

# LUFTHANSA GROUP CONTINUOUS PRICING LOGIC

**Operational Guideline Travel Agents for PNR  
handling in NDC**

**Applicable for individual passengers only (not for  
group bookings)**

**Valid for:**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Austrian Airlines | <input checked="" type="checkbox"/> Air Dolomiti      |
| <input checked="" type="checkbox"/> Brussels Airlines | <input checked="" type="checkbox"/> Discover Airlines |
| <input type="checkbox"/> Eurowings                    | <input checked="" type="checkbox"/> Edelweiss         |
| <input checked="" type="checkbox"/> Lufthansa         |   |
| <input checked="" type="checkbox"/> SWISS             |   |

Status: 28 November 2023

Version: 1.4

Target group: Travel agencies

# CONTENT

|   |   |
|---|---|
| 1. Introduction   | 4 |
| 2. Key Facts  | 4 |
| 3. Available Flight Numbers   | 5 |
| 4. Price Guarantee  | 5 |
| 5. Identification of price offers based on continuous pricing issued in Accelya | 6 |
| 6. Fare Rules   | 6 |
| 7. Combination of price offer and standard filed fares                          | 7 |
| 8. Reissue Process  | 7 |
| 9. Revalidation   | 7 |
| 10. Refund  | 7 |
| 11. Contacts for fare related and/or technical issues                           | 8 |

# OVERVIEW OF CHANGES

| Version | Date     | Chapter | Type | Content   |
|---------|----------|---------|------|---|
| 1.2     | May 2023 | 3       | New  | Integration of SN   |
| 1.2     | May 2023 | 3       | New  | Integration of OS/SN/LH/LX Codeshare flights among each other |
| 1.3     | SEP 2023 | 1,3     | New  | Integration of EN flights                                     |
| 1.3     | SEP2023  | 3       | New  | Extension to intercontinental fares                           |
| 1.4     | NOV2023  | 3       | New  | Integration of 4Y flights                                     |

## 1. INTRODUCTION

The Airlines of the Lufthansa Group have introduced Continuous Pricing (CP) as a new, airline industry`s leading method, for price offers. A **“price offer”** is defined as the ticket price (without taxes) calculated with the CP method.

Price offers are exclusively available for travel agents via NDC powered by Accelya (NDC API, Baseline API and SPRK), as well as the lufthansa.com, swiss.com, austrian.com, brusselsairlines.com and on airdolomiti.eu.

Travel agents using a GDS (e.g., Amadeus, Sabre, Travelport) do not have access to price offers. In addition to the already offered continental routes, since 5th of September 2023 CP is offered on most intercontinental routes as well (direct and transversal).

## 2. KEY FACTS

If the office ID of a travel agent is enabled to use CP, the travel agent will always receive the best possible price offer at the time of pricing. The price offer can be lower or equal compared to standard pricing, but never higher.

- A price offer is unique to the booked itinerary at the moment of request.
- Price offers are applicable for first issues as well as in exchanges/ reissues using the standard pricing and re-shop functions.
- For any O&D, the optimal price is calculated for new sales or recalculated for reissues.
- It is not possible to choose either price offer or standard filed fare. The system offers, whatever is the optimal price for the requested routing.
- Thus, price offers are not filed, but currently derived from the standard filed fares.
- Price offers and standard filed fares can be combined in one ticket.
- Price offers cannot be calculated manually or requested on a past date basis, as they are only valid at the time of request.
- Price offers can be applied to any filed fare – public or private available via NDC like corporate fares, tour operator fares, etc.
- CP uses the standard filed fares and the booked RBDs
  - to calculate if a price offer is applicable **or**

- if the standard filed fare is the optimal offer.

### 3. AVAILABLE FLIGHT NUMBERS

CP is available on continental/Europe and intercontinental flights/flight connections:

- OS / LH / LX / SN and 4Y (as of 28<sup>th</sup> November 2023) prime flights and codeshare flights among each other. In addition CP is available on flights with OS/LX/LX/SN flight number operated by EN and WK and also on EN prime flights in markets where EN is present in the BSP (Austria, Denmark, Germany, Italy, Liechtenstein, Moldova, Romania, Sweden, Switzerland, USA).
- LX / LH marketing flight numbers on WK operated flights (except for point of commencement ZRH)
- Block space code share
- Wetlease flights

CP is **not** available on:

- OS / LH / LX / SN marketing flight numbers operated by OAL (incl. AC/UA, EW)
- Group Fares
- Selected routes/traffic scope (e.g., due to regulatory, legal restrictions)

Flights eligible for CP can be combined with flights non eligible for CP in one PNR/ticket. Example: FRA LH LIS LH (operated TP) FRA

A price offer may be applied for the sector FRA LIS, for LIS FRA the filed fare will be applied.

### 4. PRICE GUARANTEE

A price offer is only valid for the **same day**. If repriced within the same day of booking, the initial CP offer remains unchanged.

If the ticket is not issued on the same day, a repricing is automatically done for issue/exchange/reissue using standard filed fares. The new calculation must be accepted. **Manual intervention is not allowed.**

Offers based on Continuous Pricing are only delivered in the Shopping Requests/Transactions (including e.g., FaresearchRQ, AirShoppingRQ).

Continuous Pricing does not apply to Air availability Searches.

Note: The Ticket Time Limit (TTL) is not affected or changed by CP. The Ticket Time Limit does not imply a price guarantee, it only refers to the point in time where the ticket must be issued in order to avoid cancellation of the booking.

## 5. IDENTIFICATION OF PRICE OFFERS BASED ON CONTINUOUS PRICING ISSUED IN ACCELYA

In Accelya a ticket issued with a price offer is clearly marked with an FCPI indicator (Fare Calculation Price Indicator).

The FCPI determines how the ticket was priced.

There are different FCPI types in F1 to indicate continuous pricing:

- FCPI-H: auto issue for CP offer
- FCPI-C: manual issue for CP offer
- FCPI-D: manual issue for CP offer

```

TKT-7242193578589   RCI-          1A LOC-RGMDES
OD-ZRHBRU SI- FCPIH POI-BRN DOI-24FEB23 IOI-81493635

1.QA/TESTUSER MRS   ADT       S I
1 OZRH LX 786 S 02APR0730 OK S30LGTX9/DXEU O 02APR02APR NO
BRU

FARE F CHF 57.00
TOTAL TAX CHF 52.30
TOTAL CHF 109.30

/FC ZRH LX BRU60.76NUC60.76END ROE0.929122

FE FARE RESTRICTION MAY APPLY
FP OCVI/0623/N113352
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX

Tax details:
TX001 X CHF 17.00-YGAD TX002 X CHF 35.00-CHAE

```

Note: once there is a manual intervention, CP discount is lost and the standard filed fare applies.

## 6. FARE RULES

The fare rules are according to the standard filed fare - the fare basis code (FBC) is the same.

## 7. COMBINATION OF PRICE OFFER AND STANDARD FILED FARES

Combinations of price offer and standard filed fares are possible in one ticket.

## 8. REISSUE PROCESS

The reissue function in Accelya automatically calculates price offers in exchange/reissue scenarios for flown and new segments. In case a reissue does not work using Shop and Price, please contact the LHG Agency Support.

Any voluntary rebooking/reissue of a CP tickets issued in Accelya (F1) must be handled by the booking/issuing travel agent. Only upon passenger request in urgent situations (e.g., passenger needs a rebooking on a weekend and issuing agent cannot be reached due to outside of business hours) a reissue would be done by Lufthansa Group Servicing. In this case, the ticket would be recalculated based on standard files fares.

Note: currently the F1 Pricing Engine can calculate price offers in exchange/reissue scenarios up to three times\*. Any further exchanges/reissues must be calculated manually using standard filed fares. Please see SPRK manual for handling details

*\*True Reshop exchanges are still limited to 1.*

## 9. REVALIDATION

In case of voluntary rebooking, a repricing and exchange/reissue must always be done. Voluntary revalidation is not allowed.

## 10. REFUND

Refund rules are unchanged. Refunds can be processed fully automated via the Accelya Refund Function.

The Accelya Refund function can calculate refunds for tickets that contain price offers. The calculation is based on standard filed fare rules but will take into account the CP fares.

In case a manual refund has to be done, the refund calculation must follow the standard fare and refund rules. The refund must be calculated based on the original price offer as shown in the fare calculation taking into account the CP fare. This includes both, partially used and unused tickets.

## 11. CONTACTS FOR FARE RELATED AND/OR TECHNICAL ISSUES

For technical questions and support, please contact as follows:

- SPRK – LHG Agency Support
- Agents connected via API (using TTP) – own Travel Tech Provider
- Agents connected to LHG NDC directly - LHG via TrackSpace