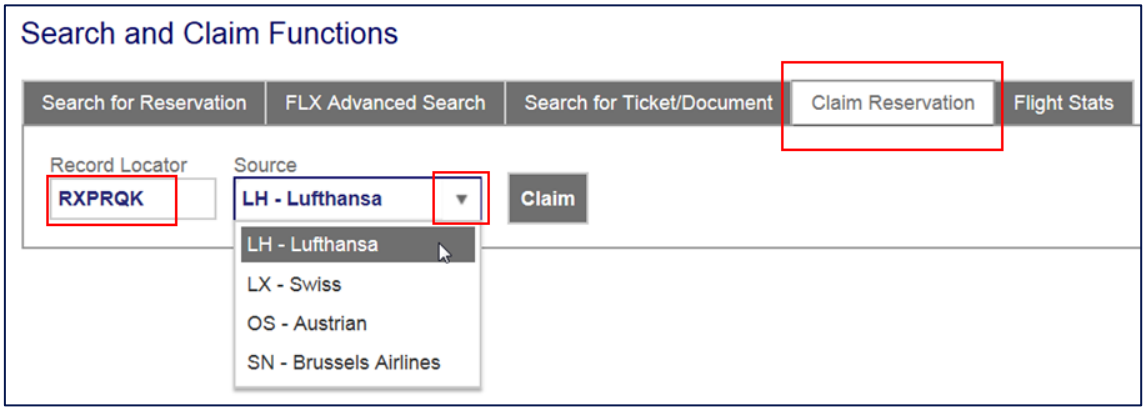


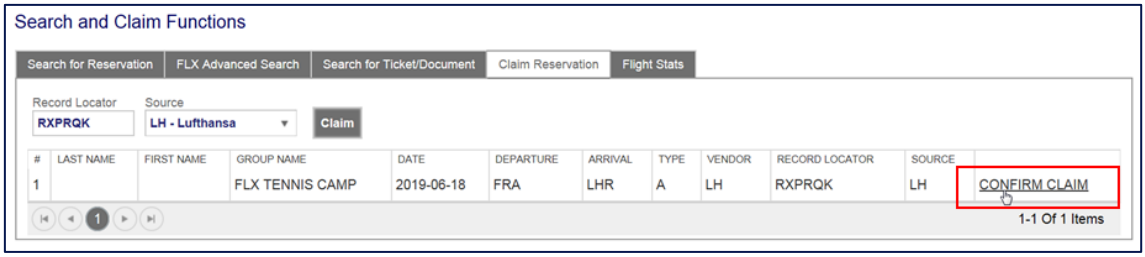
6.2 Claim

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

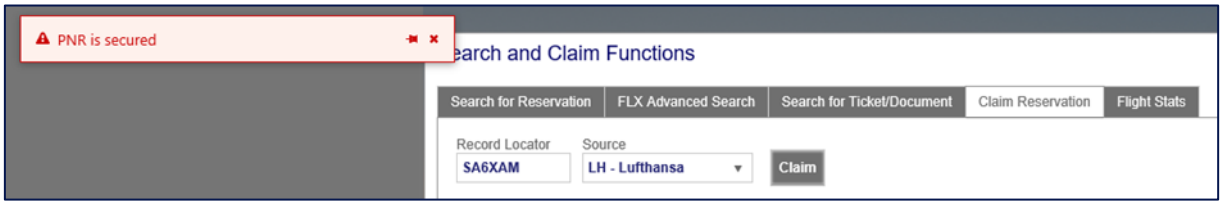


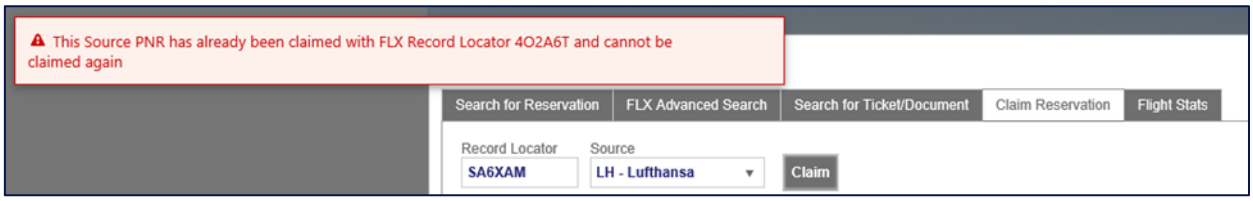
- Click on “Claim Reservation” Enter the Record Locator of the Book-a-Group PNR (Example here: RXPRQK)
- Select the validating carrier in “Source” (The validating carrier shown in the yellow flag in Book-a-Group). (Example here: LH)
- To claim the PNR click on “CONFIRM CLAIM”





Important: If the selected source does not match due to wrong airline selected or in case the PNR is already claimed, the system will return the message “PNR is secured” or “This Source PNR has already been claimed with FLX Record Locator XXXXXX and cannot be claimed again.”





6.2.1 Booking Reference Codes in Book-a-Group and SPRK

Each booking system has its own internal booking reference code. The name of the reference code can vary (e.g., file key, record locator, file ID). If a booking exists in two systems, such booking has two reference codes – one in each system.

By claiming the PNR, the booking in SPRK gets a new booking reference, which is called "Record Locator" and composed of numbers and letters. In this example the Book-a-Group PNR "RXPRQK" turns into SPRK Record Locator "P19LGX".

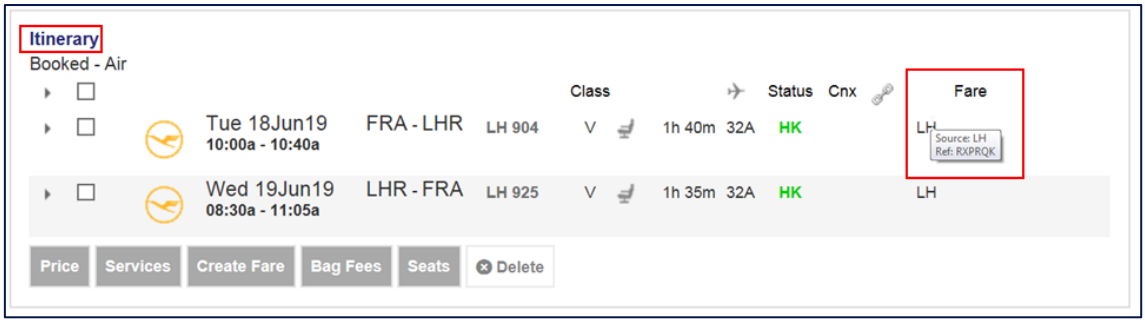
	Book-a-Group	SPRK
Booking Reference	File ID **8YY29N52**	-
PNR	PNR **RXPRQK**	Record Locator: **P19LGX**
Main booking	**Parent** file key	**Master** Record Locator
Split booking	**Associated** file key	**Child** Record Locator

6.2.2 SPRK Record Locator

The Record Locator of the booking is shown on top of the display (Example here: P19LGX).

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.



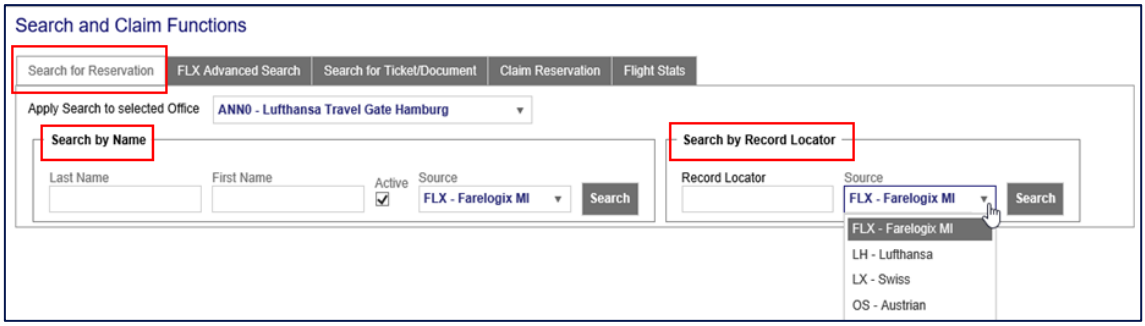
6.3 Search

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

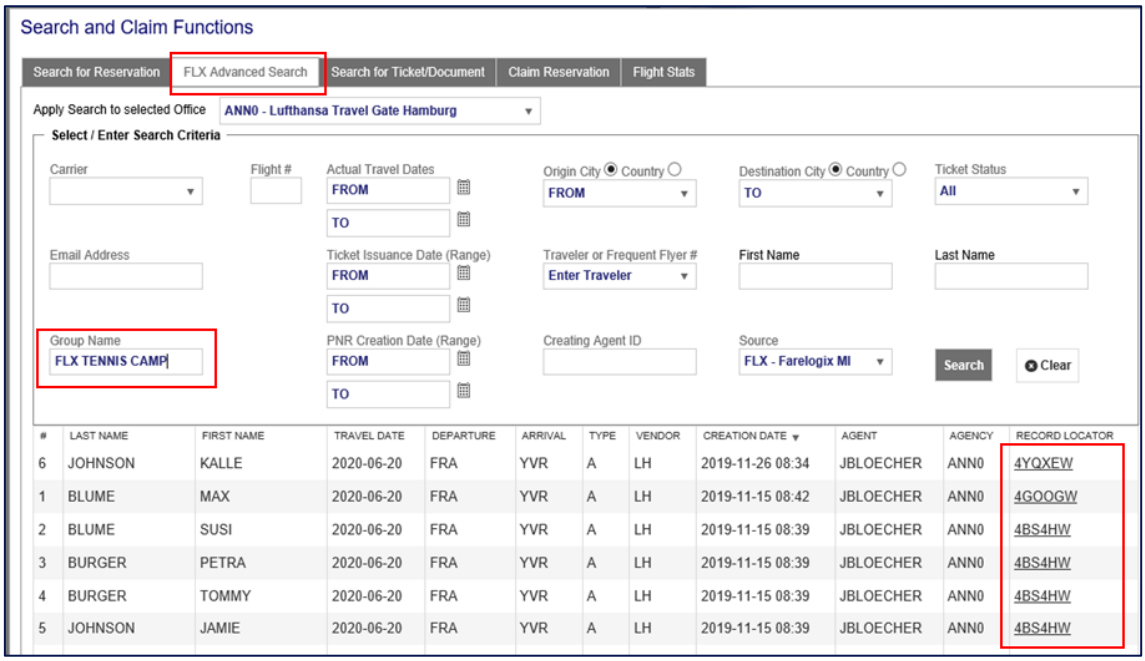
Search by Name: insert the Last Name and First Name and click on “Search”.

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)



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.

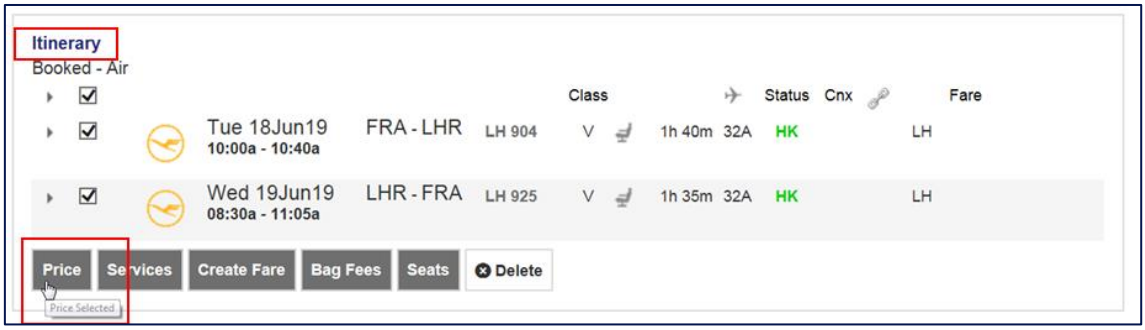


6.4 Pricing

6.4.1 Half automated pricing “Price”

Important: all further steps require a pricing in advance.

- Click on the “Price” button.



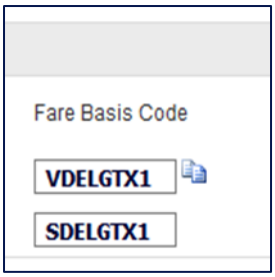
- The “Fare for selected Flights” window appears.

6.4.1.1 Fare Selection Options

- Click on “Fare Selection Options”.

- 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.

or

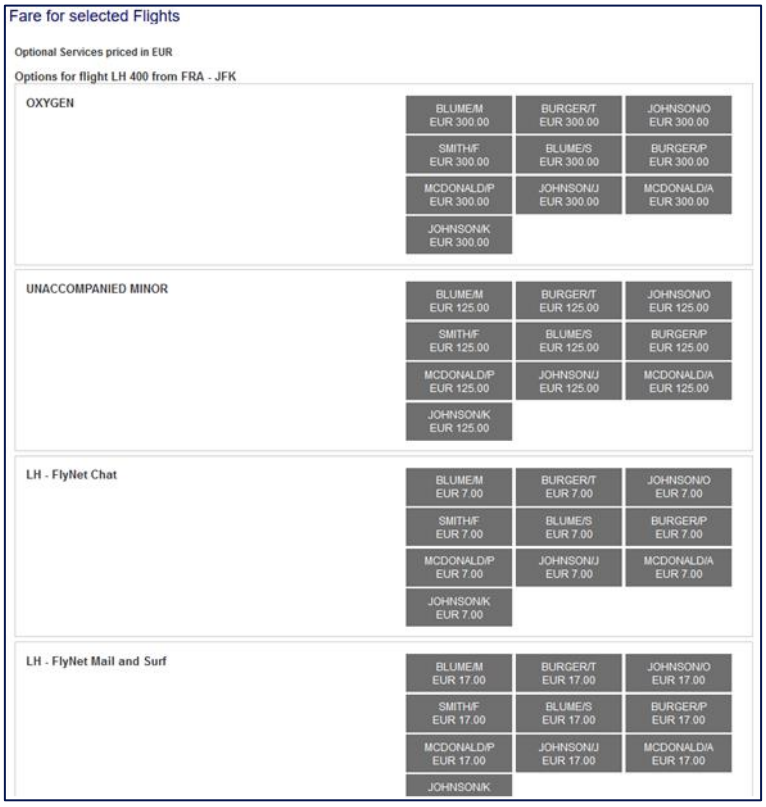


- Click on “Continue”
- The “Optional Services” window appears.

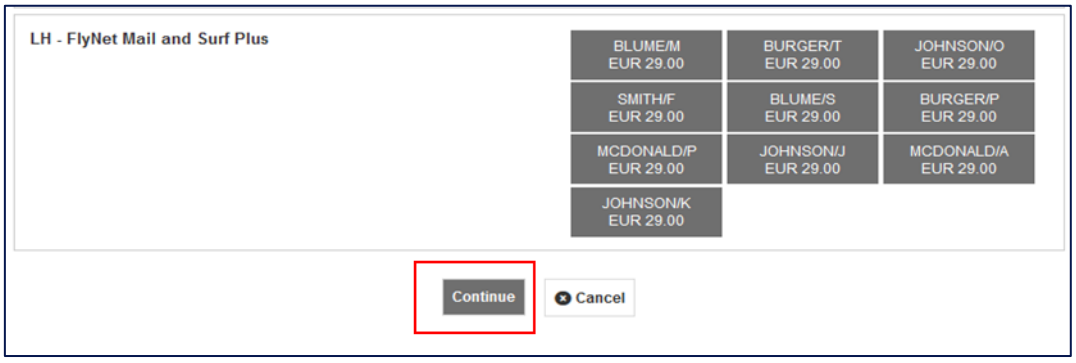
6.4.1.2 Optional Services

The system shows available optional services for each flight of the itinerary. Services offered depend on origin and destination, aircraft type, travel class, group size, etc.

For further information on Optional Services, please refer to chapter Ancillary Services.



- Move to the bottom of the window and click on “Continue”.

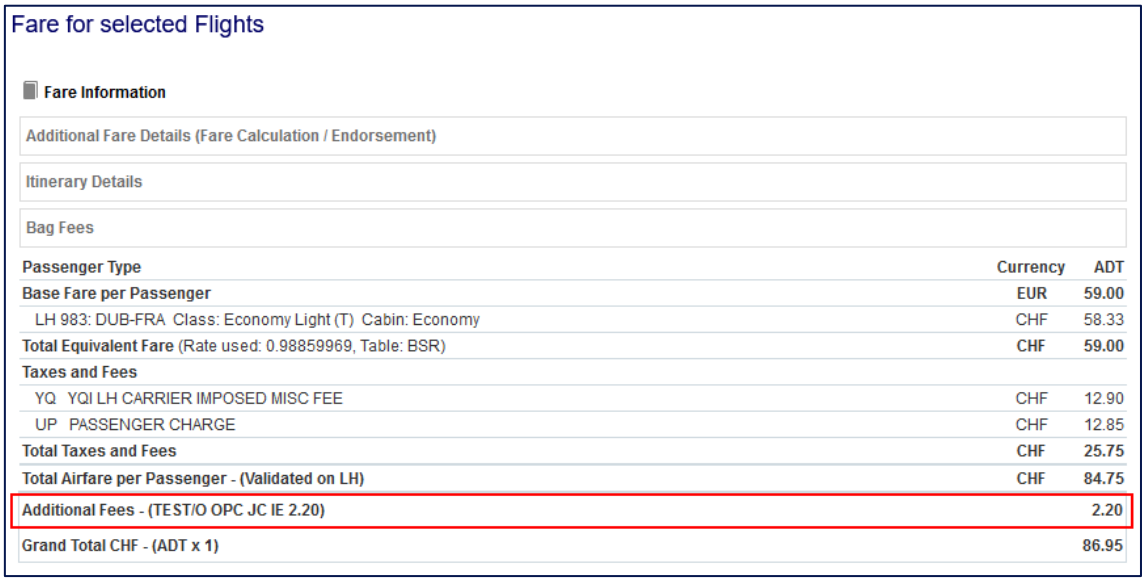


- If the system does not recognize the Fare Basis Code, the following message will be returned:

- In this case, a half-automated pricing is not possible, and the “Stored Fare” mask must be created manually by using the “Create Fare” tab. See chapter Manual pricing “Create Fare”.
- If the system recognizes the Fare Basis Code, the “Fare Information” window appears.

6.4.1.3 Fare Information

Note: The system automatically applies and calculates the Optional Payment Charge (OPC) where required, provided a credit card is already stored in “PAYMENT”. If no Form of Payment (FOP) is present at the time of pricing, the system will automatically add the OPC at the time of ticketing. It cannot be added or modified manually.

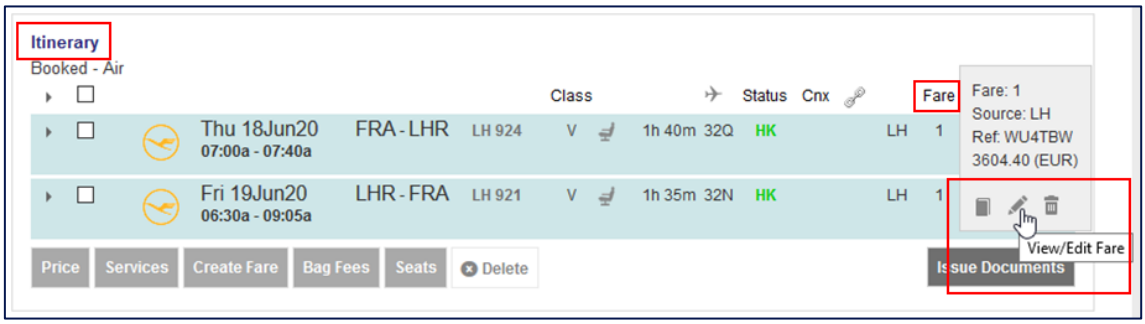


- By clicking on “Store Fare”, the system saves the fare in the pricing mask.

6.4.1.4 View / Edit Fare

- Move the mouse over the display “1” und the header “Fare”.
- Click on the pencil icon to view and edit a stored fare.

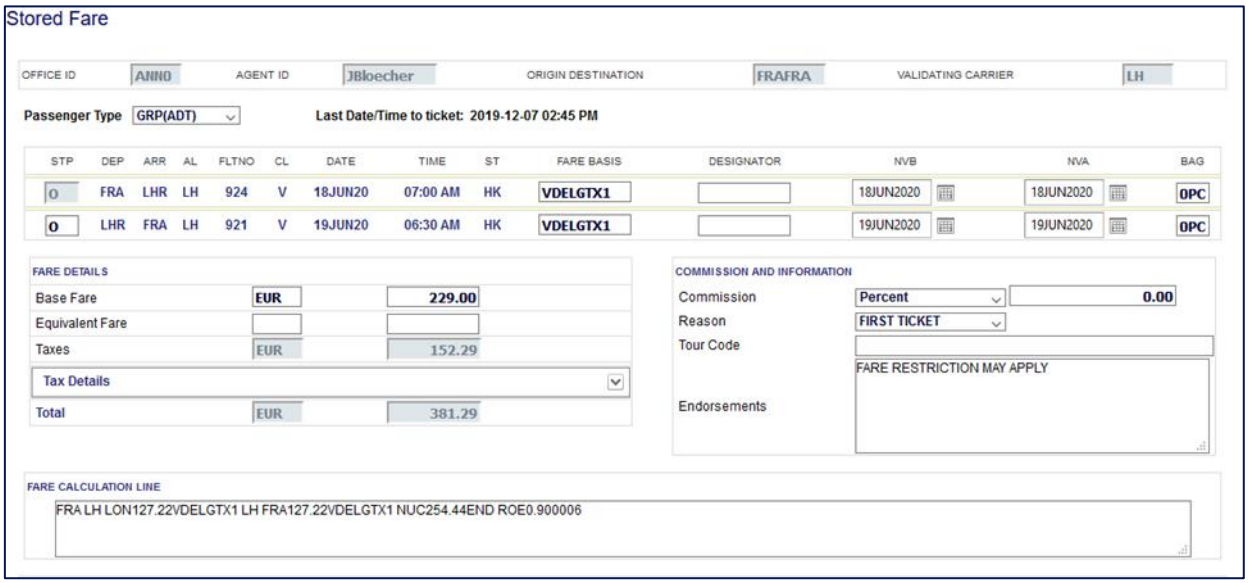
Note: to delete a previously stored fare, click on the bin icon



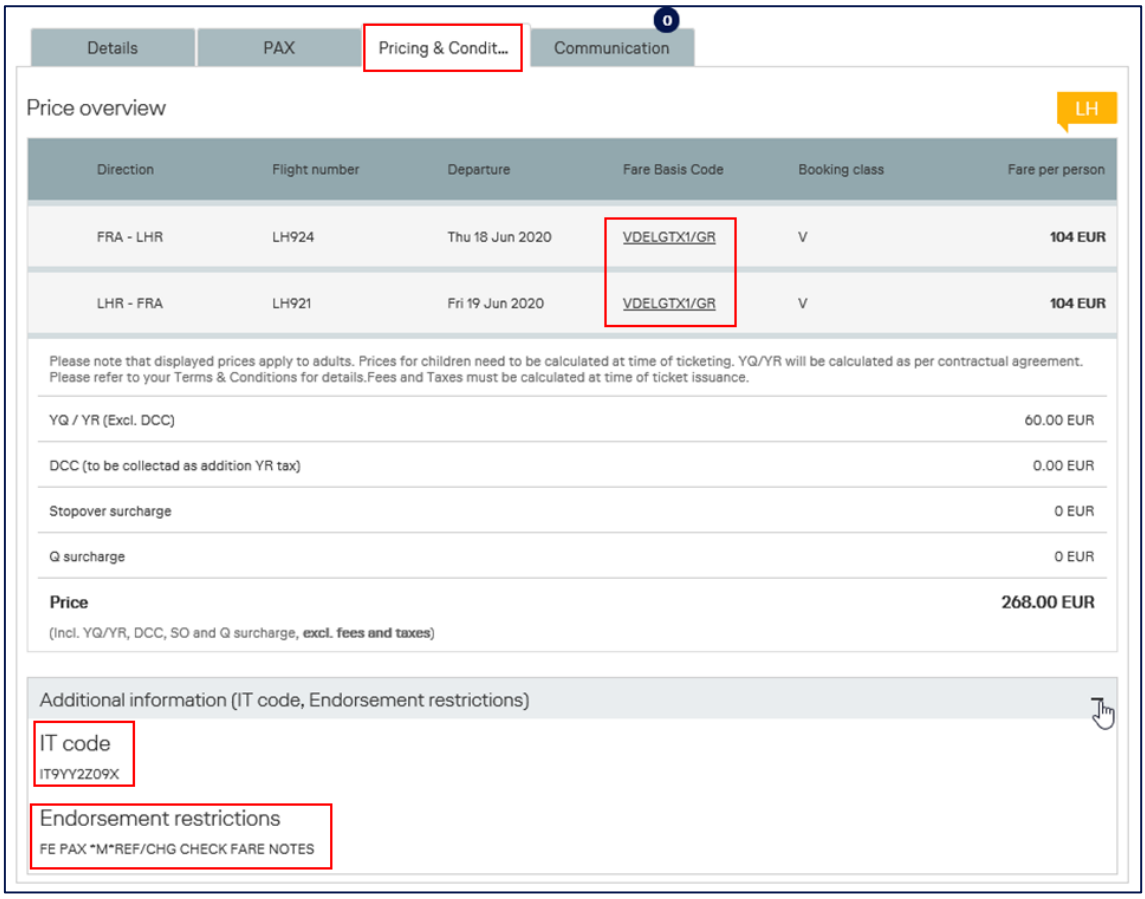
- The stored fare will be displayed.

6.4.1.5 Stored Fare

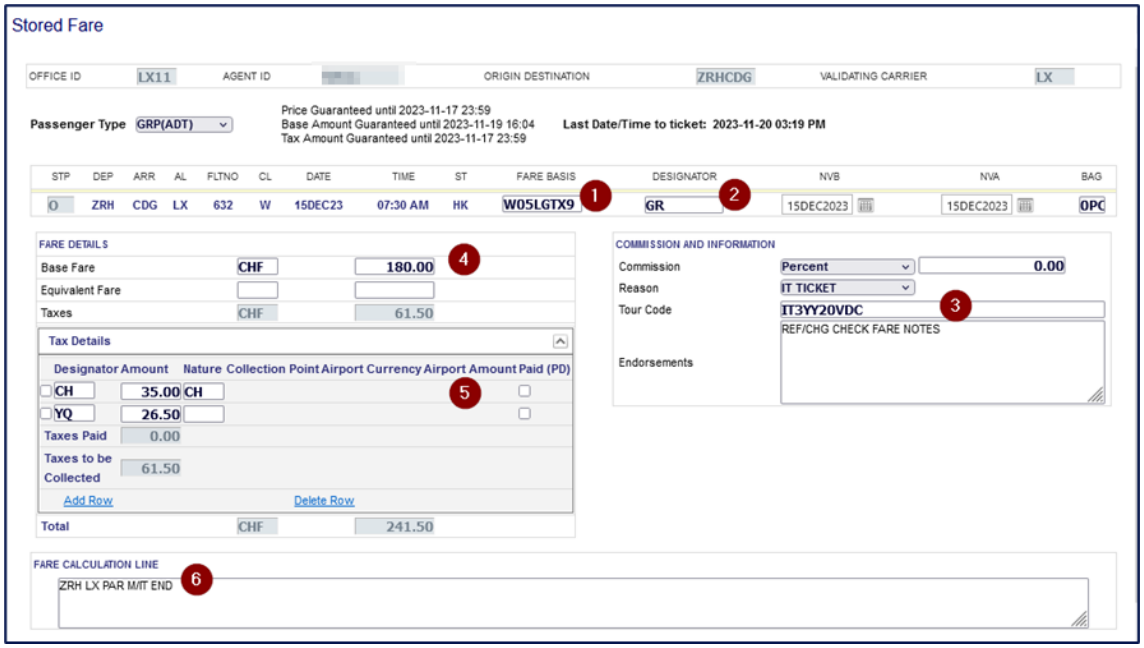
Important: The stored fare is already pre-filled with ticketing information for non-group / individual traveler fare. It needs to be manually modified for the correct ticketing of a group fare.



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


Details
PAX
Pricing & Condit...
Communication
0
Price overview
LH
Direction
Flight number
Departure
Fare Basis Code
Booking class
Fare per person
FRA - LHR
LH924
Thu 18 Jun 2020
VDELGTX1/GR
V
104 EUR
LHR - FRA
LH921
Fri 19 Jun 2020
VDELGTX1/GR
V
104 EUR
Please note that displayed prices apply to adults. Prices for children need to be calculated at time of ticketing. YQ/YR will be calculated as per contractual agreement. Please refer to your Terms & Conditions for details.Fees and Taxes must be calculated at time of ticket issuance.
YQ / YR (Excl. DCC)
60.00 EUR
DCC (to be collectad as addition YR tax)
0.00 EUR
Stopover surcharge
0 EUR
Q surcharge
0 EUR
Price
268.00 EUR
(Incl. YQ/YR, DCC, SO and Q surcharge, excl. fees and taxes)
Additional information (IT code, Endorsement restrictions)
IT code
IT9YY2Z09X
Endorsement restrictions
FE PAX *M*REF/CHG CHECK FARE NOTES

- The following items must be adjusted:



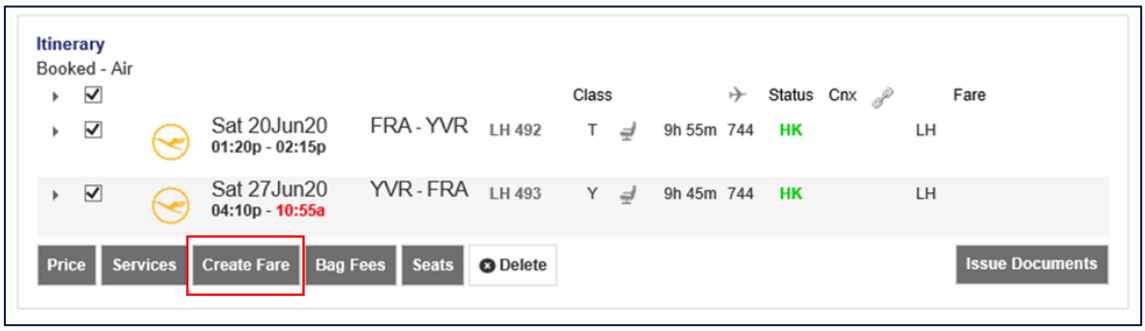
1. **Fare Basis**
   Make sure the Fare Basis Code equals the code shown in the Book-a-Group “Pricing & Conditions” tab (Example here: W05LGTXX9)
2. **Designator** (Ticketing Designator)
   Enter identifier “GR” (for group booking)
3. **Reason, Tour Code and Endorsement Box**
   Reason: Select “IT Ticket” from the drop-down-list (IMPORTANT: Please note that IT tickets cannot be issued in BR market, therefore the amount of the fare must be shown in ticket
   Tour Code: Enter the Tour Code shown in Book-a-Group “Pricing & Conditions” tab (Example here: IT3YY20VDC)
   Endorsement Box: Replace any pre-filled data with the one shown in Book-a-Group “Pricing & Conditions” tab. Example: “REF/CHG CHECK FARE NOTES”
4. **Fare Calculation Line**
   Enter the exact routings and legs:
   Origin City _ Airline _ Destination City _ **M/IT** _ Airline _ Origin City _ **M/IT END**
   Example: ZRH LX PAR M/IT END
5. **Fare Details**
   Enter the fare shown in Book-a-Group “Pricing & Conditions” tab (Example here: CHF180.00)
   Important: Any **stopover / Q-surcharge** shown in Book-a-Group “Pricing & Conditions” tab must be added to the fare and shown in the “Base Fare” field.
6. **Taxes**
   To open the tax details, click on the arrow of the drop-down-menu.
   Enter the tax details (YQ/YR) as indicated in the Book-a-Group “Pricing & Conditions” tab and keep the airport taxes as calculated by half automated pricing.
   Make sure the amount of YQ as well as possible stopover and Q-surcharges are accurate.

- Click on “Submit”

6.4.2 Manual pricing “Create Fare.”

Manual pricing is required if the system does not recognize the Fare Basis Code as published fare and / or if half automated pricing is not possible.

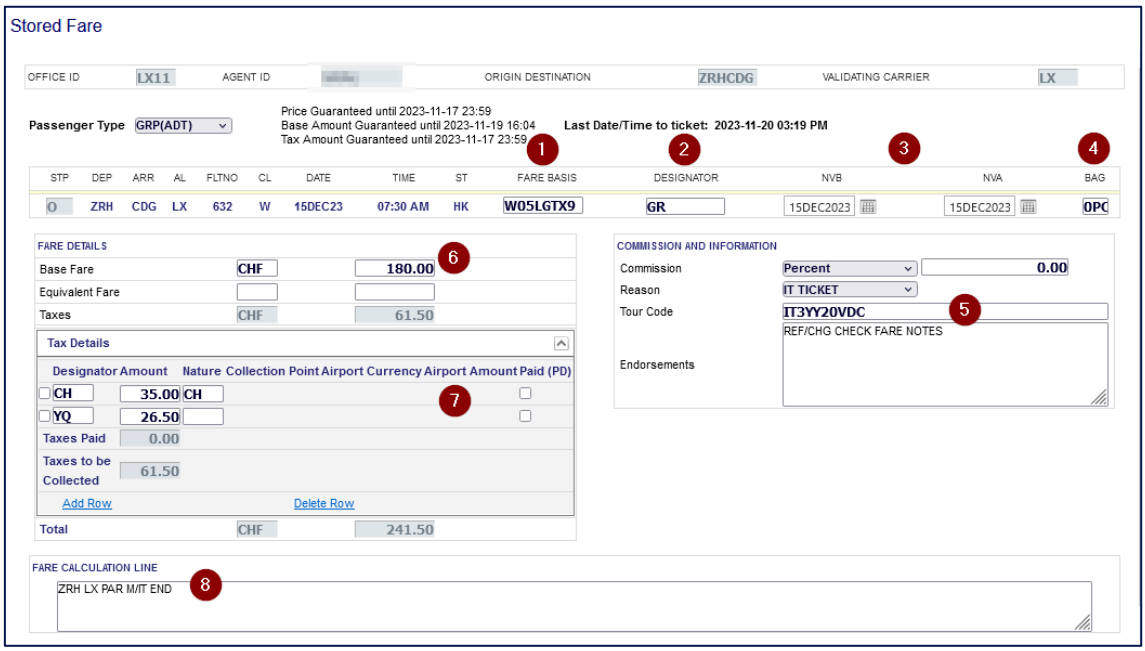
- Click on “Create Fare”



- The “Stored Fare“ window appears.

6.4.2.1 Stored Fare

- The following data must be entered.



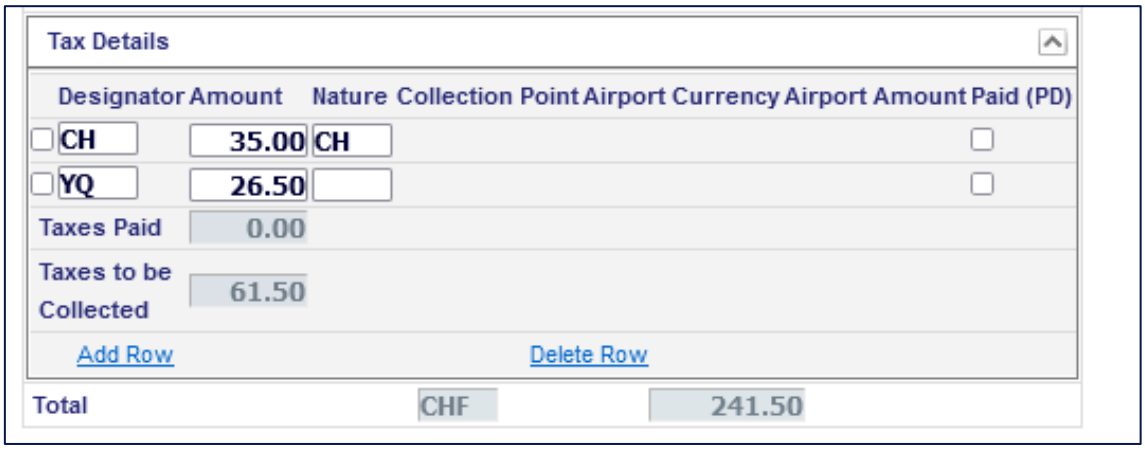
1. **Fare Basis**
   Make sure the Fare Basis Code equals the code shown in the Book-a-Group “Pricing & Conditions” tab (Example here: W05LGTXX9)
2. **Designator** (Ticketing Designator)
   Enter identifier “GR” (for group booking)
3. **Not Valid Before (NVB) / Not Valid After (NVA)**
   Insert departure 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

6.4.2.2 Tax Details

In the manual pricing process, the Tax Details fields are empty, and all taxes must be entered individually. Contact your LHG Groups Service Team for tax details. You can add more rows by clicking on Add Row.

- **Designator**: Type of Tax
- **Amount**: Specific tax amount
- **Nature**: Country letter code of the country in which the tax applies

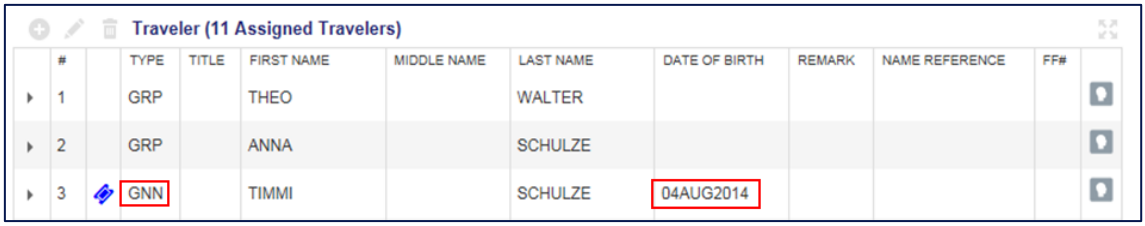
Important: YQ charge, stopover and Q-surcharge provided by the LHG Groups Service Team are based on published fares. The applicable taxes for the group booking may vary from those of published fares. Kindly insert the charges as stated in the "Pricing & Conditions" tab of Book-a-Group.



6.4.3 Pricing of children

In SPRK, a child within a group booking is displayed as "GNN" (Group Child).

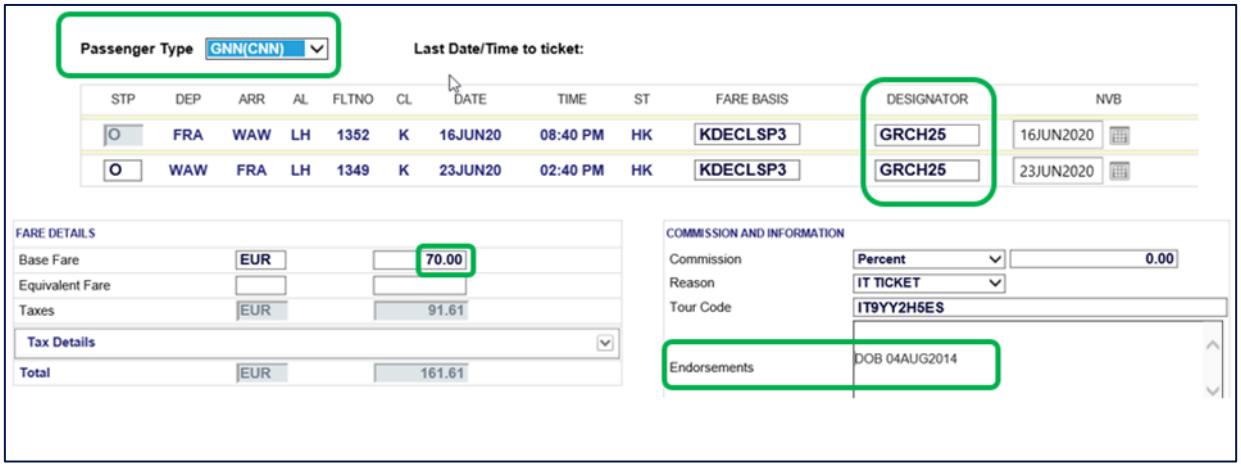
Example here TIMMI SCHULZE (DOB04AUG2014)



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.

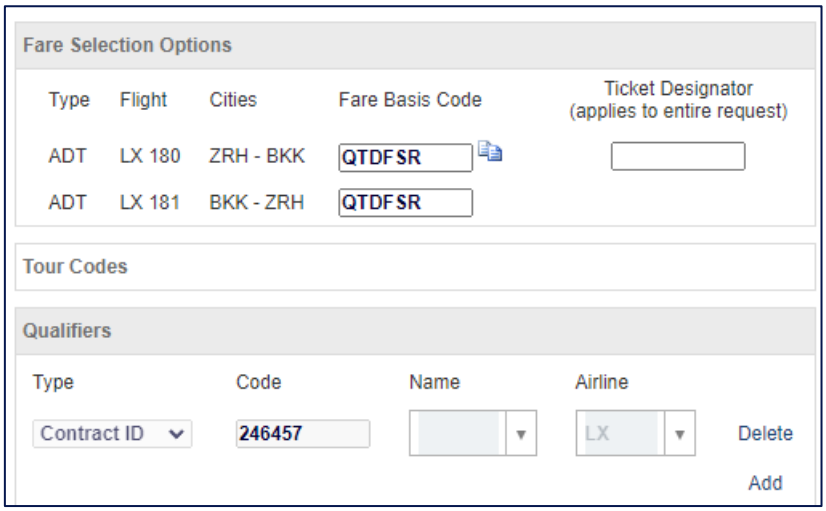


6.4.4 Pricing of Tour Operator / Cruise / Educational Fares

Pricing of Tour Operator- / Cruise- / Educational- Fares requires a Contract / Corporate Account Code.

- Click on “Price”

- The 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”.

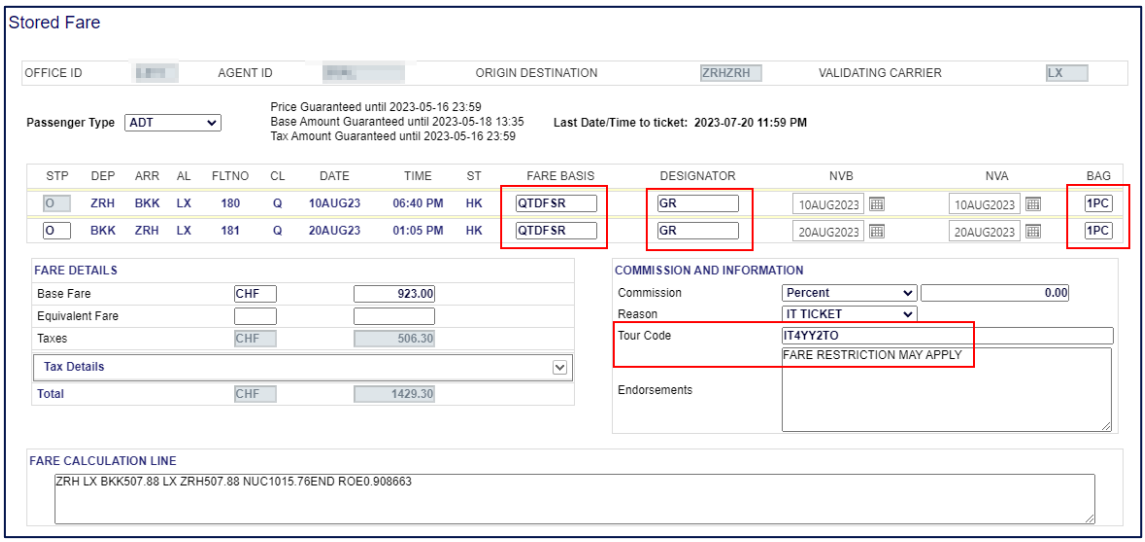


- Click on “Store Fare” at the bottom of the page.
- The itinerary is displayed again.
- Move the mouse over the display “1” und the header “Fare”.
- Click on the pencil icon to view and edit a stored fare.

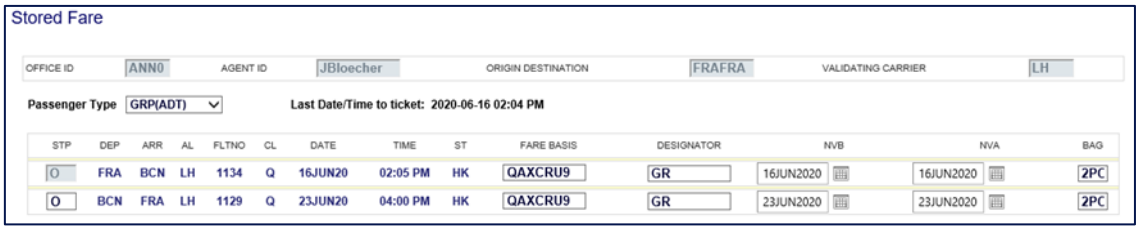
Note: to delete a previously stored fare, click on the bin icon

- The Stored Fare mask opens.

Example of a Tour Operator fare



Example of a Cruise Fare (Extract)



- **Important**: The Ticket "DESIGNATOR" must be changed to "**GR**"
- Make sure the "FARE BASSI", "BAG" (Free Baggage Allowance), "Tour Code" and "Endorsement" box shows the correct data. If not, fill-in / overwrite the data as described in chapter Half automated pricing "Price"
- Click on "Submit" to store the fare.

6.4.5 Pricing of Tour Guide

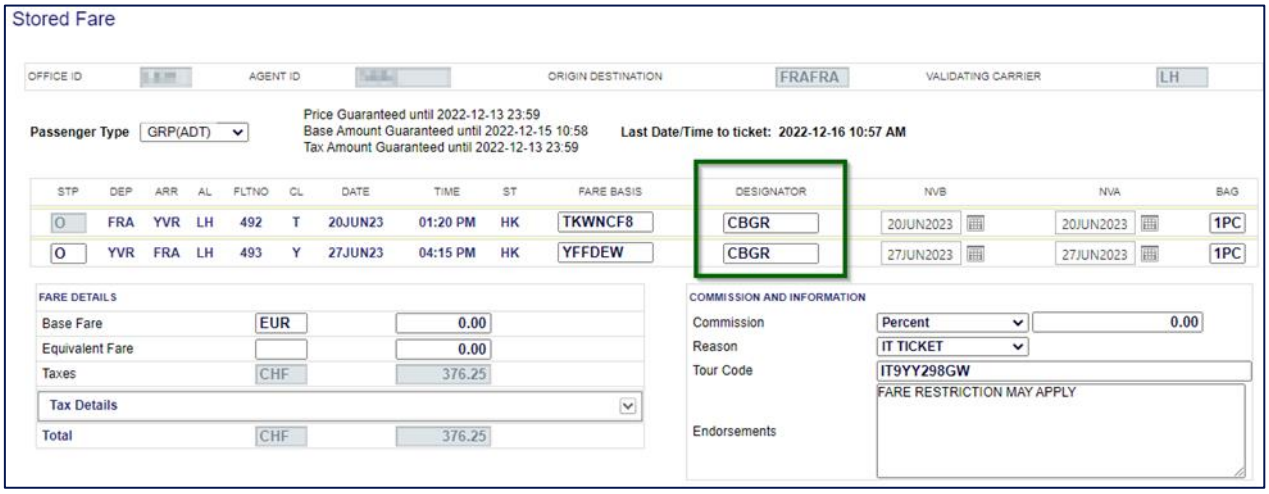
- Perform the half-automated pricing for the entire group.
- Split off passenger who is the Tour Guide. See chapter "Split".
- Open the Child Record Locator of the Tour Guide.
- Change the "Base Fare" to **EUR0.00** and the Ticket "DESIGNATOR" to **GRCG00**.
- Click "Submit" and store fare.

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.

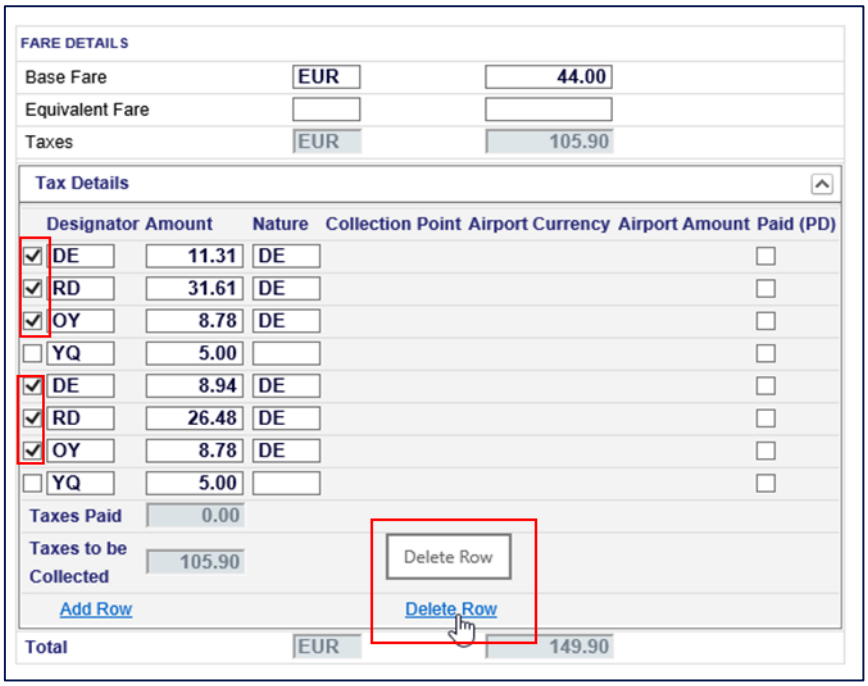
CBBG as shown in the passenger list of SPRK.



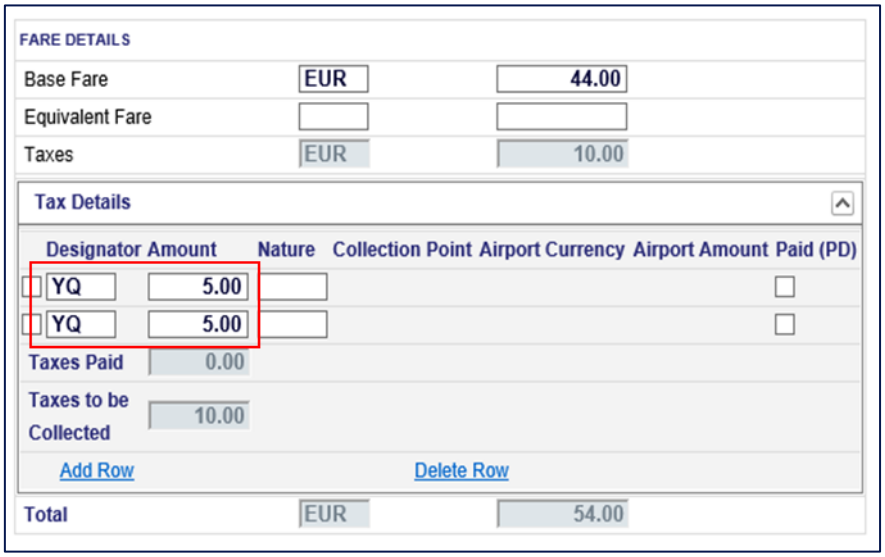
Important: The ticket for the CBBG needs to be issued on a separate ticket.

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”



Only YQ / YR shall remain in “Tax Details”.



- 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.

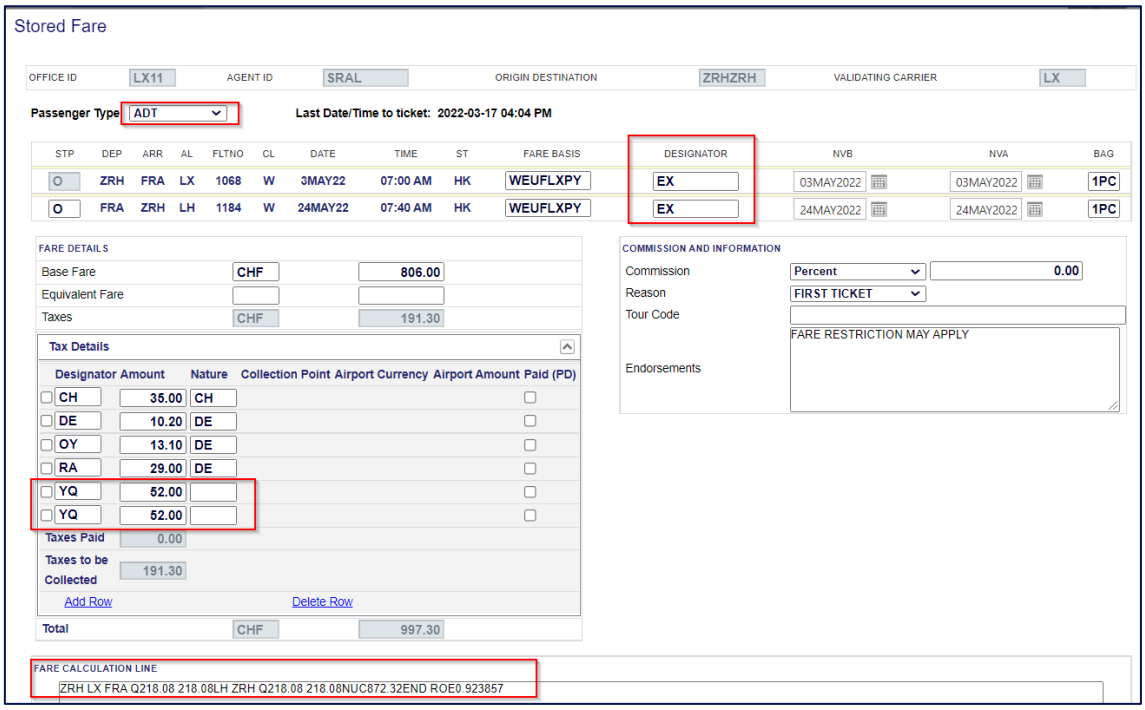
Important: The EXST must be booked and selected in the Book-a-Group name template / Quick Passenger Record before being eligible for claim in SPRK.

EXST as shown in the passenger list of SPRK.

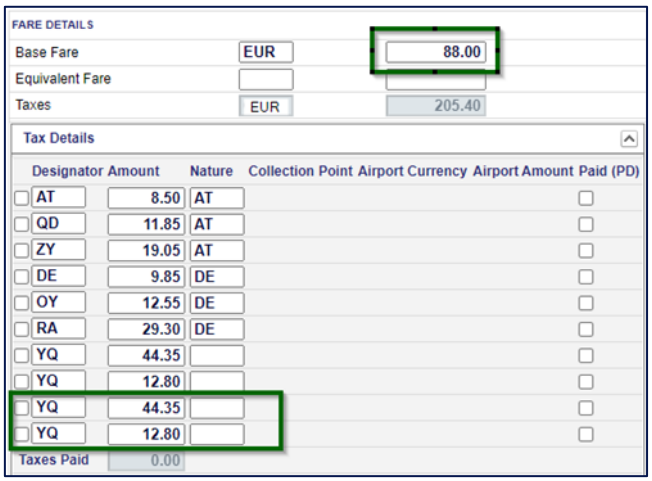
Important: The fare for the EXST will be included in the passenger's ticket. The booking of the EXST remains unticketed in SPRK.

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)



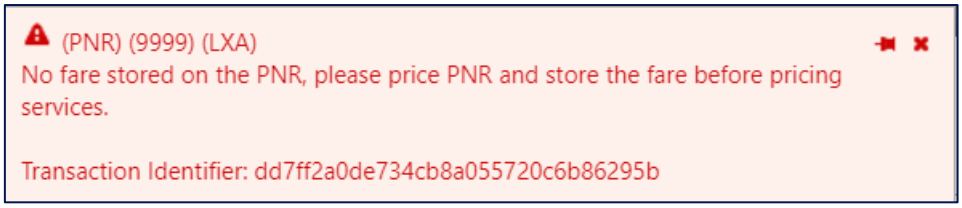
- Adjust the taxes by adding the YQ for the EXST (Example here: EUR44.35 and EUR12.80 already present for the passenger, add EUR44.35 and EUR12.80 to be added for the EXST



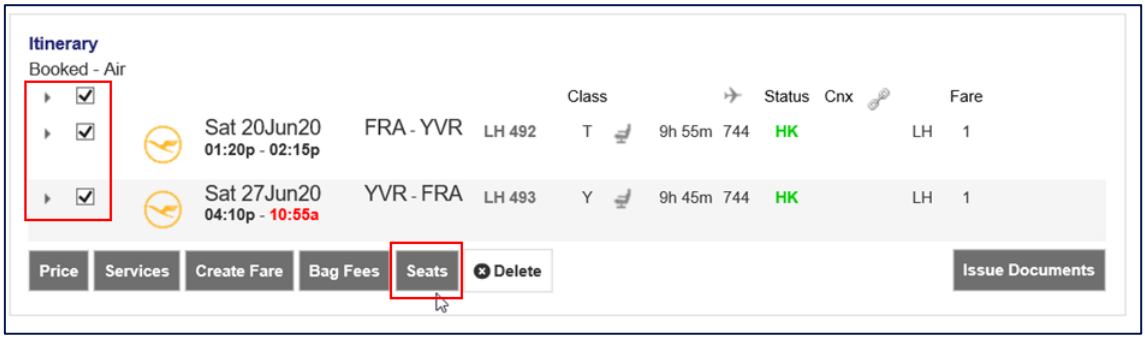
- Click on “Submit” to store the fare.
- Issue the ticket for the passenger where EXST is included.

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

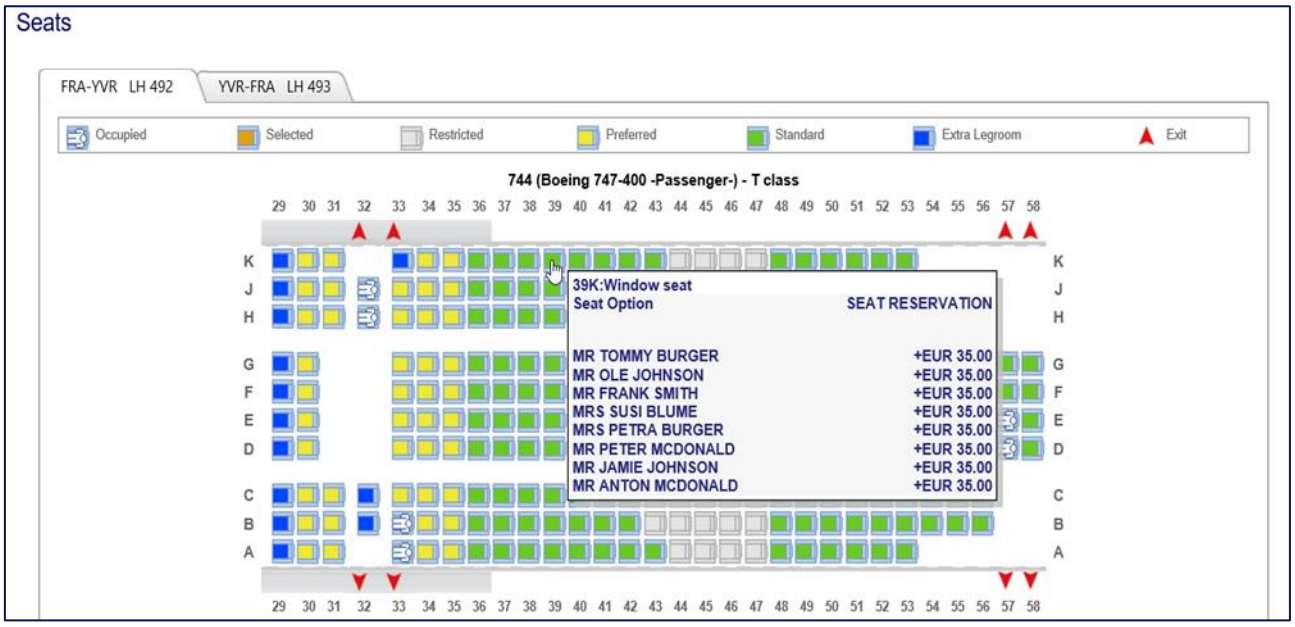
- Once all seats are selected for all flights, click on “Submit”.
- To delete an existing seat reservation, click on the bin icon next to the passenger’s name.

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

6.5.1.3 Mixed itineraries

For itineraries containing flights of different airlines (amongst OS/SN/LH/LX/EN), please proceed as follows:

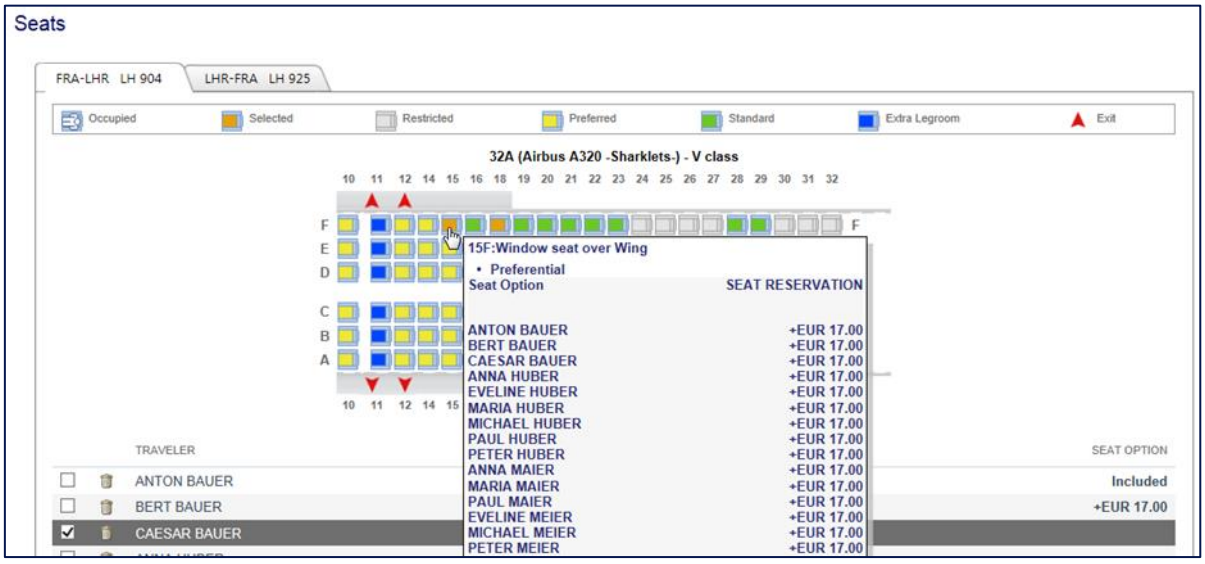
- Reserve Standard Seats for all flights concerned. The fees will be shown.
- SPRK will prepare the Electronic Miscellaneous Document - A (EMD-A) in the background, which can be ignored.
- **Important**: contact the LHG Groups Service Team to get the fees suppressed for Standard Seats reserved on OS, SN, LH and EN or blocked seats on LX flights (excluding Light Fares).

6.5.2 Advance Seat Reservation – chargeable seat

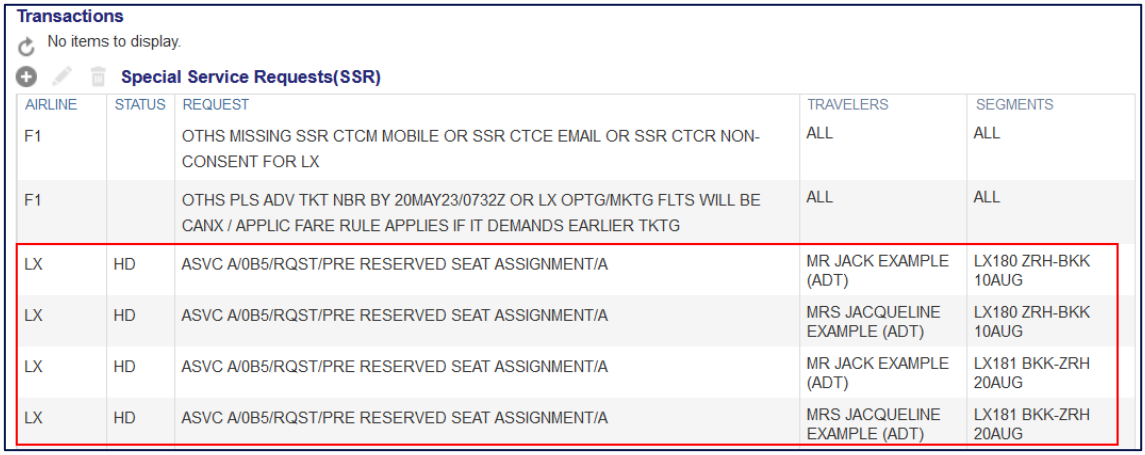
Austrian Airlines (OS), Brussels Airlines (SN), Lufthansa (LH) and Air Dolomiti (EN)
For any other category than Standard Seat (e.g., Preferred Zone Seat, Extra Legroom Seat), a fee needs to be paid and collected by an Electronic Miscellaneous Document - A (EMD-A). Once the chargeable seats are reserved, the system prepares the EMD, and it can be issued at the same time as the ticket or after ticketing.

SWISS (LX)
For seats outside a group seat block or for Light Fares, a fee needs to be paid and collected by an Electronic Miscellaneous Document - A (EMD-A). Once the chargeable seats are reserved, the system prepares the EMD, and it can be issued at the same time as the ticket or after ticketing.

Example of chargeable Preferred Seat characteristics in seat map



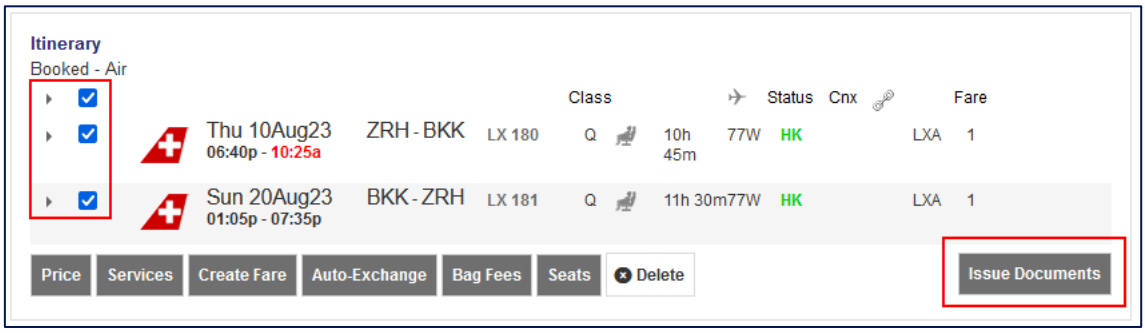
Examples of prepared EMD in Special Service Request (SSR)



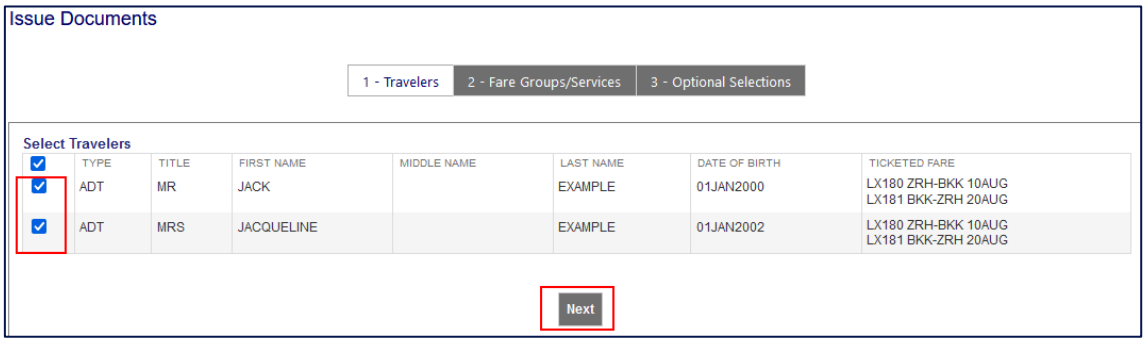
AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR LX	ALL	ALL
F1		OTHS PLS ADV TKT NBR BY 20MAY23/0732Z OR LX OPTG/MKTG FLTS WILL BE CANX / APPLIC FARE RULE APPLIES IF IT DEMANDS EARLIER TKTG	ALL	ALL
LX	HD	ASVC A/0B5/RQST/PRE RESERVED 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

6.5.2.1 Issuance of Electronic Miscellaneous Document (EMD-A) for ASR

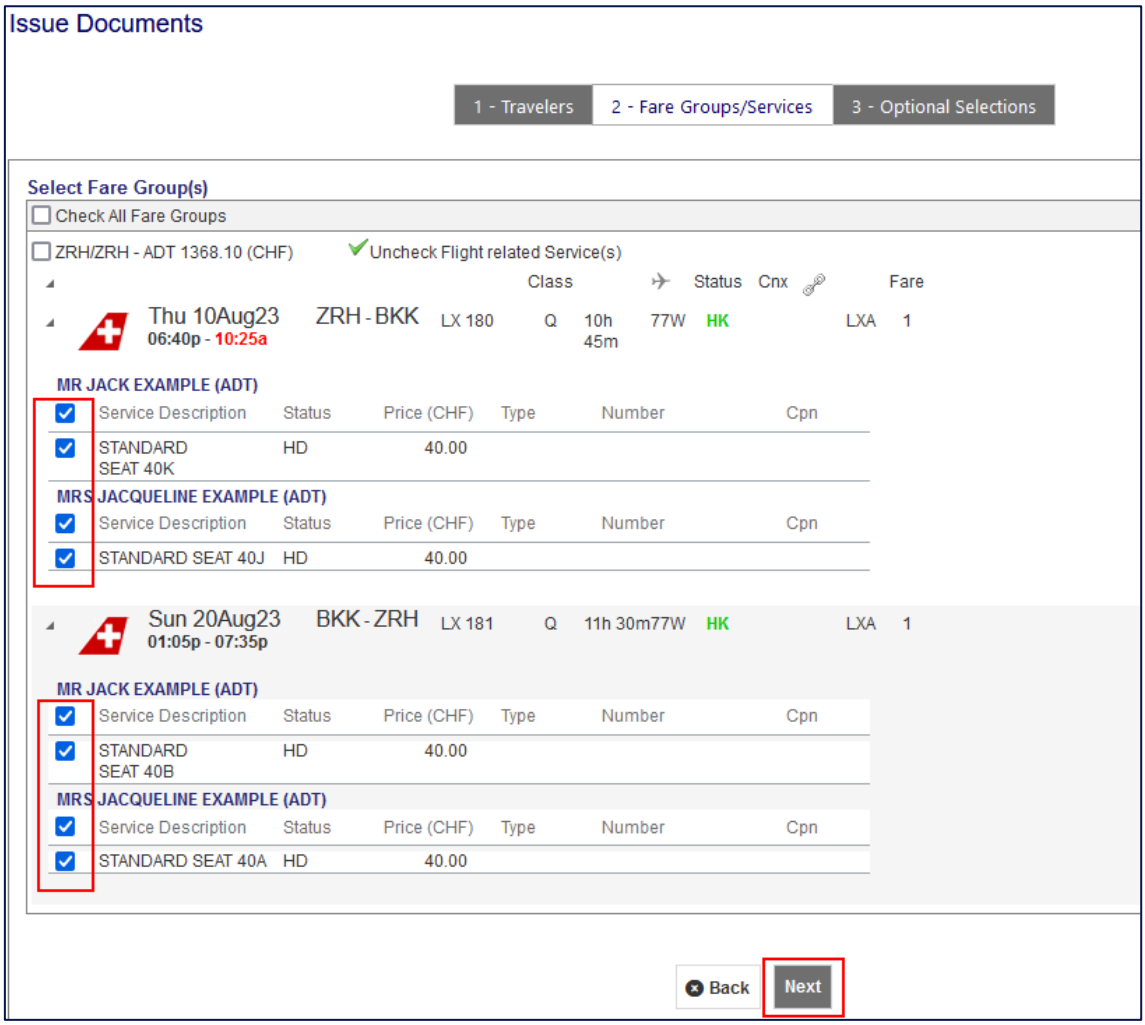
- Select the flight(s) for which the ticket and / or EMD shall be issued and click on “Issue Documents”.



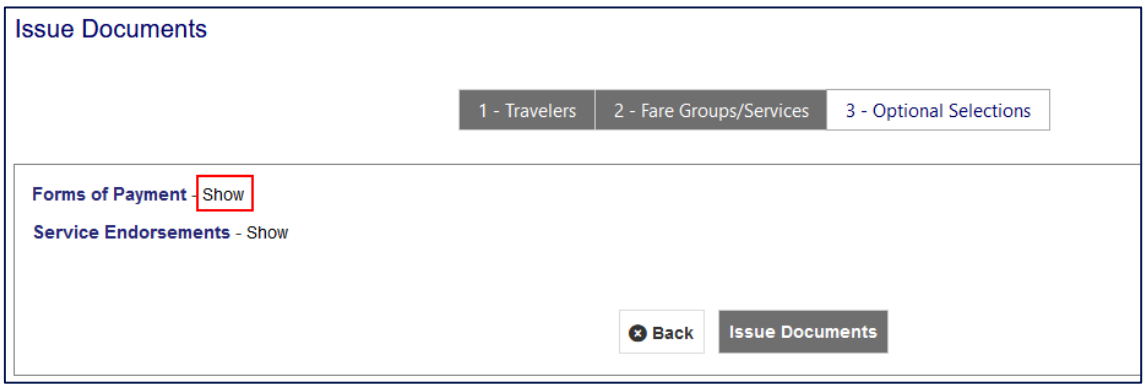
- Select the traveler(s) where EMD(s) shall be issued and click on “Next”. Make sure to select a **maximum of 9 passengers per transaction**!



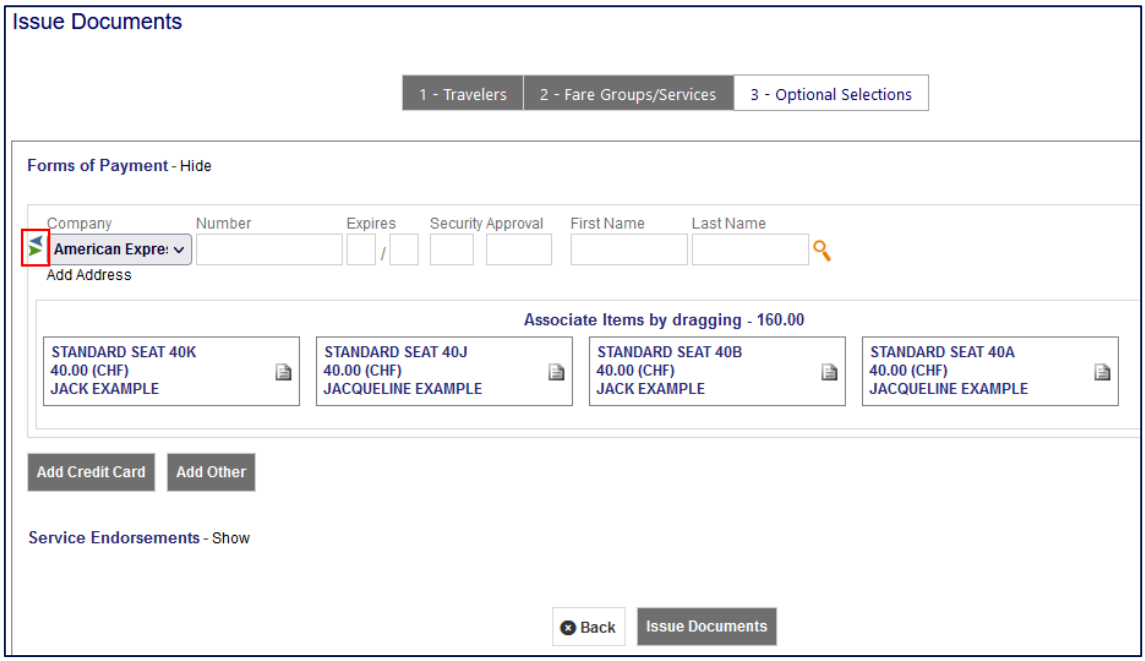
- Select “Check All Fare Group(s)” and / or the Flight related Services.



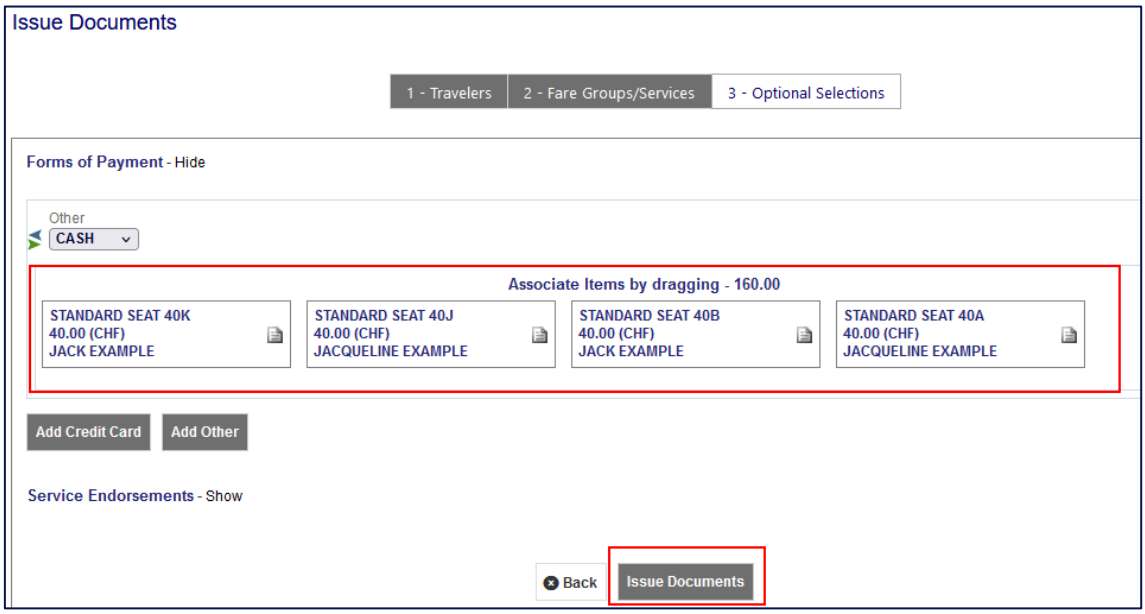
- Choose the Form of Payment (FOP) by clicking on “Show”.



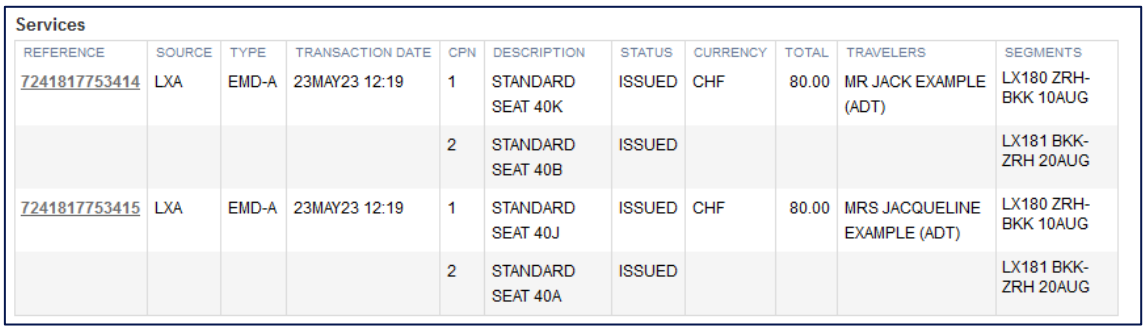
- To change the Form of Payment, click on the arrow.



- Associated items (chargeable services) to the form of payment are shown. Click on “Issue Documents”.



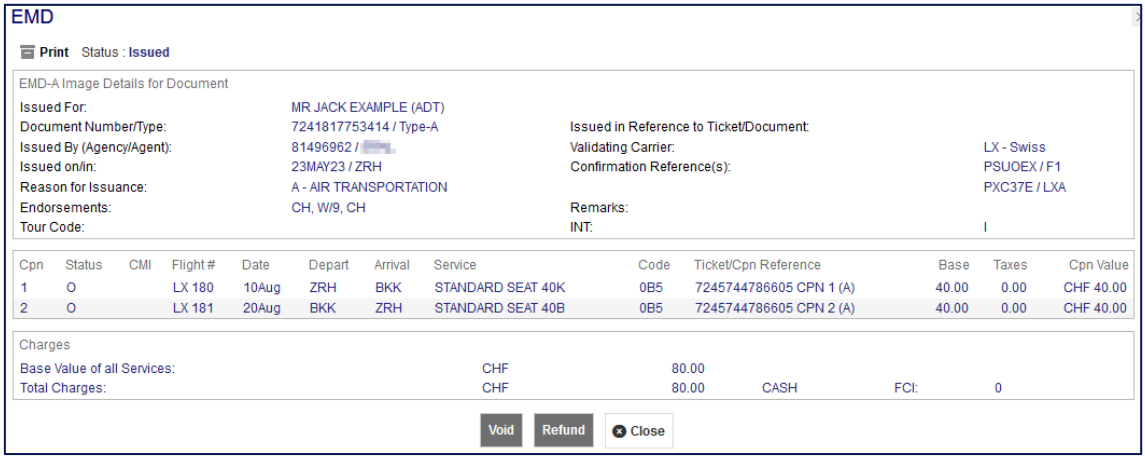
EMDs issued are shown in “Services”.



Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
7241817753414	LXA	EMD-A	23MAY23 12:19	1	STANDARD SEAT 40K	ISSUED	CHF	80.00	MR JACK EXAMPLE (ADT)	LX180 ZRH-BKK 10AUG
				2	STANDARD SEAT 40B	ISSUED				LX181 BKK-ZRH 20AUG
7241817753415	LXA	EMD-A	23MAY23 12:19	1	STANDARD SEAT 40J	ISSUED	CHF	80.00	MRS JACQUELINE EXAMPLE (ADT)	LX180 ZRH-BKK 10AUG
				2	STANDARD SEAT 40A	ISSUED				LX181 BKK-ZRH 20AUG

Example of an EMD for Advance Seat Reservation (ASR)



EMD

Print Status : Issued

EMD-A Image Details for Document

Issued For:	MR JACK EXAMPLE (ADT)		
Document Number/Type:	7241817753414 / Type-A	Issued in Reference to Ticket/Document:	
Issued By (Agency/Agent):	81496962 /	Validating Carrier:	LX - Swiss
Issued on/in:	23MAY23 / ZRH	Confirmation Reference(s):	PSUOEX / F1
Reason for Issuance:	A - AIR TRANSPORTATION		PXC37E / LXA
Endorsements:	CH, W/9, CH	Remarks:	
Tour Code:		INT:	I

Cpn	Status	CMI	Flight #	Date	Depart	Arrival	Service	Code	Ticket/Cpn Reference	Base	Taxes	Cpn Value
1	O		LX 180	10Aug	ZRH	BKK	STANDARD SEAT 40K	0B5	7245744786605 CPN 1 (A)	40.00	0.00	CHF 40.00
2	O		LX 181	20Aug	BKK	ZRH	STANDARD SEAT 40B	0B5	7245744786605 CPN 2 (A)	40.00	0.00	CHF 40.00

Charges

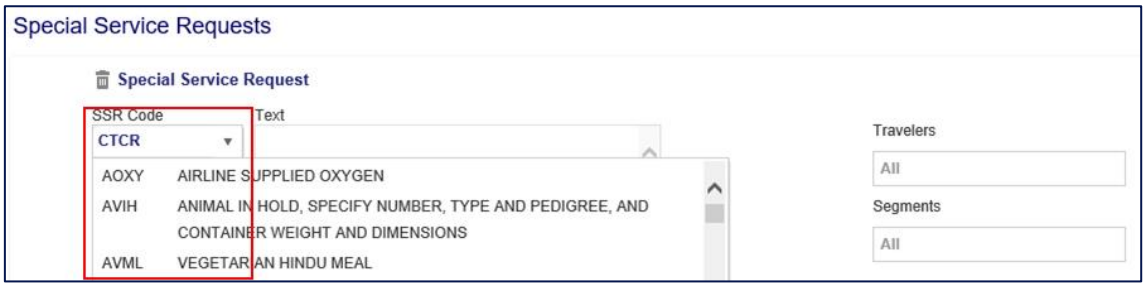
Base Value of all Services:	CHF	80.00			
Total Charges:	CHF	80.00	CASH	FCI:	0

Void Refund Close

6.6 Special Service Request (SSR)

- Click on “SSR” in the left column of the main screen.
- Click on the plus sign to open the Special Service Request screen.

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



6.6.1 Special Baggage

To ensure enough space for additional baggage or/and sports equipment in the cargo hold of the aircraft, an early request is highly recommended.

Important: Payment of special baggage is possible at the airport only. The Electronic Miscellaneous Document – A (EMD-A) cannot be issued in SPRK.

When requesting special baggage, kindly make sure to enter the keyword (where applicable) and the actual size / weight of the bag in the correct format.

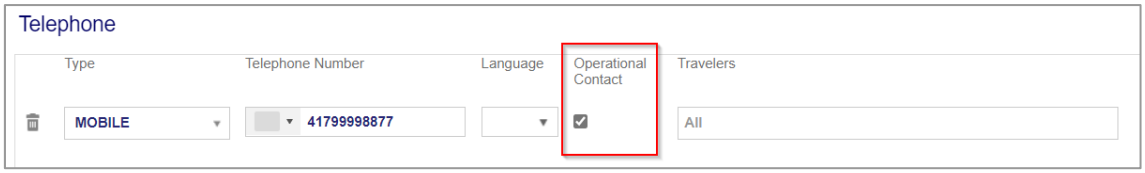
Airline	Type of baggage	SSR Code	Text format and keyword examples
OS / SN / LH	Excess / Oversize Bag	**BULK**	TTL32KG1PC100X40X50CM
OS / SN / LH	Sports Equipment	**SPEQ**	**WINTER** TTL23KG1PCDIM180CM **GOLF** TTL23KG1PCDIM120X50X70CM **SCUBA** TTL23KG1PCDIM50X60X90CM
OS / SN /LH	Bike	**BIKE**	TTL23KG1PCDIM120X90X30CM
LX/EN	For all kind of special baggage, please contact your LHG Groups Service Team		

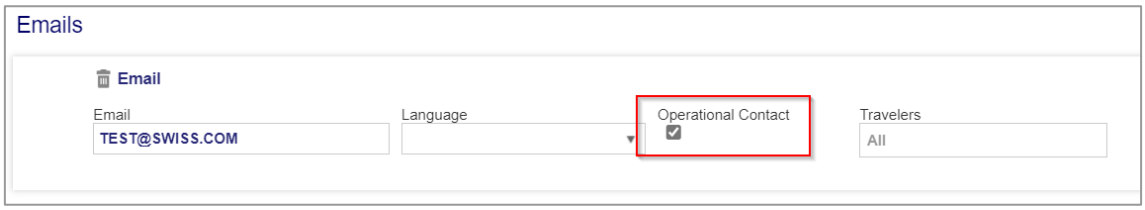
6.7 Contact data for notification in irregularity scenarios

Contact data for notification in case of irregularities according to IATA Resolution 830d needs to be entered in SPRK via Telephone / Email contact item. In case the passenger declines, the refusal must be entered as a Special Service Request (SSR) item.

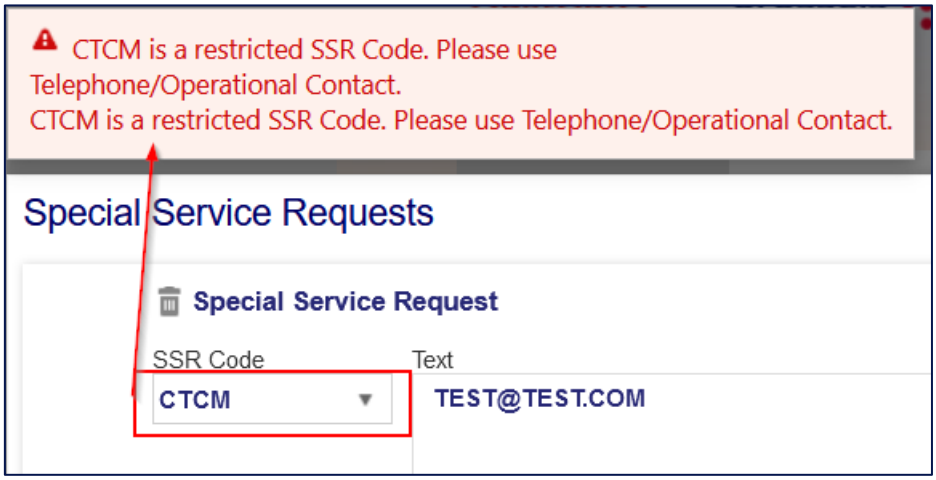
6.7.1 Mobile phone (CTCM) / Email (CTCE)

- Tick “Operational Contact” when entering the mobile phone number or email for selected passenger(s). Selection of “Language” is optional.





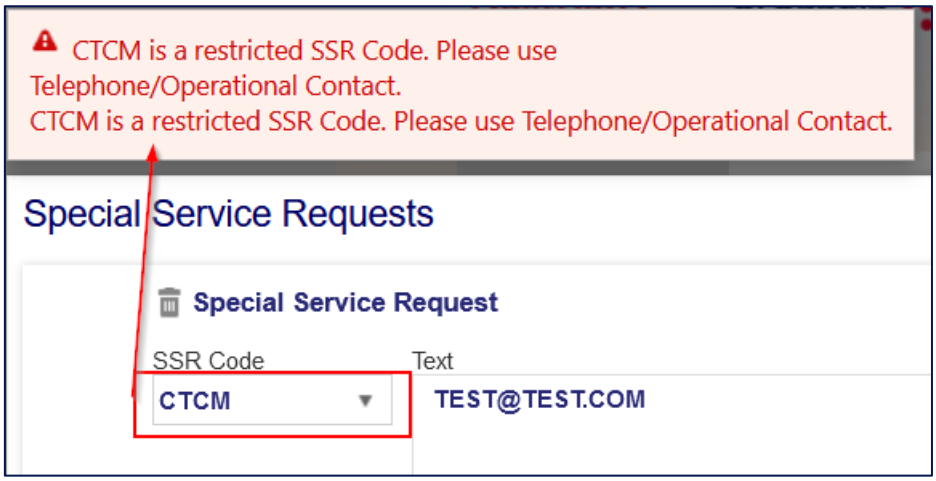
When trying to insert SSR Code CTCM or CTCE as Special Service Request (SSR), the system returns an error message.



6.7.2 Contact refused (CTCR)

Select code “CTCR” from the drop-down list in “Special Service Request” (SSR)

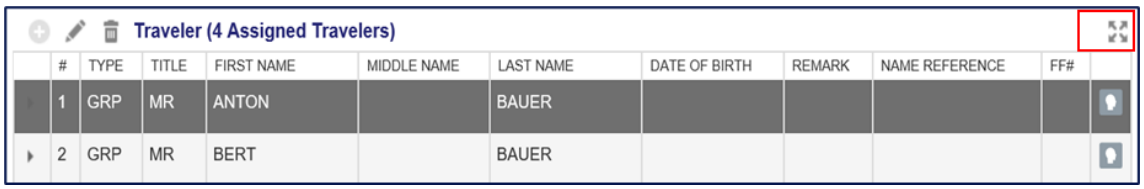
When trying to insert SSR Code CTCM (Mobile) or CTCE (Email) as Special Service Request, the system returns an error message.



6.8 Split

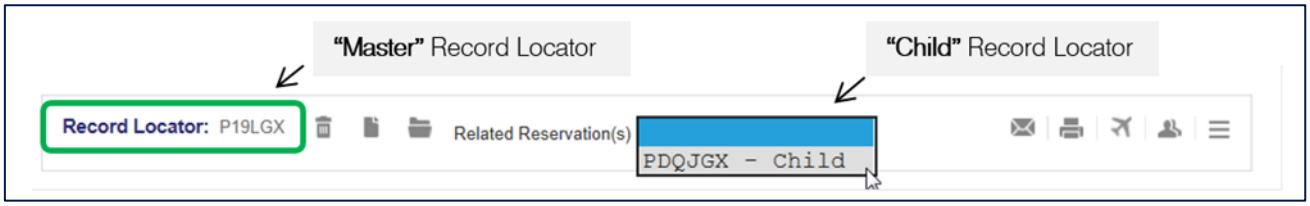
Important: Any split of a PNR must be performed by travel agency in SPRK to avoid a non-synchronization between SPRK and the airline system.

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



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.

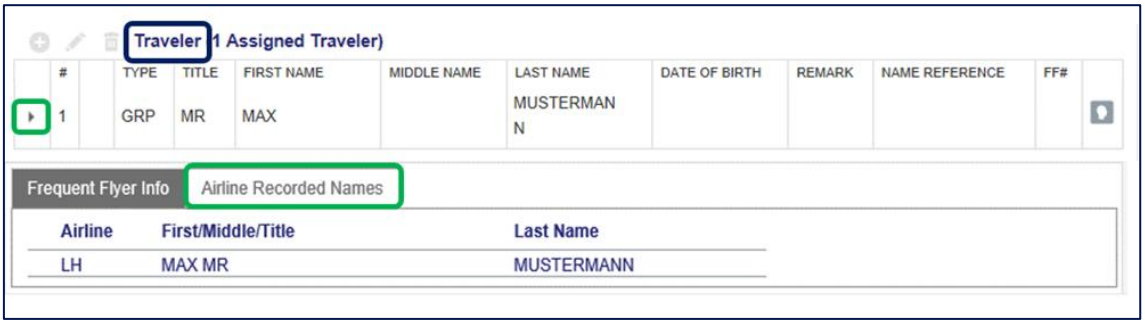
Name changes for LIGHT fares are not permitted.

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.

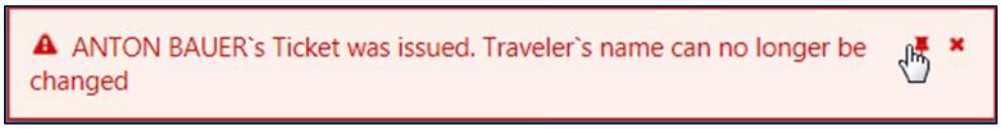
- Verify if the name is synchronized by displaying the name in “Airline Recorded Names”



6.9.2 Name changes after ticketing.

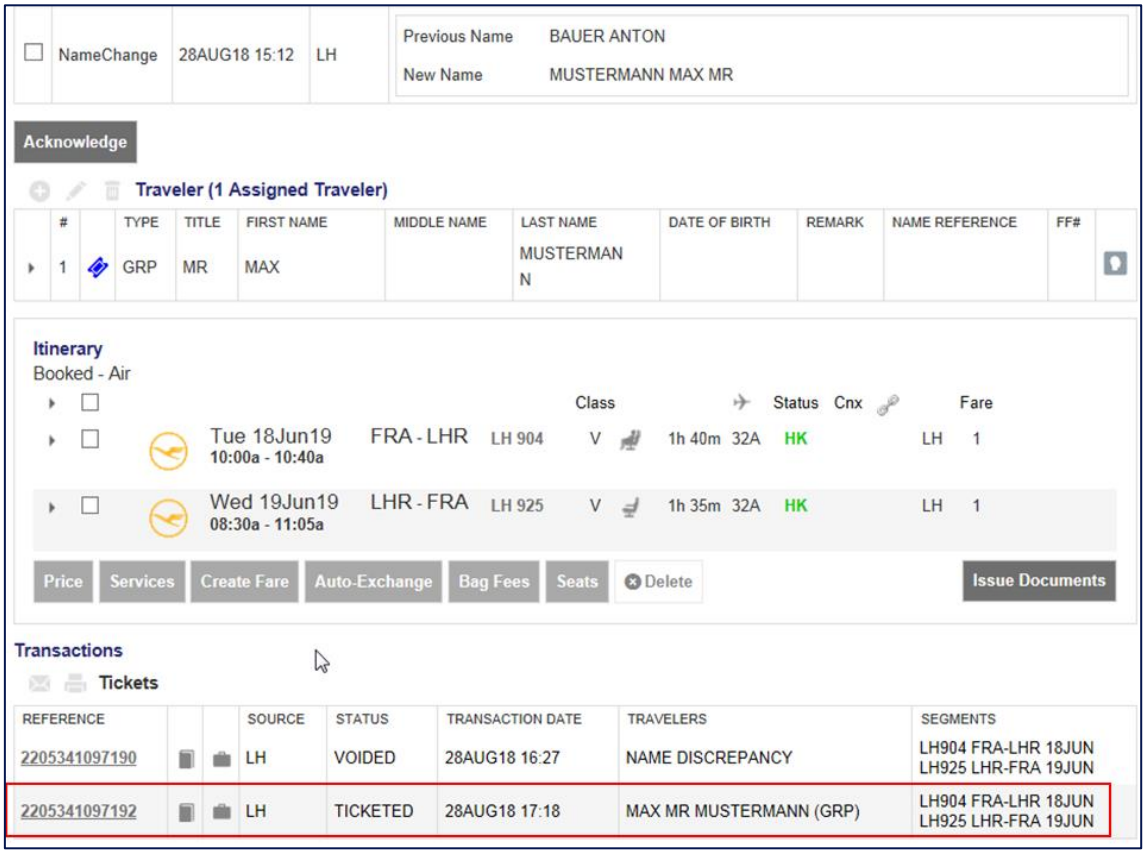
Important: The issued ticket needs to be voided (on the day of issuance) or refunded prior to a name change.

Changing the name when the ticket is not voided or refunded results in a warning message:



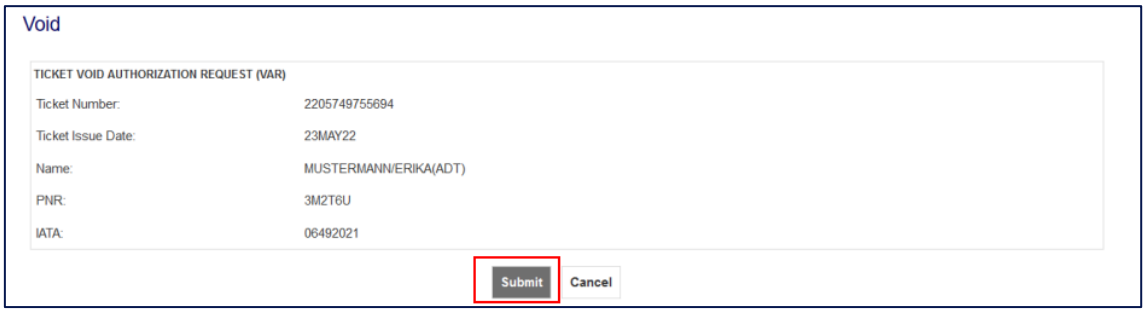
Example: passenger “BAUER/ANTONMR” shall be changed to “MUSTERMANN/MAXMR”

- Split off the passenger whose name shall be changed. See chapter “Split”.
- Void / refund the ticket of the child record locator (Example here: BAUER/ANTON) See chapter “How to void a ticket” “How to refund a ticket” respectively.
- Redisplay / refresh the child record locator.
- Contact our LHG Groups Service Team for the name change and provide the child record locator.
- Once the LHG Groups Service Team changed the name, a message will appear in the “Alerts” section.
- Issue the new ticket with the correct name (Example here: MUSTERMANN/MAX) by clicking on Issue Documents. See chapter “Ticketing”.
- The new ticket is shown in the list of tickets with status “TICKETED”.

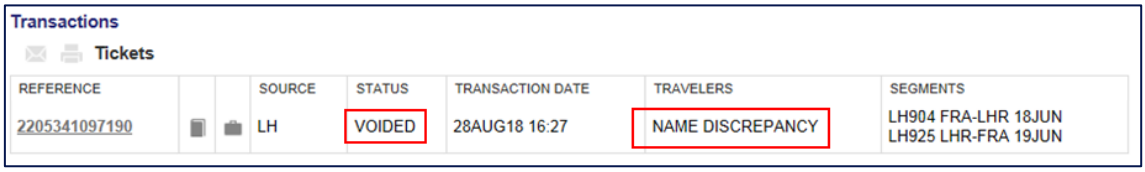


6.9.2.1 How to void a ticket

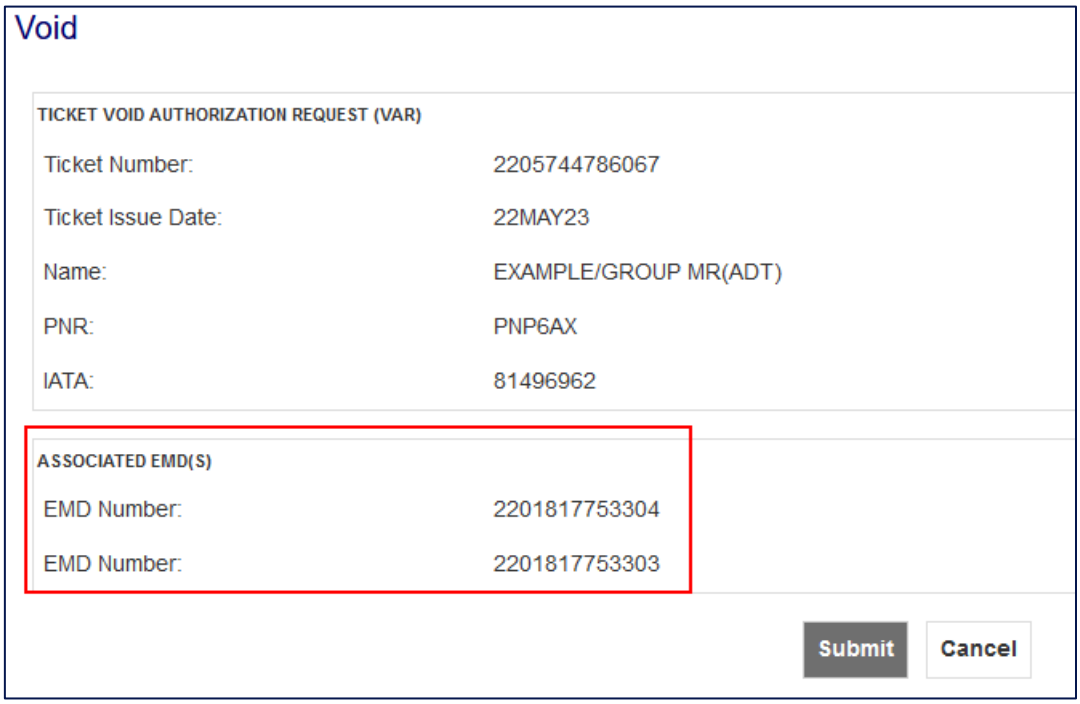
- Click on the ticket number of the passenger and select “Void” followed by “Submit”.



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



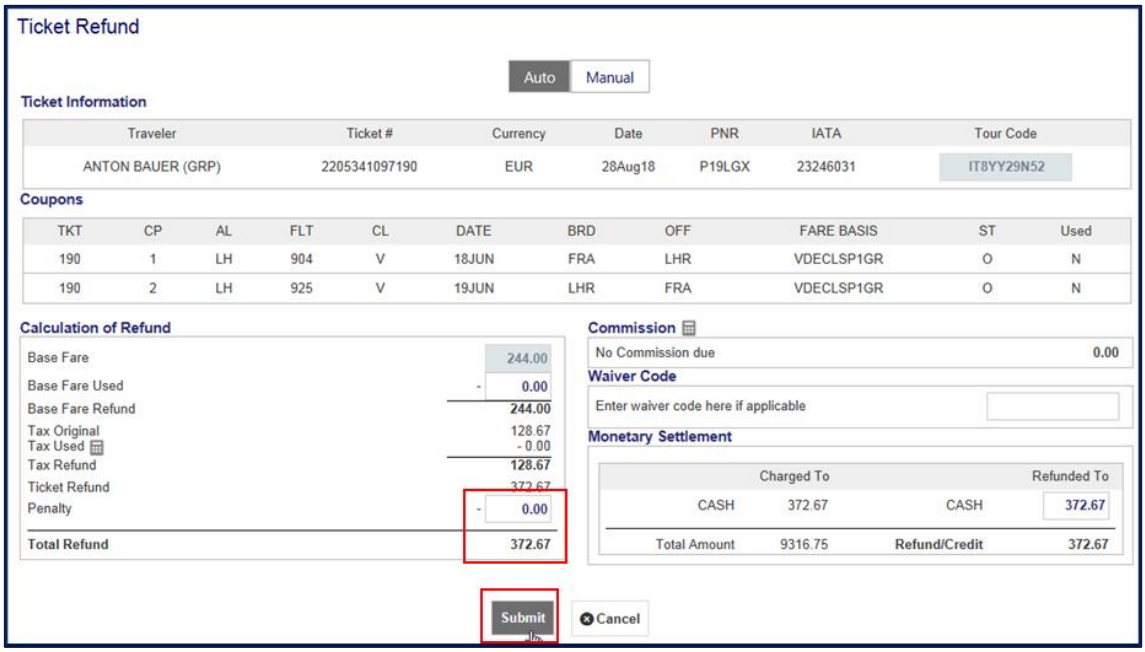
Important: Electronic Miscellaneous Documents (EMD-A) will be voided together with the associated ticket.



6.9.2.2 How to refund a ticket

- Click on the ticket number of the passenger and select “Refund”.

- Verify if the full amount of the originally issued ticket is shown in “Total Refund” and click on “Submit”.



6.10 Rebooking

- Split off the passengers whose flights shall be changed See chapter “Split”.
- Contact our LHG Groups Service Team for the rebooking and provide the child record locator.
- Once the LHG Groups Service Team changed the booking you may refresh the child record locator in SPRK where the new flight segments will be displayed.

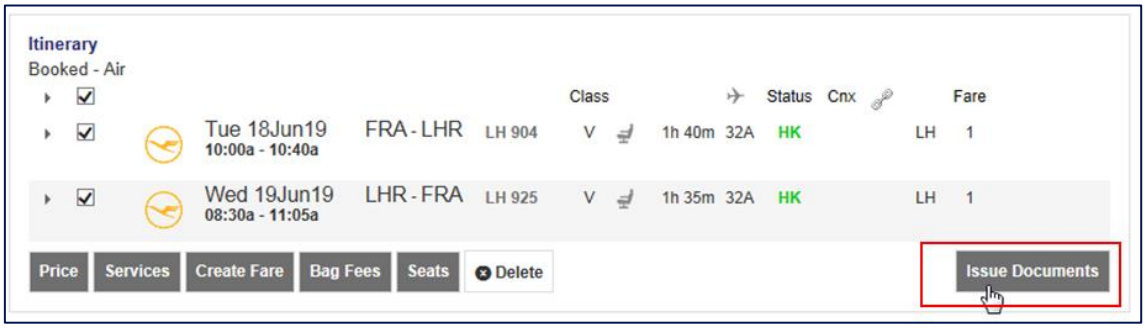
6.11 Ticketing

Important

Ticket issuance is possible for a maximum of 9 passengers per transaction.
Reason: Selection of more than 9 passengers may result in a non-synchronization between the systems.
Example: tickets for a group of 21 passengers must be issued in 3 transactions (1x 9 passengers, 1x 9 passengers and 1x 2 passengers)

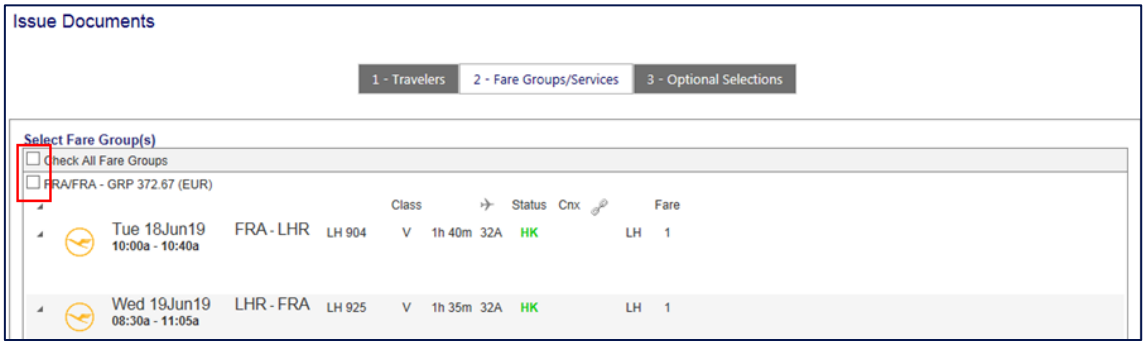
The tax in “Stored Fare” needs to be checked again prior to ticketing. They may have changed between the date of pricing and ticketing.

- Click on “Issue Documents”.

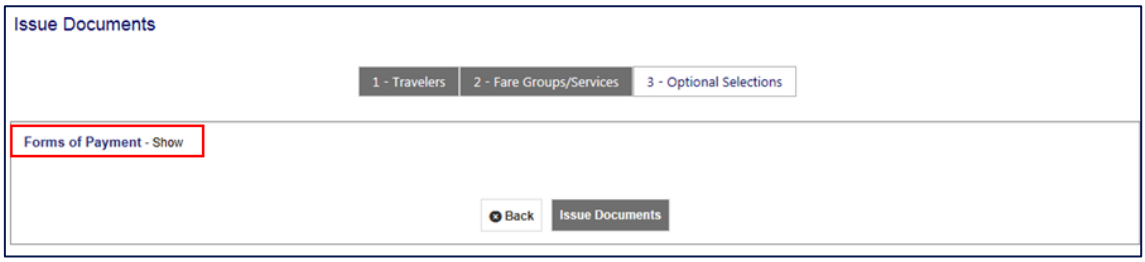


- Select the passenger(s) for whom you want to issue the ticket(s)

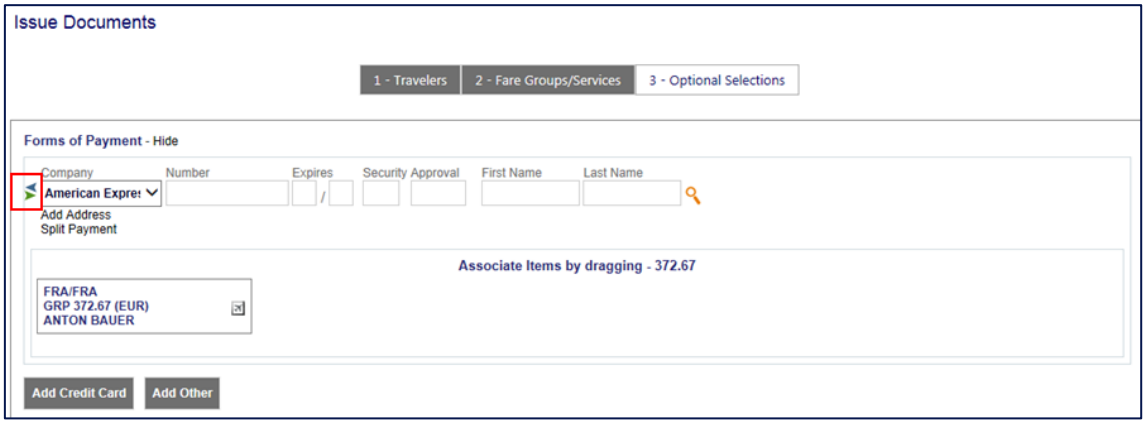
- Choose the flight segments.



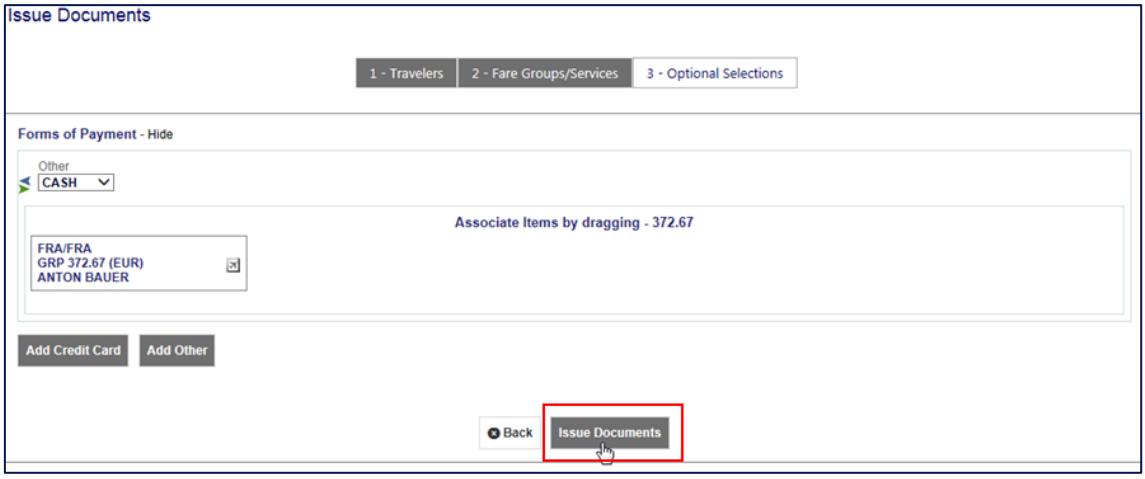
- Choose the Form of Payment (FOP) by clicking on “Show”.



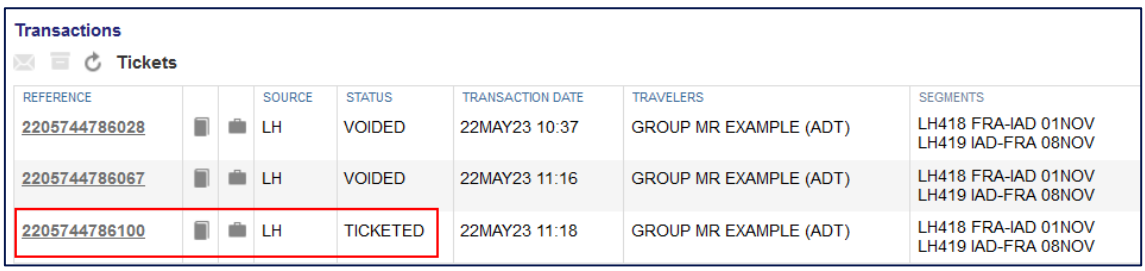
- To change the Form of Payment, click on the arrow.



- Click on “Issue Documents”.



Issued tickets are shown in “Tickets”.

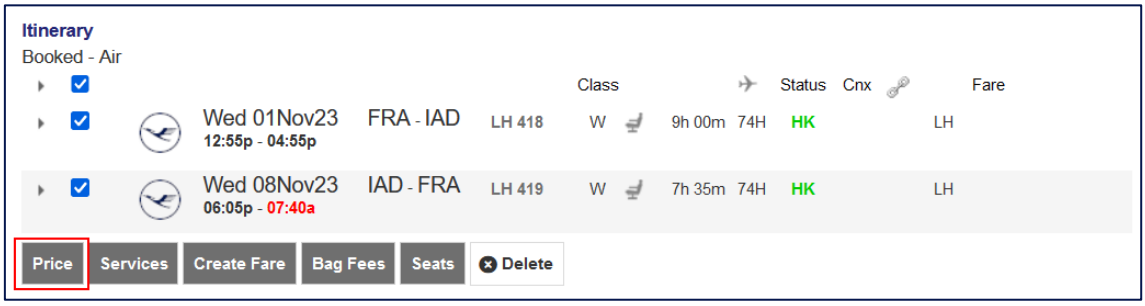


6.12 Ancillary Services

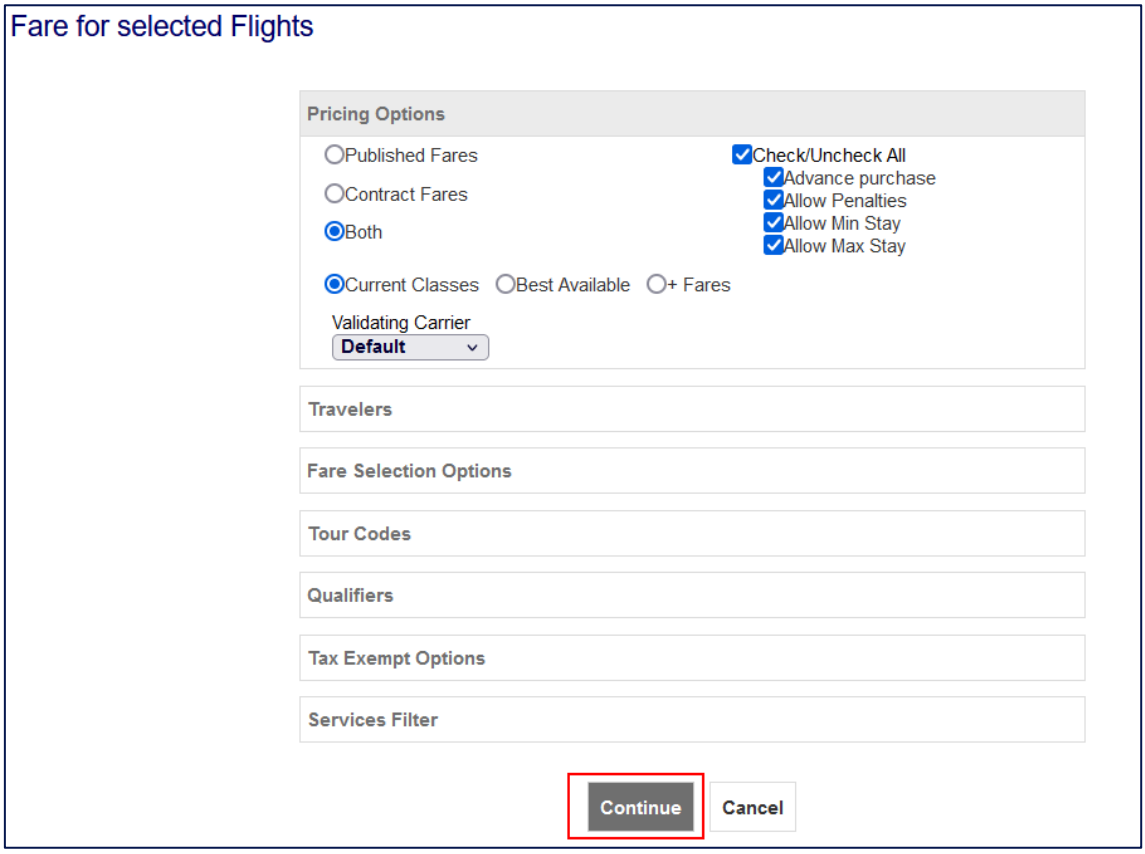
Ancillary services can be booked during or after pricing. A stored fare must be present.

6.12.1 Booking of ancillary services during pricing

- Select flights (optional) and click on 2Price".

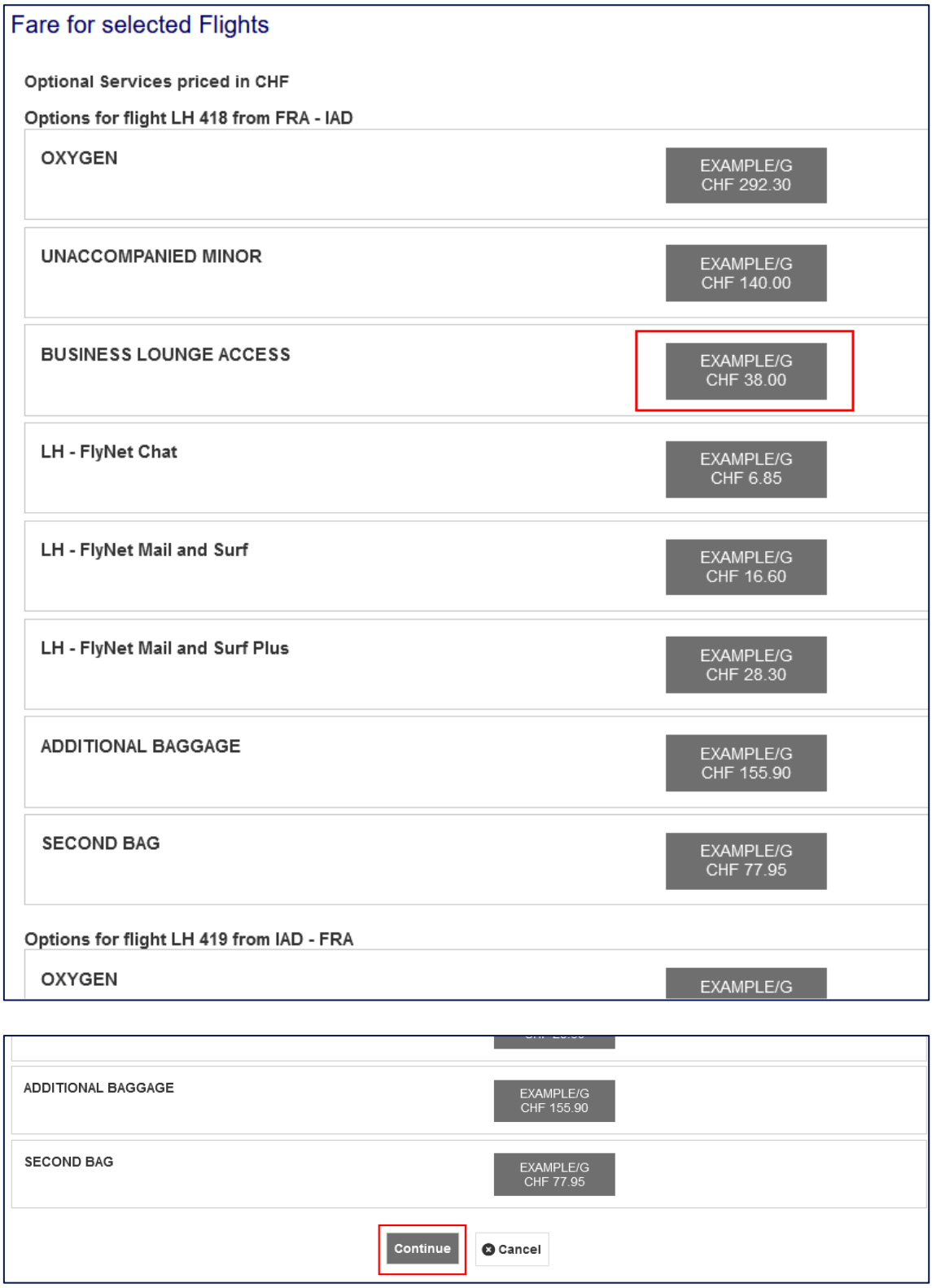


- Amend pricing options where necessary and click on "Continue".



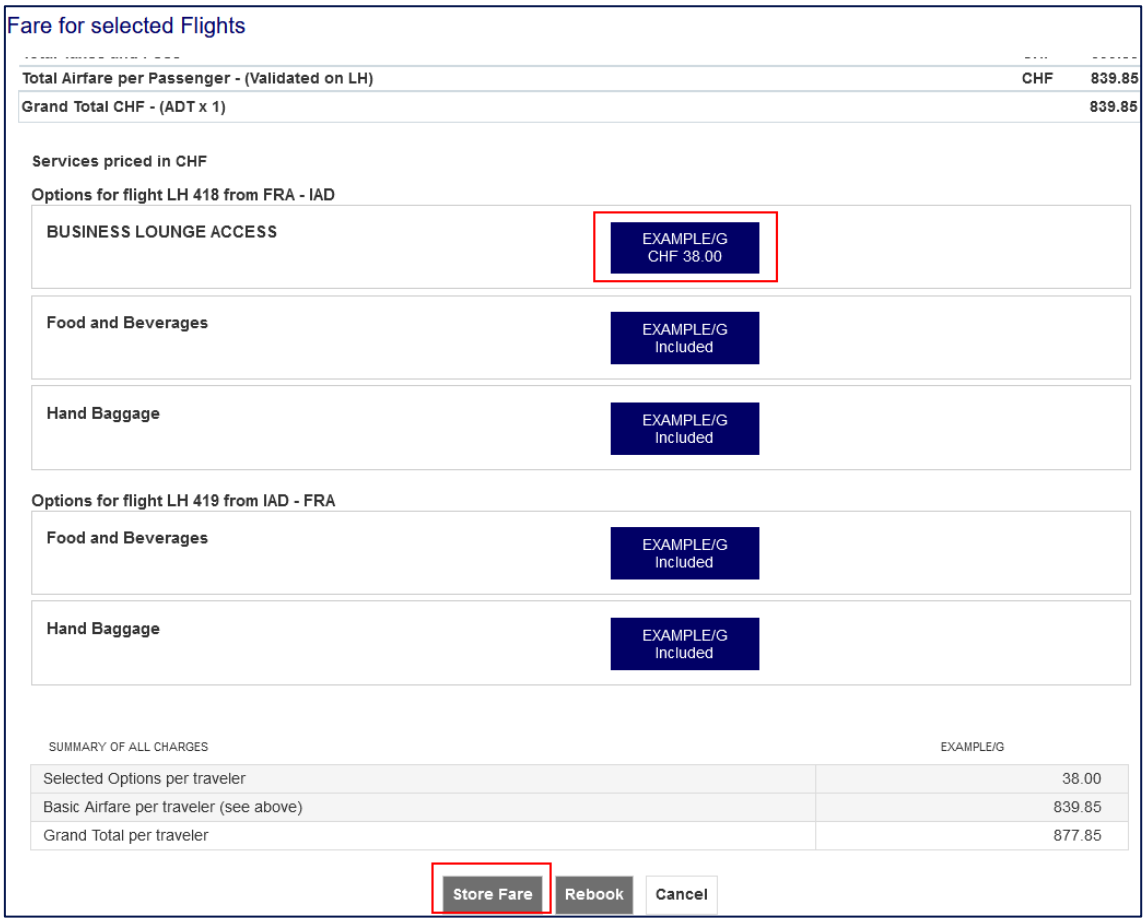
Available services will be displayed. Services which cannot be booked are greyed out.

- Select the service you want to add and click on "Continue".

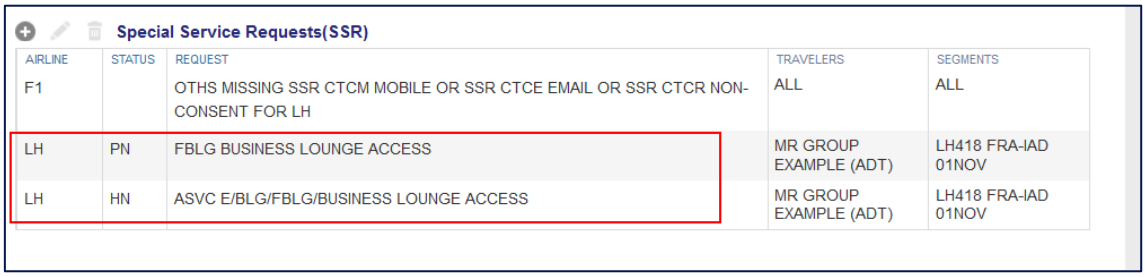


Selected chargeable and included services are displayed in “Fare for selected Flights”.

- Click on “Store Fare”.

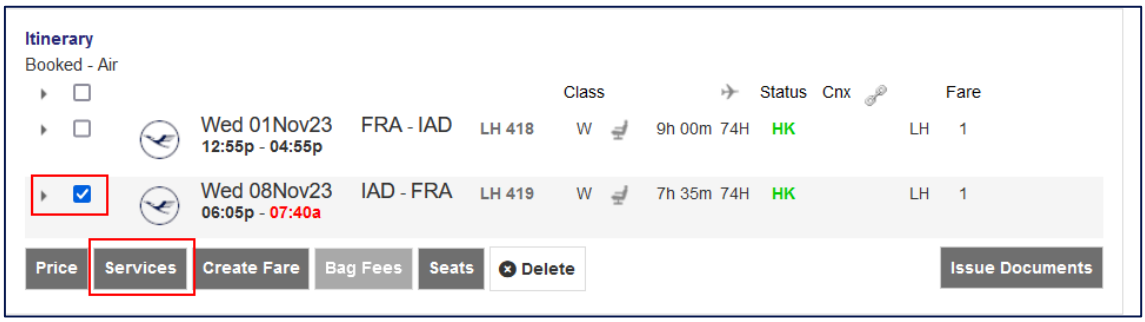


Booked services to which an Electronic Miscellaneous Document (EMD) must be issued are shown in “Special Service Request (SSR)”.

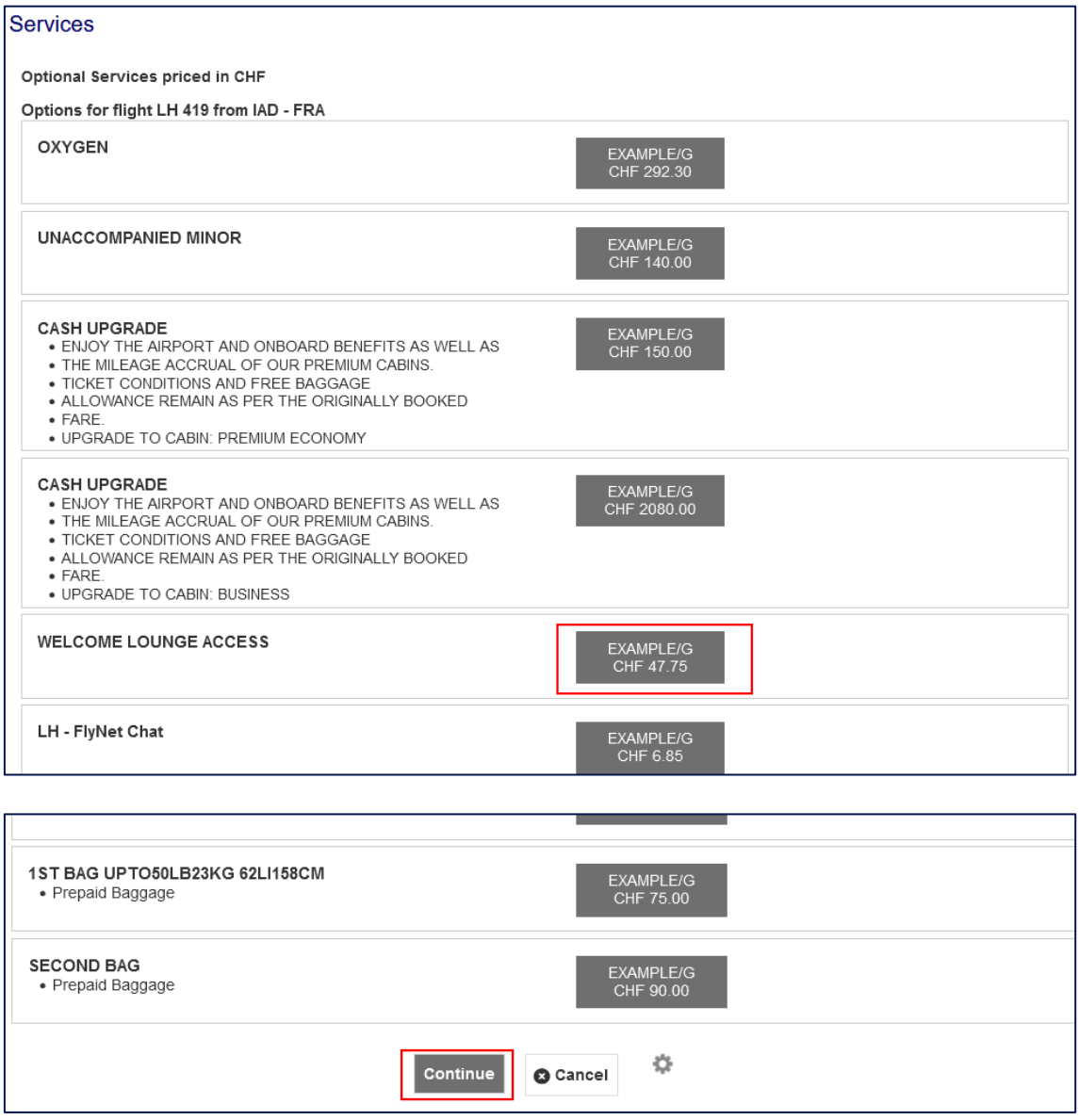


6.12.2 Booking of ancillary services after pricing

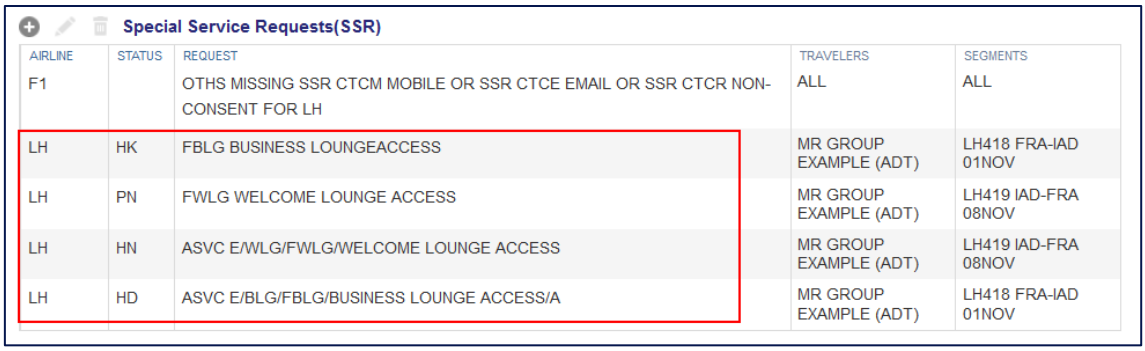
- Select the flight for which a service shall be booked and click on “Services”.



- Select the service you want to add and click on “Continue”.



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



Special Service Requests(SSR)

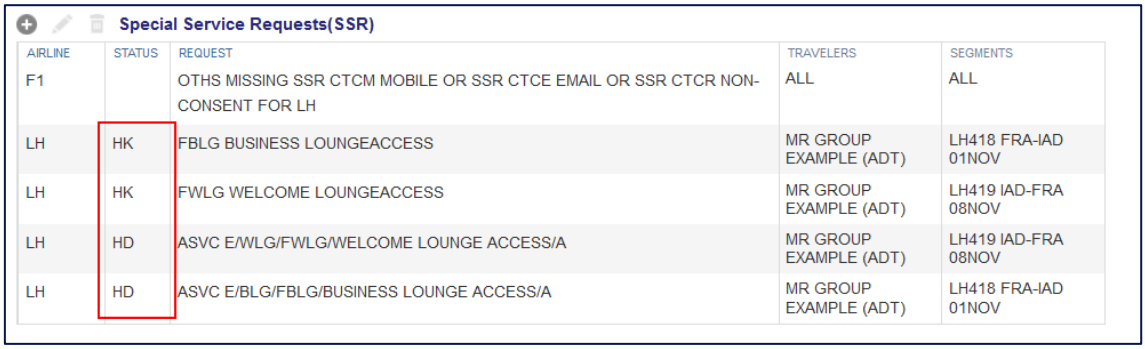
AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR LH	ALL	ALL
LH	HK	FBLG BUSINESS LOUNGEACCESS	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV
LH	PN	FWLG WELCOME LOUNGE ACCESS	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HN	ASVC E/WLG/FWLG/WELCOME LOUNGE ACCESS	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HD	ASVC E/BLG/FBLG/BUSINESS LOUNGE ACCESS/A	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV

6.12.3 Issuance of Electronic Miscellaneous Document (EMD-A)

Important

EMD-A must be issued at the same time or after the issuance of the ticket.

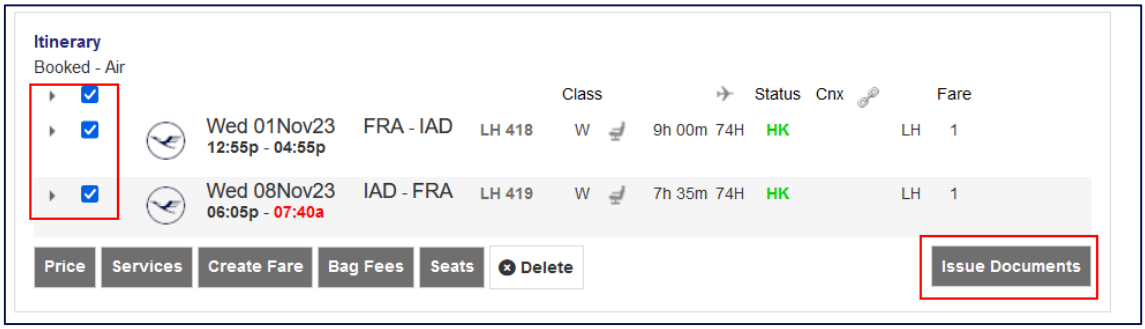
The status of the Special Service Request (SSR) must be Holding Confirmed “HK” for the service itself and Holding Confirmed – EMD required “HD” for the EMD. In case the status is still on Pending Need – Awaiting Confirmation “PN” / Holding Need “HN”, redisplay/ refresh the PNR.



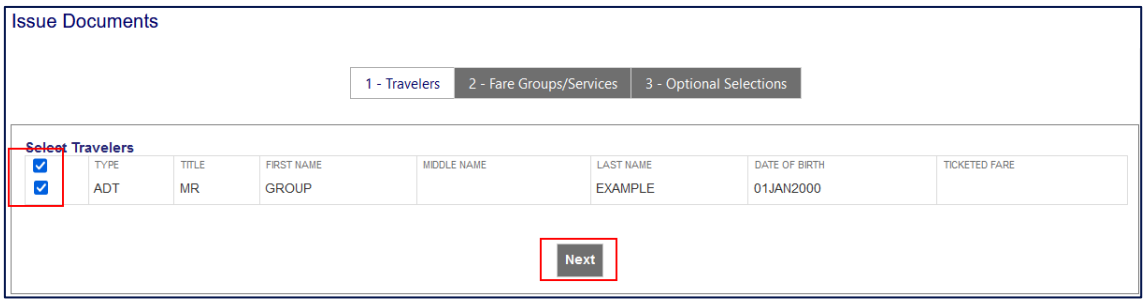
Special Service Requests(SSR)

AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR LH	ALL	ALL
LH	HK	FBLG BUSINESS LOUNGEACCESS	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV
LH	HK	FWLG WELCOME LOUNGEACCESS	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HD	ASVC E/WLG/FWLG/WELCOME LOUNGE ACCESS/A	MR GROUP EXAMPLE (ADT)	LH419 IAD-FRA 08NOV
LH	HD	ASVC E/BLG/FBLG/BUSINESS LOUNGE ACCESS/A	MR GROUP EXAMPLE (ADT)	LH418 FRA-IAD 01NOV

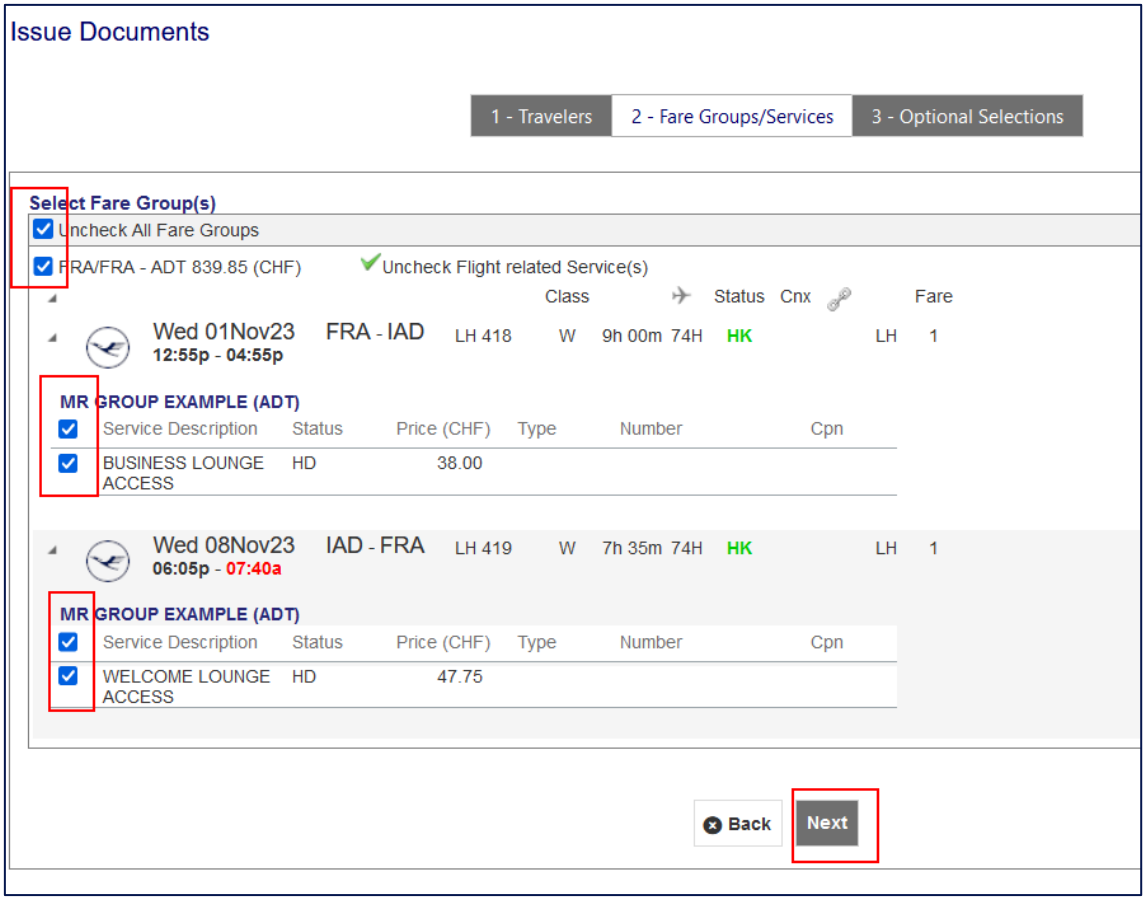
- Select the flight(s) for which the ticket and / or EMD shall be issued and click on “Issue Documents”.



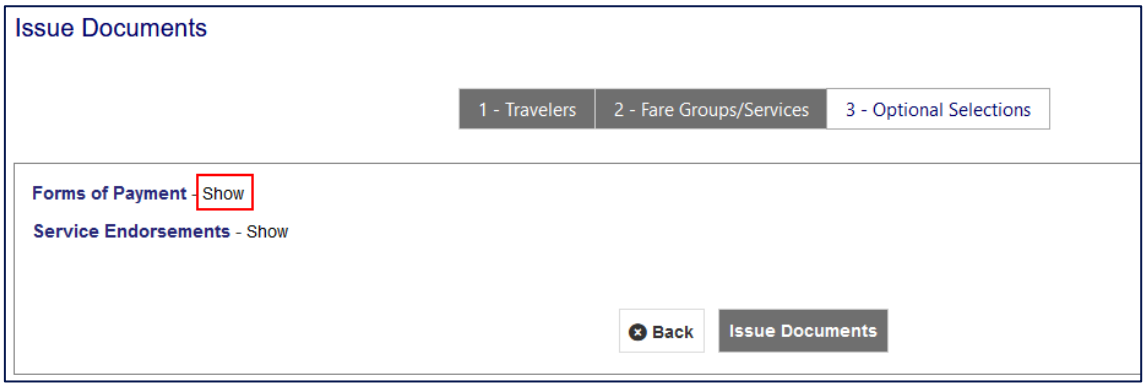
- Select the traveler(s) where ticket(s) and EMD(s) shall be issued and click on “Next”. Make sure to select a **maximum of 9 passengers per transaction**!



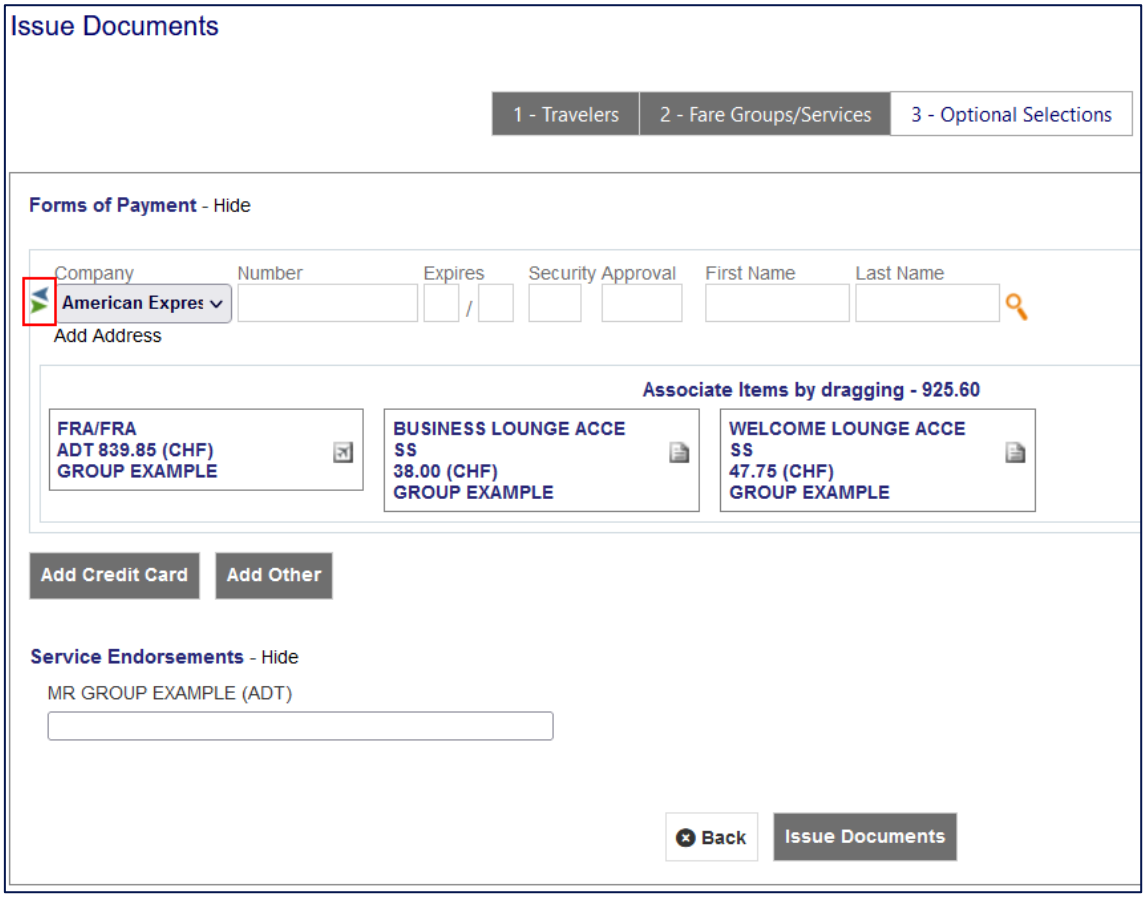
- Select “Check All Fare Group(s)” and / or the Flight related Services.



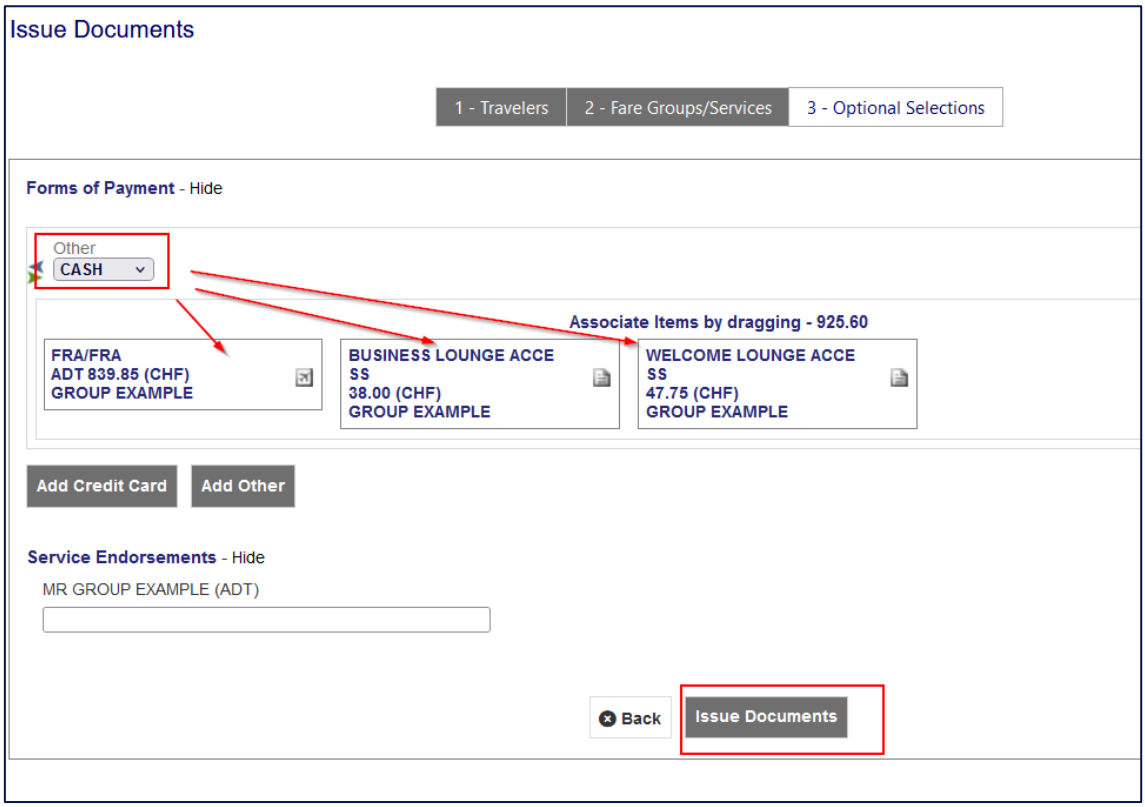
- Choose the Form of Payment (FOP) by clicking on Show.



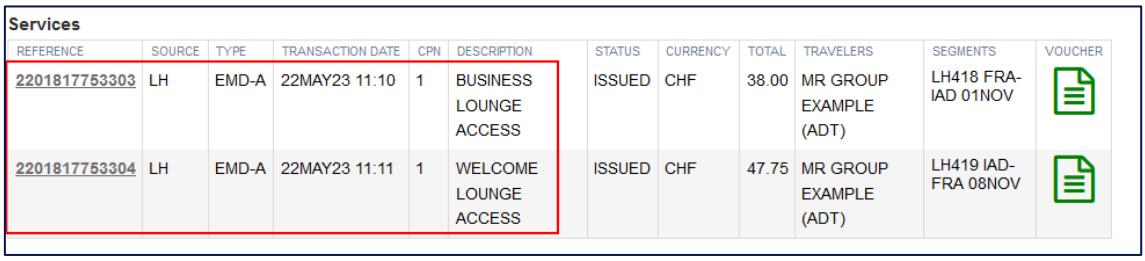
- To change the Form of Payment, click on the arrow.



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



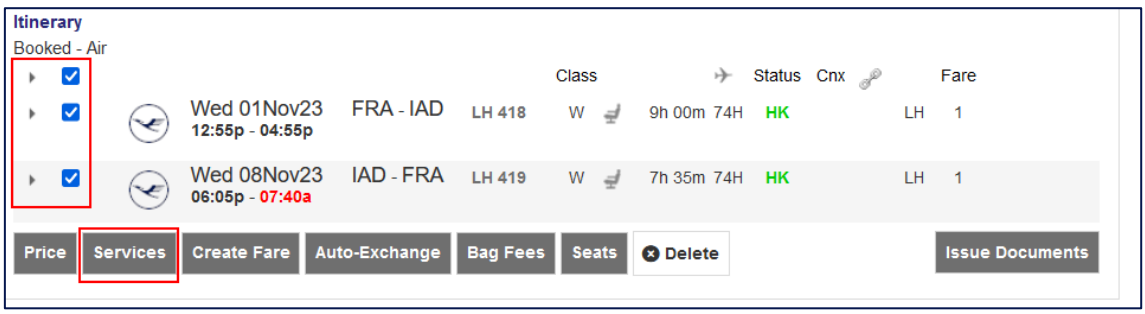
EMDs issued are shown in “Services”.



6.12.4 First bag for Light Fare

The first bag is only available for passengers holding a ticket at Light Fare, where Free Baggage Allowance (FBA) is “nil” / “0PC” (0 piece).

- Select the flights where the first bag shall be added and click on “Services”.



- Select “1ST BAG UPTO50LB23KG 62LI158CM” in the list of services for the flight(s) and the passenger for which the service shall be added and click on “Continue”.

Once the status of the service shows Holding Confirmed “HK” / Holding Confirmed – EMD required “HD”, in the list of Special Service Requests (SSR), issue the EMD as per chapter “Issuance of Electronic Miscellaneous Document (EMD-A)”

6.12.5 Fixed price upgrade

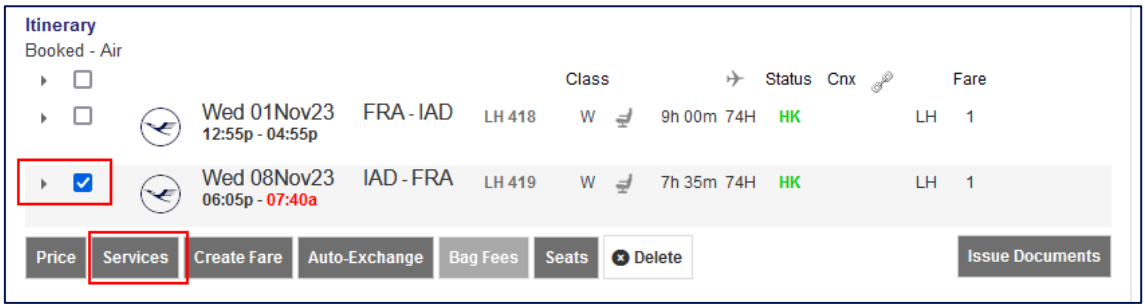
6.12.5.1General information

Important: The ticket must be issued prior to booking and issuance of a fixed price upgrade.

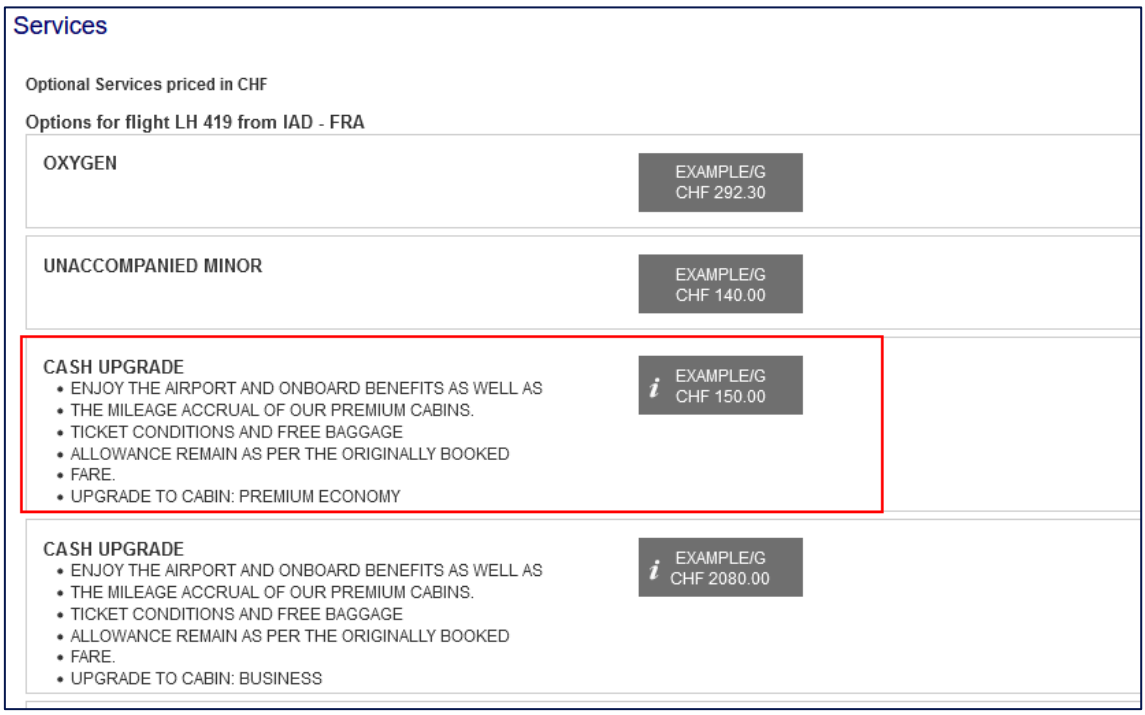
- Fixed price upgrades are available on flights of Austrian Airlines (OS), Lufthansa (LH) and SWISS (LX).
- Upgrades to a higher cabin class can be booked until about 48 hours prior to departure, provided a ticket is issued.
- Upgrades are possible from Economy Class to Premium Economy Class (on flights 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

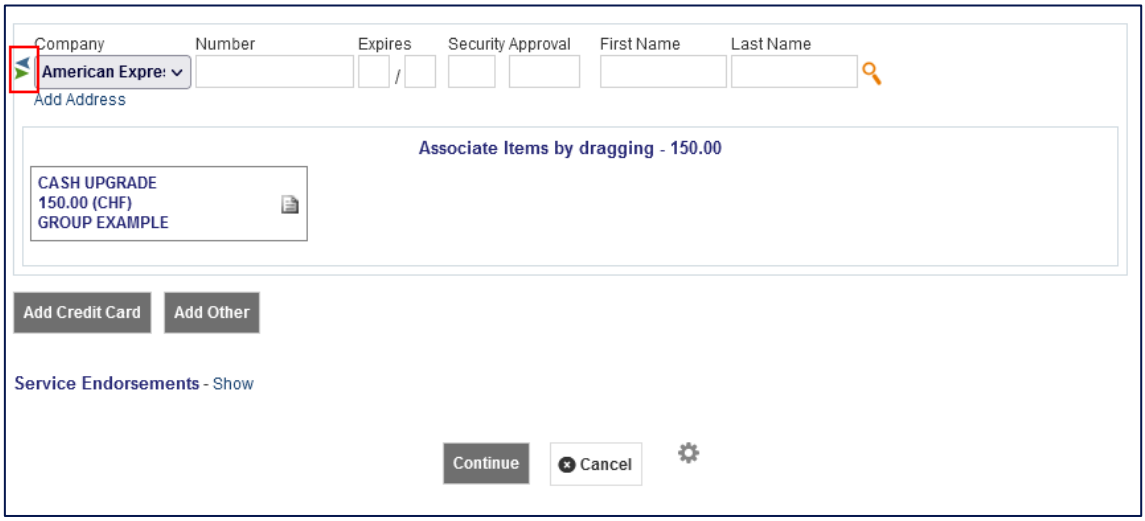
- Split off the passenger for which an upgrade shall be booked. See chapter “Split”.
- Select the flights where the upgrade shall be added and click on “Services”.



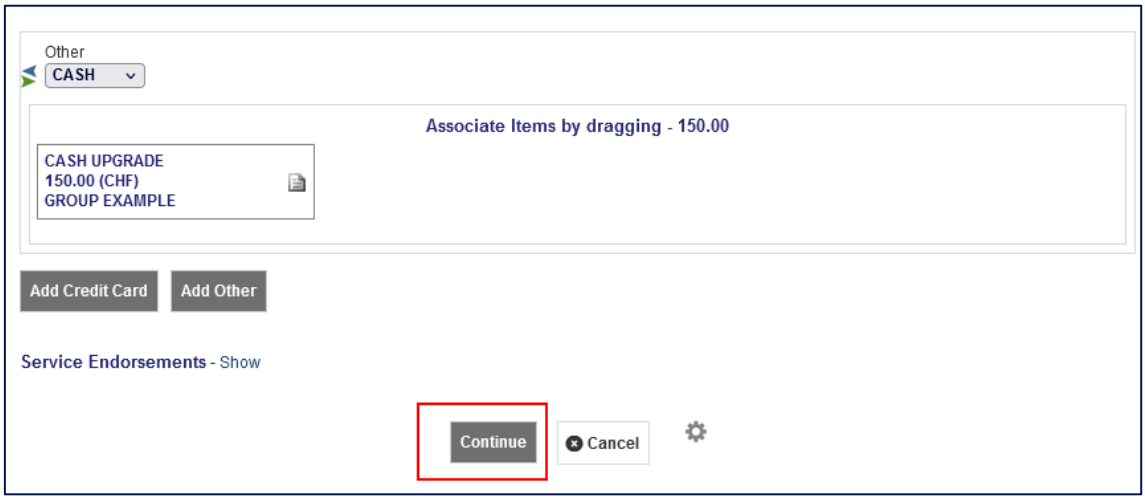
- Select “CASH UPGRADE” and scroll down (Example here: upgrade from Economy Class to Premium Economy Class)



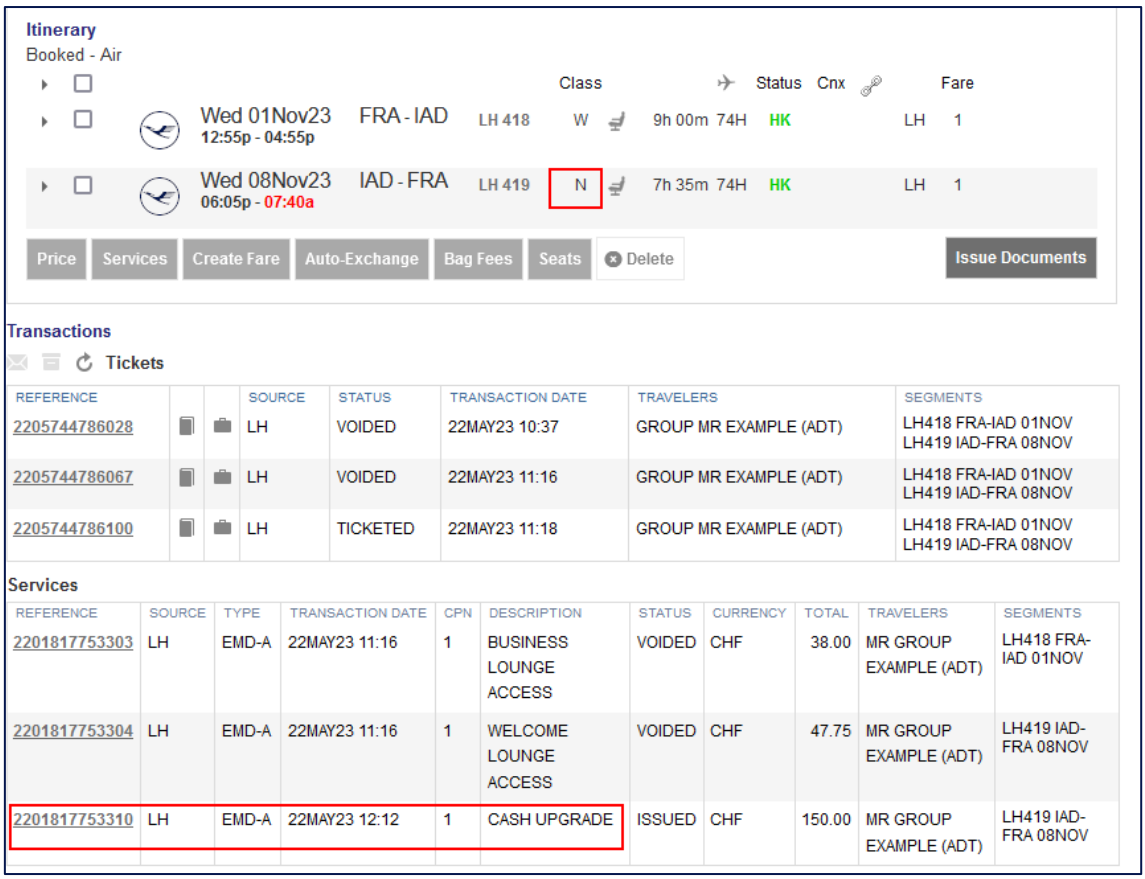
- To change the Form of Payment, click on the arrow.



- Select the Form of Payment (FOP) and click on “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.



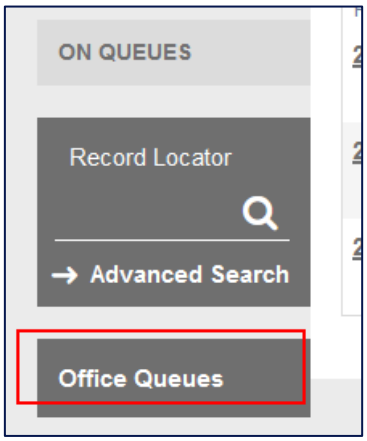
6.13 Queue

Important: If the group PNR is not claimed in SPRK, the booking information is available in Book-a-Group (BaG) only. Once the PNR is claimed in SPRK, important updates and information (e.g., schedule changes) will trigger a placement of the PNR on the queue in SPRK.

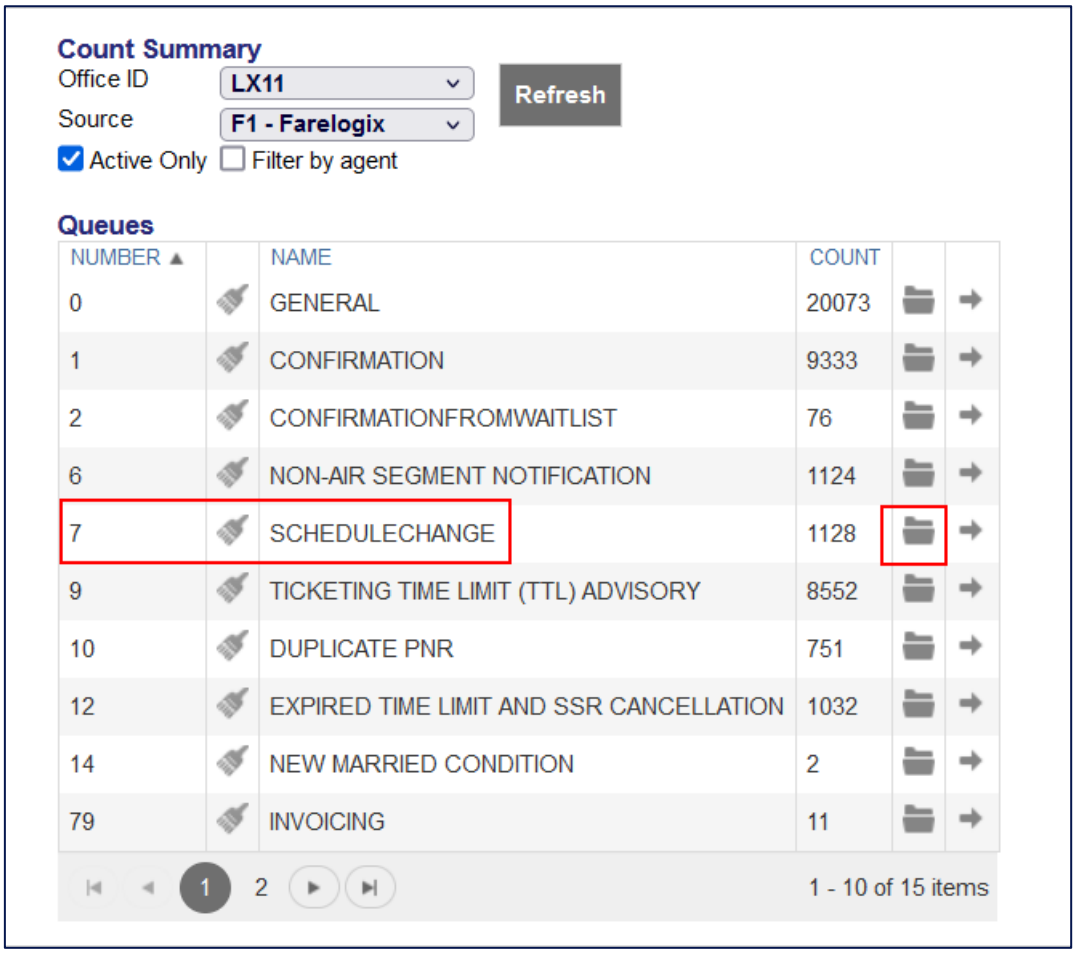
6.13.1 Schedule changes

PNRs affected by a schedule change will appear on queue number 7.

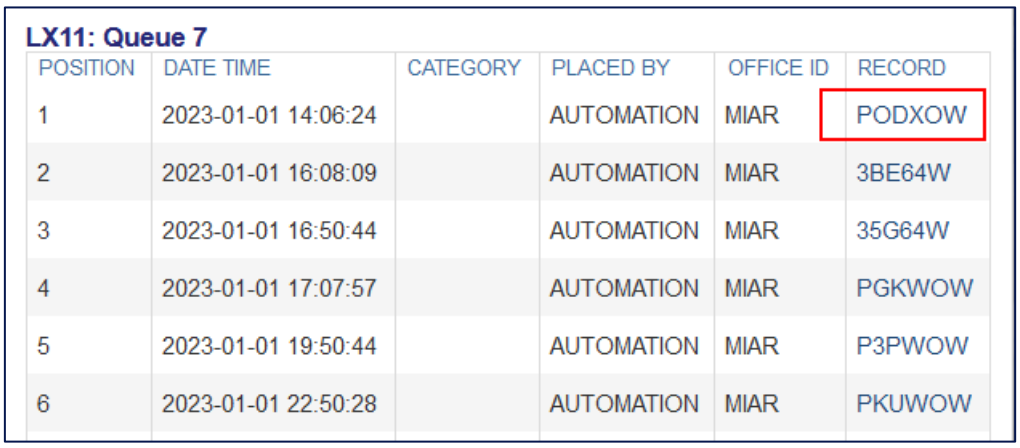
- To access the queue, click “Office Queues” on the main screen in SPRK.



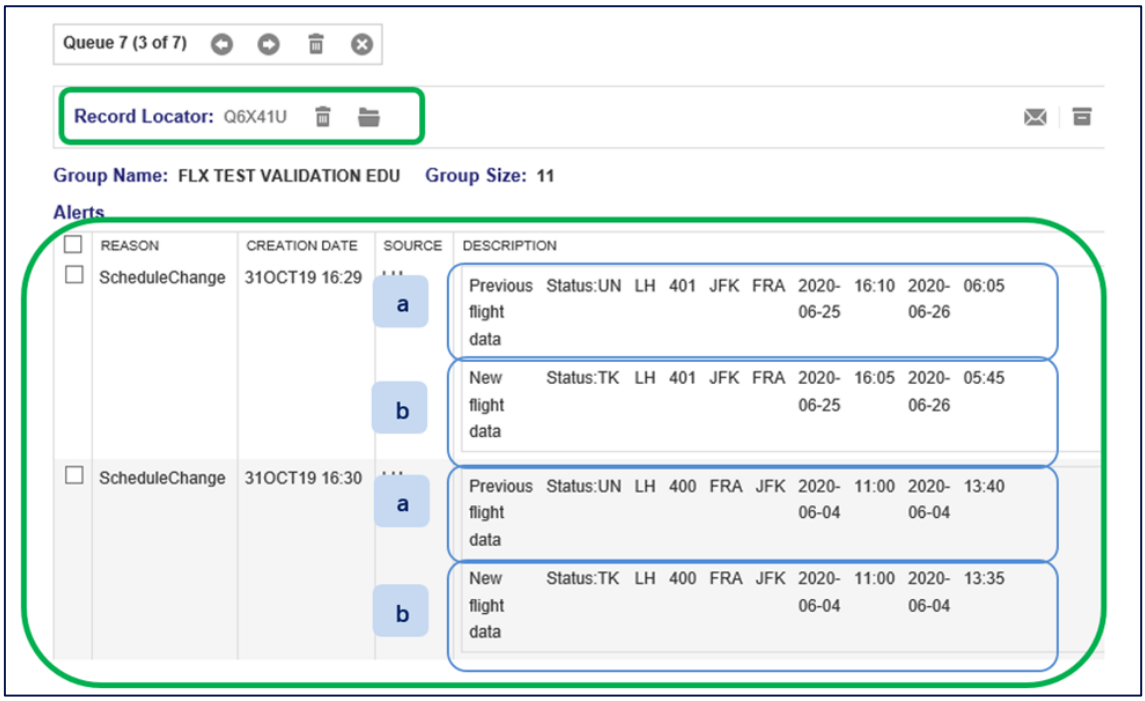
- Click the folder icon of queue 7 to open it.



- Select the record locator to view the booking.

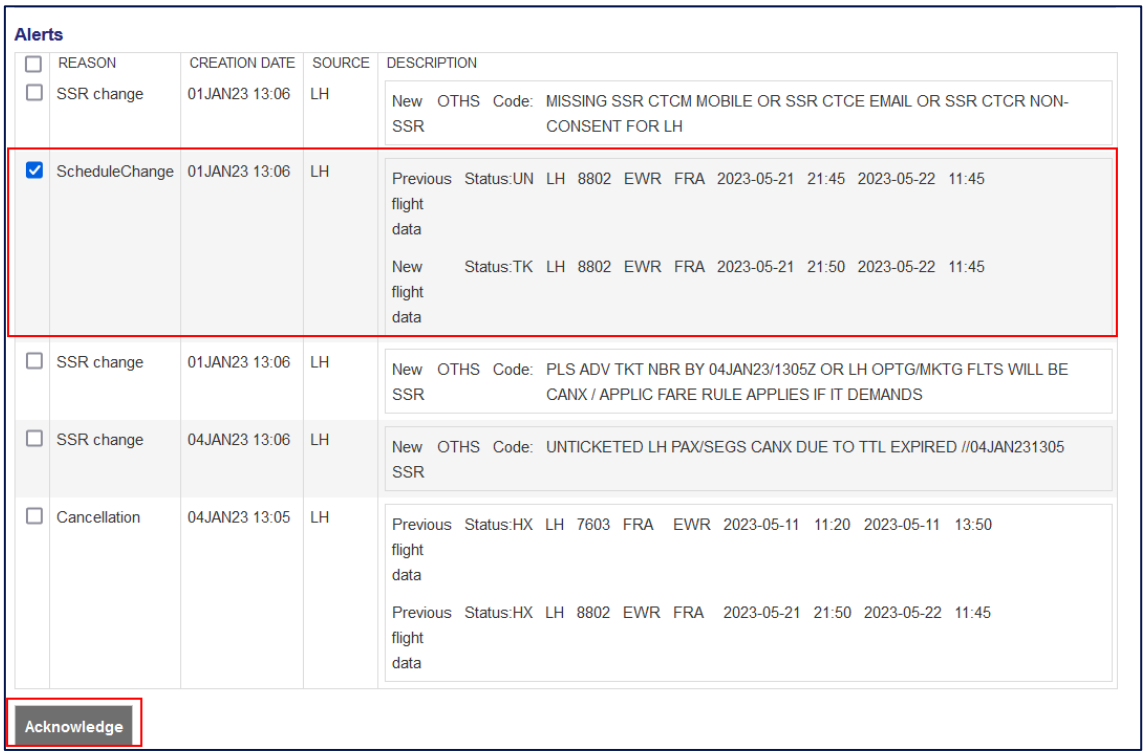


The PNR will be displayed, and schedule change details are shown in the “Alerts” section.



The previous (a) and the new (b) flight data (Example here: JFK-FRA and FRA-JFK) is displayed.

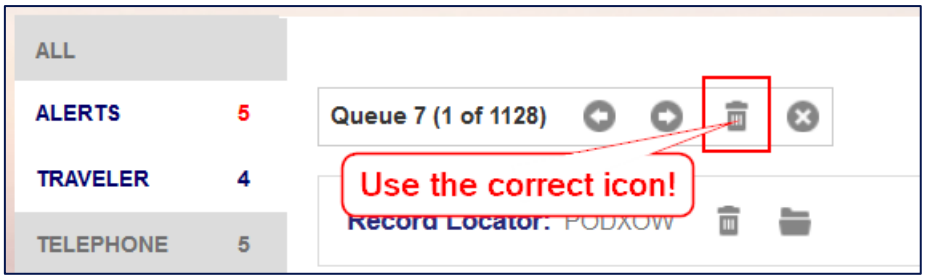
- **If the passenger accepts** the new flight(s) proposed, select the “ScheduleChange” item and click on “Acknowledge”.



- **If the passenger does not accept** the new flight(s) proposed, please contact your LHG Groups Service Team.

- To leave the queue, click on the crossed circle icon.

- To remove the PNR from the queue, click on the trash icon next to “Queue 7”. **Important**: Do not click on the trash icon next to “Record Locator”, as this would cancel the itinerary!



7 GLOSSARY

Abbreviation	Description
ASR	Advance Seat Reservation
OS	Austrian Airlines
BSP	Billing and Settlement Plan
BaG	Book-a-Group
CC	Credit Card
DOB	Date Of Birth
EMD	Electronic Miscellaneous Document
EN	Air Dolomiti
FLX	Farelogix
FOP	Form Of Payment
GDS	Global Distribution System
LH	Lufthansa
LHG	Lufthansa Group
LX	SWISS
NDC	New Distribution Capability
OPC	Optional Payment Charge
PNR	Passenger Name Record
PCC	Pseudo City Code
SN	Brussels Airlines
SPRK	Sales and servicing tool for NDC content
SSR	Special Service Request
TD	Ticket Designator

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