

# Important notes regarding short-term flight cancellations

## Factsheet

In case of short-term flight cancellations within 48 hours before departure, **no immediate UN will be set in the PNR**. The flight cancellation will be evident via a flight status query on the airline's website or, for example, in Amadeus via the DO transaction, e.g. DO LH170/02JUL.

In such a case, you are welcome to make **rebookings/reissues/refunds for cancelled flights** on Austrian Airlines/Brussels Airlines/Lufthansa/SWISS tickets yourself in accordance with the [Schedule Change/Irregularity Policy for Travel Agents \(SKCHG/INVOL Policy\)](#) - **without having to request a waiver** from your Lufthansa Group Agency Support.

Passengers whose contact details are included in the PNR via the "SSR CTC" format will be automatically informed about the flight cancellations and any alternatives booked through the OPR tool. To ensure that your customers are constantly kept updated on flight irregularities, please include your customers' contact details as an "SSR CTC" element in the PNR at the time of booking.

In case of an automated booking of alternatives (OPR Tool) by the Lufthansa Group airlines, the ticket will be reissued automatically as described in the SKCHG/INVOL Policy, if necessary. Due to current circumstances, the period for these automated rebookings and reissues may be extended up to 5 days in select cases.

Please find attached the corresponding excerpt from the [SKCHG/INVOL Policy](#) as a reminder:

### 7.3 Appendix C – Automated Handling by Lufthansa Group airlines internal systems

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#### INVOL (short-term flight irregularities)

In case of short-term flight cancellations and delays, the segment status may remain unchanged in the PNR (HK). The actual flight status can be checked via the respective .com website "Flight Status". The flight status only changes after handling by the airline (OPR tool) which is done as fast as possible for OS, LH, LX, SN operated flights:

- Whenever possible passengers are rebooked to an alternate flight/flight connection. After rebooking, the segment status changes to UN, TK or UN/TK
- There is no queue message to the booking office.
- Whenever possible the tickets are automatically revalidated or reissued and associated EMDs are automatically reassociated.
- In addition, whenever possible, passengers are automatically checked-in on the new flight.

Technical restrictions exist for Travel Agents to access tickets after a reissue by the airline (OPR or manual). Travel Agents using Amadeus still have access to the ticket and may reissue again if technically possible. Travel Agents using other reservation systems must contact their Lufthansa Group Agency Support team for assistance.

### Notes on using the OPR Tool for flight irregularities

Austrian Airlines, Lufthansa and SWISS use the **Optimized Passenger Recovery (OPR) tool** to process short-term flight cancellations. With the help of this tool, many passengers can quickly be rebooked.

The OPR tool rebooks affected passengers to an alternative flight connection, taking into account the originally booked route (origin & destination), and reissues the flight tickets and all related EMDs.

### Are travel agencies allowed to rebook after a flight cancellation, if no UN/TK is visible in the PNR yet?

Yes – after checking the flight status (e.g. via a flight status query on the airline's website or, for example, in Amadeus via the DO transaction) and in accordance with the SKCHG/INVOL Policy. To prevent another OPR rebooking, the agent must remove the cancelled flight segment from the PNR. In such cases, the ticket should be reissued immediately.

### Can a travel agency rebook after a rebooking done by OPR (UN/TK in the PNR)?

Yes – after an automated rebooking by OPR, the customer is entitled to a **“one time free of charge” rebooking**. The travel agency is able to action this following the SKCHG/INVOL Policy.

This is also outlined in the SKCHG/INVOL Policy in Chapter 2.1.:

“Exception: if a ticket has been reissued by the airline’s automated reissue tool (OPR) in short-term (INVOL) case only, one further rebooking/reissue/exchange is permitted.”

### Does the travel agency retain access/control to a PNR/Ticket after OPR processing?

PNR (Respo) always remains with the travel agency. If the ticket was automatically revalidated (original route on original ticket), the travel agency retains access to the ticket.

If the ticket was reissued by the airline (OPR tool), for example due to change of route on new ticket, the travel agency loses control of the ticket in all CRS with the exception of

Amadeus. The airline is not able to “unlock” the ticket for the travel agency in their respective CRS.

**Does a travel agency see newly booked OAL flights when rebooked by the airline (OPR tool) in their CRS?**

- Amadeus: yes
- Farelogix/SPRK: no – because OAL flights (incl. Eurowings/EW) are not part of the NDC content of the Lufthansa Group airlines
- Other GDS: yes – as long as the respective airline has a PNR synchronization agreement with the respective GDS.