

Reconfirmation Process for Austrian Airlines, Lufthansa and SWISS

Austrian Airlines, Lufthansa and SWISS are adjusting their flight offer for summer 2021. To be able to verify the demand, customers are asked to reconfirm their intention to fly. By providing the necessary reconfirmations and cleaning up the booking inventory, you are helping us to map realistic availabilities in the reservation systems for the summer months – and to adjust seat capacities accordingly, if necessary.

Description

- Remaining active segments in bookings affected by a reaccommodation/schedule change (after UN, UN/TK or TK) have to be reconfirmed, otherwise they will be cancelled.
- PNRs with an Austrian Airlines, Lufthansa or SWISS flight (with UN or UN/TK or TK status) regardless of the validating carrier get an SSR element:
SSR OTHS YY ATTN SCHED CHANGE/ PLS VERIFY IF PAX STILL TRVLG/THEN INSERT OSI YY PAX DEF/ OR REBOOK NEW FLIGHT SEGMENT
- You may either enter an OSI element (OSI YY PAX DEF TRVLG) to prevent the PNR from being cancelled or book at least one new flight segment as part of your standard flight irregularity handling processes
- **The standard deadline is 21 days from day of flight cancellation/schedule change.** The exact deadline is shown in the SSR element.
- In addition, a new ticket time limit (TTL) is entered into the PNR if a ticket issue/reissue is needed
- If the PNR was reconfirmed or cancelled during this process, the ticket may still be used for later reissue based on the applicable goodwill rule or Flight irregularities policies
- **For PNRs that are not affected by any flight irregularity, nothing changes.** No SSR element will be entered into the booking and therefore no reconfirmation (OSI element) is required.

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PNRs affected by a reaccommodation, flight cancellation or time change (UN/TK, UN or TK) appear in your queue with an SSR element and a given deadline:

SSR OTHS/ATTN SCHED CHANGE/PLS VERIFY IF PAX DEF TRVL AND INSERT OSI YY PAX DEF TRVLG UNTIL date/time OR YY SEG WILL BE CANX



Does the passenger still intend to travel on the flight(s) booked in the PNR?

No

Please cancel all remaining flight segments and remove all inactive segments (e.g. UN) as soon as possible

The PNR may be kept active provided that the reservation system you are using offers this function

The ticket may still be used for reissue based on the applicable goodwill rules or Flight irregularity policies.

Yes

Change status codes of the flights to confirmed (e.g. TK to HK) and remove any inactive segments

Enter an **OSI element** to the PNR: PAX DEF TRVLG

or

Book at least one new flight segment

Is a ticket issue or reissue needed?
(Please observe the new TTL message in the PNR)



No

No further action required

Yes

Issue or reissue the ticket within the TTL

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- All PNRs affected by a reaccommodation, flight cancellation or time change (UN/TK, UN or TK) will appear in your queue with an **SSR element**:
SSR OTHS YY ATTN SCHED CHANGE/ PLS VERIFY IF PAX STILL TRVLG/THEN INSERT OSI YY PAX DEF/ OR REBOOK NEW FLIGHT SEGMENT UNTIL Date/Time OR YY SEG WILL BE CANX
 - If flights in the PNR are wanted by the passenger, enter an **OSI element** within the given timeline to prevent the flights from being cancelled:
OSI YY PAX DEF TRVLG
 - Alternatively, you may book at least one new flight segment. In this case, you do not need to enter an OSI element ("PAX DEF TRVLG")
 - If the PNR has not been updated three days before the deadline, a **reminder SSR element** will be added and the PNR will appear in your queue again:
REMINDER/ PLS NOTE YY SEG WILL BE CANX UNLESS RECONFIRMED WITH OSI YY PAX DEF TRVLG BEFORE Date/Time
 - If the deadline has passed and neither an **OSI YY PAX DEF TRVLG is entered** nor a **new flight segment has been booked, all OS/LH/LX flights will be cancelled**
YY SEG CANX DUE TO NO RCFM / MISSING OSI
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- In addition, the system automatically checks the ticket – an automatic revalidation is done, whenever possible
 - If no ticket has been issued yet or a ticket reissue is needed (e. g. due to a reaccommodation on a different routing), a new Ticket Time Limit (TTL) is automatically entered, e.g.
SCHED CHANGE/PLS ISSUE/REISSUE TKT UNTIL Date/Time or YY OPTG/MKTG FLTS WILL BE CANX
 - In this case, two actions are required by you to avoid cancellation of the flights:
 1. Enter the OSI element “PAX DEF TRVLG” or book a new flight segment, **and**
 2. Issue or reissue the ticket within the ticket time limit
 - If the ticket time limit is reached all unticketed segments will be cancelled and the standard TTL cancellation message is entered into the PNR:
UNTICKETED YY PAX/SEGS CANX DUE TO TTL EXPIRED //date/time
 - If required, the flights may be reinstated. Please contact your Lufthansa Group Agency Support for this.

