The new Lufthansa Group fares for Europe

Distribution Support Document

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1   Fare Filing solutions

1.1 Will the Lufthansa Group use ATPCO Branded Fares?

Yes, it is planned to use the ATPCO Branded Fares solution as it can be used in all distribution channels.

1.2 Is the Lufthansa Group able to provide a test filing?

Yes. Currently, a basic test filing (published branded fares structure as well as the EU-Flex rates for Corporate customers) can be provided to the trade partners and different technology providers. Possibly the GDS self-developed merchandising solutions such as Travelport Rich Content & Branding as well as Sabre Airline Merchandising have to be used.

In order to provide the test filing, an office ID is required. It is important that this office ID is not used for client systems and hence not for real bookings, because, due to technical reasons the filing is made in production.

1.3 Why does the Lufthansa Group not file the Fares with Account Codes?

There are several limitations related to the usage of Account Codes – e.g. the usage of private fares, the limited Number of Account Codes that can be used per GDS and/or Online booking tool, limited combinability etc.

Whereas the ATPCO Branded Fares logic allows to fully display the fares and the included/excluded ancillary services in most existing merchandising products.

2   GDS and other Technology Provider Information

2.1 Which GDS support the LHG Fare Concept?

With the appropriate merchandising solutions the optimal display of the fare types is possible in Amadeus, Sabre, and Travelport:

- Amadeus: The "1A Airline Fare Families" Solutions with the "Display" and "Upsell Module" is used.

- Sabre: The "1S Airline Merchandising Solution" will be used by the Lufthansa Group

- Travelport: The "Travelport Rich Content & Branding Solution "will be used.

The coverage of the LHG Branded Fares Concept in other regional GDS (e.g. Infini in Japan) is still open.

2.2 Amadeus

Is Amadeus Airline Fare Families available in all Amadeus Platforms?

The integration of Airline Fare Families into the GDS allows Amadeus travel agencies to deliver better access to increased transparency and visibility on Airline Fare Family, including main fare conditions and services attached to each fare.

This functionality is available in Amadeus Selling Platform Classic via Cryptic and via Web Services. (For a detailed overview of Amadeus Fare Quote products please refer to the Amadeus User Guides in Amadeus Download Center.)

The **"Display Module"** enables the travel agents to see what fare families are filed by airlines. Travel agents will see the airlines fare families, without any specific action in the output of any Pricing/Best Pricer, FXD, FQP, FQN and with a new input option (/FF) in the FQD. A new follow-up transaction (FQF) is available in order to display the services and conditions that are included in the fares.

The transaction FQF (Fare Families Description) is used to display the Ancillary Services, which are included, at charge and/or not offered.

```
>fqf1
*1: LIGHT - LH - FRAHAM
  DESCRIPTION : ECONOMY FARE RESTRICTED
  WARNING : ALL SERVICES MAY NOT BE DELIVERED AS THE REQUESTED FARE COMPONENT
            MAY INCLUDE A CODESHARE FLIGHT OR AN INTERLINE ITINERARY
  - INCLUDED
      CBY : 1 CABIN BAG 8 KG
      P10 : 100 PERCENT BONUS MILES
      0AT : SNACK
      0B3 : MEALS -  IF OFFERED -
      0AV : ALCOHOLIC DRINK
      0AW : NON ALCOHOLIC DRINK
  - AT CHARGE
      0CC : 1ST BAG UPTO50LB23KG 62LI158CM
      PSA : STANDARD SEAT RESERVATION
      PRS : EXTRA LEGROOM SEAT RESERVATION
      0BJ : CASH UPGRADE
  - NOT OFFERED
      0PN : MAGAZINES / NEWSPAPER
      0BX : LOUNGE ACCESS
      CHB : CHANGE BEFORE DEPARTURE
      CHA : CHANGE AFTER DEPARTURE
      RFB : REFUND BEFORE DEPARTURE
      RFA : REFUND AFTER DEPARTURE
      0LF : PRIORITY BAGGAGE
      03P : PRIORITY CHECK IN
      0LW : PRIORITY SECURITY LANE
      0G6 : PRIORITY BOARDING
```

Example of Amadeus Airlines Fare Families Details requested with a FQF (Fare Families Description)

The **"Upsell Module"** will allow travel agents to easily sell the right fare to the right customer and not necessarily the lowest one as per current pricing process behavior.

The Upsell module includes three main features:

- The price by fare family transaction (e.g. FXP/FF-name)

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- The upsell teaser, an additional appended message line returned in cryptic upon any pricing/best pricing transaction highlights the price difference between the priced fare and the lowest fare in the next higher fare family.
- The upsell transaction that computes up to 6 propositions in the next higher fare families from a PNR, either already priced or not yet.

```
FXB

01 MUSTERMANN/MAX MR
NO REBOOKING REQUIRED FOR LOWEST AVAILABLE FARE
LAST TKT DTE 16JUN15 - SEE ADV PURCHASE
-----------------------------------------------------------
     AL FLGT  BK T DATE  TIME  FARE BASIS     NVB  NVA   BG
 FRA
 HAM LH    2 K  K 20OCT 0700  K99LGT2        20OCT20OCT 0P
 FRA LH    1 K  K 30OCT 0600  K99LGT2        30OCT30OCT 0P

EUR    34.00     20OCT15FRA LH HAM17.00LH FRA17.00EUR34.00
                 END
EUR    10.00YQ   XT EUR 14.63DE EUR 0.07RD EUR 43.26RD
EUR    17.86OY
EUR    57.96XT
EUR   119.82
FARE FAMILIES:    (FOR MORE DETAILS: FQFn)
FARE FAMILY:FC1:1:LIGHT
FARE FAMILY:FC2:2:LIGHT
UPSELL: 25.00EUR, LIGHT-CLASSIC, FQF/TS-FXU/TS-FXY
>                                      PAGE  2/ 3
```

Upsell teaser in Pricing Display

Does Amadeus have to activate Airline Fare Families to Travel Agents or are they automatically available for all travel agents?

No additional action is needed for travel agencies. All the Travel Agencies worldwide are able to see the fare family content of any airline, who is filing airline fare families via ATPCO or Amadeus FareXpert.

Airline Fare Families Feature in Amadeus Web service has to be activated on Office ID level. For details, please contact your OBE provider or your Amadeus Account Manager.

Are cabin filters still available with the new Amadeus Airline Fare Families Solution?

Cabin filters and expanded parameters can be used even in combination with Airline Fare Families. However, cabin filters and expanded parameters are dependent on airline fare filing. Therefore, not every combination of cabin filters, expanded parameters and/or Airline Fare Families might provide results.

How is the new LHG European Fare concept displayed in Amadeus?
For Offline Users:
Best Buy (e.g. FXB), Pricing (e.g. FXP), Master Pricer Expert (FXD) and FQP Transactions will show the Airline Fare Families names automatically.

```
>fxb
FXB

01 MUSTERMANN/MAX MR
ITINERARY REBOOKED
LAST TKT DTE 17JUN15 - SEE ADV PURCHASE
-----------------------------------------------------------
      AL FLGT  BK T DATE   TIME  FARE BASIS       NVB   NVA   BG
 FRA
 HAM LH     2 K *K 20OCT 0700  K99LGT2           20OCT20OCT 0P
 FRA LH     1 K *K 23OCT 0600  K99LGT2           23OCT23OCT 0P

EUR    34.00     20OCT15FRA LH HAM17.00LH FRA17.00EUR34.00
                 END
EUR    10.00YQ    XT EUR 14.63DE EUR 0.07RD EUR 43.26RD
EUR    17.86OY
EUR    57.96XT
EUR   119.82
FARE FAMILIES:    (FOR MORE DETAILS: FQFn)
FARE FAMILY:FC1:1:LIGHT
FARE FAMILY:FC2:2:LIGHT
UPSELL: 25.00EUR, LIGHT-CLASSIC, FQF/TS-FXU/TS-FXY
```

Example Airline Fare Family Name after Best Pricer (FXB)

Airline Fare Family details can be requested by using FQF transaction.

```
>fqf1
*1: LIGHT - LH - FRAHAM
  DESCRIPTION : ECONOMY FARE RESTRICTED
  - INCLUDED
      CBY : 1 CABIN BAG 8 KG
      P10 : 100 PERCENT BONUS MILES
      0AT : SNACK
      0B3 : MEALS -  IF OFFERED -
      0AV : ALCOHOLIC DRINK
      0AW : NON ALCOHOLIC DRINK
  - AT CHARGE
      0CC : 1ST BAG UPTO50LB23KG 62LI158CM
      PSA : STANDARD SEAT RESERVATION
      PRS : EXTRA LEGROOM SEAT RESERVATION
      0BJ : CASH UPGRADE
  - NOT OFFERED
      0PN : MAGAZINES / NEWSPAPER
      0BX : LOUNGE ACCESS
      CHB : CHANGE BEFORE DEPARTURE
      CHA : CHANGE AFTER DEPARTURE
      RFB : REFUND BEFORE DEPARTURE
      RFA : REFUND AFTER DEPARTURE
      0LF : PRIORITY BAGGAGE
      03P : PRIORITY CHECK IN
      0LW : PRIORITY SECURITY LANE
      0G6 : PRIORITY BOARDING
```

Example Airline Fare Family Description

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Furthermore, there will be a new fare basis structure indicating the different LH Group Airline Fare Families:

LGT = Light fare

CLS = Classic fare

FLX = Flex fare

BUZ = Business fare

For Online Users:

There is no change in Master Pricer Expert Web Service logic. The cheapest recommendations will be returned (which will usually be the Light fare).

Airline Fare Family name and descriptions will be returned in MP Expert Web Service on request basis. If System Provider activates the Airline Fare Family via an input option in MP Expert request then name and descriptions will be returned.

There is no change in Master Pricer TravelBoard and Master Pricer Calender logic. The cheapest recommendations will be returned (which will usually be the Light fare).

Airline Fare Family name and descriptions will be returned in MP TravelBoard and Calender Web Service on request basis. If System Provider activates the Airline Fare Family via an input option in the request then name and descriptions will be returned.

Airline Fare Families Feature in Amadeus Webservice has to be activated on Office ID level. For details, please contact your OBE provider or your Amadeus Account Manager.

Does Amadeus provide the Airline Fare Family names & descriptions via APIv2/Web services interfaces?

Yes, the Amadeus Web Services provides the names & descriptions. For details, please contact your Amadeus Account Manager. Airline Fare Families Feature in Amadeus Web service has to be activated on Office ID level. For details, please contact your OBE provider or your Amadeus Account Manager.

Airline Fare Families names & descriptions via Amadeus API is not supported.

Are Airline Fare Families used by OBEs and OTAs?

OBEs and OTAs using Amadeus GDS are able to use Airline Fare Families via dedicated Web Services. Airline Fare Families Feature in Amadeus Web service has to be activated on Office ID level. For details, please contact your OBE provider or your Amadeus Account Manager.

Does the Amadeus Ticket Changer (ATC) support the LHG European fare concept?

Yes, the Amadeus Ticket Changer supports the new Lufthansa Group European fare Concept: ATC confirmed pricing (FXQ) and Best Buy (FXO) pricing will calculate results within the /fare family of the original ticket, based on the CAT31 filing for Voluntary Changes.

Airline Fare Family filter options for Amadeus Ticket Changer are planned to be available 4Q2015.

The ATC solution is available via Amadeus API V.2 as well as via Amadeus Web Service.

Is it possible to target a specific Airline Fare Family at time of pricing?

Yes, to target a specific Airline Fare Family at time of pricing you can use the option /FF-Name as appended pricing entry.

Examples:
   a) **FXP/FF-CLASSIC** for a Pricing Transaction → will price a Classic fare in the booked RBD
   b) **FXB/FF-FLEX** for a Best Pricer Transaction → will price the cheapest available Flex Fare
   c) **FXP/FF2-CLASSIC/FF3-FLEX** for a Pricing Transaction → will price a Classic fare for segment 2 and a Flex fare for segment 3 in the booked RBD
   d) **FXB/FF2-LIGHT/FF3-CLASSIC** for Best Pricer Transaction → will price the cheapest available Light Fare for segment 2 with the cheapest available Flex fare for segment 3

```
>FXB/FF2-LIGHT/FF3-CLASSIC
FXB/FF2-LIGHT/FF3-CLASSIC

01 MUSTERMANN/MAX MR
NO REBOOKING REQUIRED FOR LOWEST AVAILABLE FARE
LAST TKT DTE 17JUN15 - SEE ADV PURCHASE
-------------------------------------------------------------
     AL FLGT  BK T DATE  TIME  FARE BASIS     NVB  NVA   BG
 FRA
 HAM LH     2 K  K 20OCT 0700  K99LGT2        20OCT20OCT 0P
 FRA LH     1 K  K 23OCT 0600  K99CLS2        23OCT23OCT 1P

EUR    59.00     20OCT15FRA LH HAM17.00LH FRA42.00EUR59.00
                 END
EUR    10.00YQ   XT EUR 14.63DE EUR 0.07RD EUR 43.26RD
EUR    17.86OY
EUR    57.96XT
EUR   144.82
FARE FAMILIES:   (FOR MORE DETAILS: FQFn)
FARE FAMILY:FC1:1:LIGHT
FARE FAMILY:FC2:2:CLASSIC
UPSELL: 25.00EUR, CLASSIC-CLASSIC, FQF/TS-FXU/TS-FXY
```

Example Best Pricer with Fare Family LIGHT for Segment 2 and CLASSIC for Segment 3

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How to display upsell recommendations?

There are three different ways to show upsell recommendations:

```
01 MUSTERMANN/MAX MR

LAST TKT DTE 16JUN15 - SEE ADV PURCHASE
--------------------------------------------------------------
     AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
 FRA
 HAM LH    2 K  K 20OCT 0700  K99CLS2           20OCT20OCT 1P
 FRA LH    1 K  K 30OCT 0600  K99CLS2           30OCT30OCT 1P


EUR    84.00     20OCT15FRA LH HAM42.00LH FRA42.00EUR84.00
                 END
EUR    10.00YQ   XT EUR 14.63DE EUR 0.07RD EUR 43.26RD
EUR    17.86OY
EUR    57.96XT
EUR   169.82
FARE FAMILIES:    (FOR MORE DETAILS: FQFn)
FARE FAMILY:FC1:1:CLASSIC
FARE FAMILY:FC2:2:CLASSIC
```
Example: priced fare

a) **FXY** – Upsell recommendations from the lowest available fare in any possible Airline Fare Family combination.

```
>fxy
FXY
=================== LOWEST ====================
FARE 1 - 119.82  EUR
   PTC ADT - P1
   FC1 : S2 - LIGHT
   FC2 : S3 - LIGHT
=================== UPSELLS ====================
FARE 2 - 144.82  EUR
   PTC ADT - P1
   FC1 : S2 - LIGHT
   FC2 : S3 - CLASSIC
------------------------------------------------
FARE 3 - 144.82  EUR
   PTC ADT - P1
   FC1 : S2 - CLASSIC
   FC2 : S3 - LIGHT
------------------------------------------------
FARE 4 - 169.82  EUR
   PTC ADT - P1
   FC1 : S2 - CLASSIC
   FC2 : S3 - CLASSIC
------------------------------------------------
FARE 5 - 219.82  EUR
   PTC ADT - P1
   FC1 : S2 - LIGHT
   FC2 : S3 - FLEX
------------------------------------------------
FARE 6 - 219.82  EUR
   PTC ADT - P1
   FC1 : S2 - FLEX
   FC2 : S3 - LIGHT
------------------------------------------------
FARE 7 - 319.82  EUR
   PTC ADT - P1
   FC1 : S2 - FLEX
   FC2 : S3 - FLEX
```

b) **FXY1** – Upsell recommendation based on the priced itinerary in any possible Airline Fare Family combination.

```
>fxy1
FXY1
=================== CURRENT ===================
FARE 1 - 169.82  EUR
   PTC ADT - P1
   FC1 : S2 - CLASSIC
   FC2 : S3 - CLASSIC
=================== UPSELLS ===================
FARE 2 - 244.82  EUR
   PTC ADT - P1
   FC1 : S2 - CLASSIC
   FC2 : S3 - FLEX
-------------------------------------------------
FARE 3 - 244.82  EUR
   PTC ADT - P1
   FC1 : S2 - FLEX
   FC2 : S3 - CLASSIC
-------------------------------------------------
FARE 4 - 319.82  EUR
   PTC ADT - P1
   FC1 : S2 - FLEX
   FC2 : S3 - FLEX
-------------------------------------------------
FARE 5 - 408.82  EUR
   PTC ADT - P1
   FC1 : S2 - CLASSIC
   FC2 : S3 - BUSINESS
-------------------------------------------------
FARE 6 - 408.82  EUR
   PTC ADT - P1
   FC1 : S2 - BUSINESS
   FC2 : S3 - CLASSIC
-------------------------------------------------
FARE 7 - 646.82  EUR
   PTC ADT - P1
   FC1 : S2 - BUSINESS
   FC2 : S3 - BUSINESS
```

c) **FXY/FFH** – Upsell recommendations from the lowest available fare in homogenous Airline Fare Families only.

```
>fxy/ffh
FXY/FFH
==================== LOWEST ====================
FARE 1 - 119.82  EUR
   PTC ADT - P1
   FC1 : S2 - LIGHT
   FC2 : S3 - LIGHT
==================== UPSELLS ====================
FARE 2 - 169.82  EUR
   PTC ADT - P1
   FC1 : S2 - CLASSIC
   FC2 : S3 - CLASSIC
--------------------------------------------------
FARE 3 - 319.82  EUR
   PTC ADT - P1
   FC1 : S2 - FLEX
   FC2 : S3 - FLEX
--------------------------------------------------
FARE 4 - 646.82  EUR
   PTC ADT - P1
   FC1 : S2 - BUSINESS
   FC2 : S3 - BUSINESS
```

For details, please see Amadeus User Guide Fares & Pricing in Amadeus Download Center.

How to book prepaid baggage?

The LIGHT fare does not include any baggage. In case you would like to book a prepaid baggage for a LIGHT fare, the baggage can be booked via Ancillary Service catalogue (FXK). Pricing (FXG) and EMD issuance is required.

How to book seats?

There is no change in seat reservation process. Seats can be booked via cryptic or graphical seat map. In case the seat is chargeable a /SSR-segment will be created and the service needs to be priced with FXG before EMD issuance.

2.3 Travelport

How can Travelport's Merchandising Platform (TMP) Rich Content & Branding (RCB) be used in Travel Agencies?

The Travelport Merchandising Platform is available at no cost for all Travelport connected Travel Agents

Rich Content and Branding enables travel agents to view rich information (including images) at point of sale. This applies to Travelport Smartpoint Version 5.3.1 for Travelport Worldspan and Version 4.0 for Travelport Apollo/Galileo:
- Images and sales information relating to products and services
- View ancillary Services associated with each Fare
- Matrix view to easily compare included, chargeable and excluded Ancillary Services
- Identification of upselling opportunities at the time of booking

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Does the Travelport Web Service support the rich content and branding solution?

As per current status the Travelport Web Service does not support the rich content and branding solution.

Does the Travelport Universal API support the Rich Content and Branding solution?

Rich Content and Branding is currently in Alpha testing. Travelport is looking to further develop the rich content and branding solution to display it via the Universal API.

How are the LHG Fare types displayed in Travelport, if the Travelport Rich Content & Branding Solution is not implemented?

As per current status the fares will be available, but no information about the Fare names, included or excluded ancillary services will be available. In most cases only the light fare will be shown. With the goal to price also Classic or Flex fares a manual Fare Basis override is required. (For exact format please contact your Travelport Support Desk).

2.4 Sabre

How can Sabre's Airline Merchandising Solution be used in travel agencies?

Sabre Airline Merchandising products are available at no cost to all Sabre Connected agents (source: Sabre.com). The Airline Merchandising Solution will be available as soon as the necessary upgrades to a new Version (standard process for new Sabre Developments) are done. For further information travel Agents should contact Sabre.

How are LHG Branded Fares displayed in Sabre, if the Sabre Airline Merchandizing Solution is not implemented?

As per current status the Fares will be available, but no information about the Fare names, included or excluded ancillary services. In most cases only the Light Fare will be shown. With the goal to price also Classic or Flex Fares a manual Fare basis override is required. (For exact format please contact your Sabre Support Desk)

Does the Sabre Bargain Finder Plus support the new LHG Fares Concept?

Sabre does support the new LHG Fare Concept for general shopping Transactions via the Airline Merchandising solution.
The Bargain Finder Plus will currently only price the Light Fare.

Currently Sabre does not support yet all LHG Ancillary services offered with the new LHG Fare Concept, especially the issuance of an EMD for Advanced Seat reservation. This leads to the fact that as per current status ASR for European flights (also feeder/de-feeder to Intercontinental flights) will not be possible via Sabre once the new European Fare Concept is implemented

2.5 Farelogix

Does Farelogix support the new LHG European Fare Concept

The support of the new European Fare Concept by Farelogix is currently in development

2.6 OBE's /OTA's

Do all OBE's and OTA's already support the new LHG Fare Concept?

Currently many Technology Provider for Corporate Online booking engines and further support systems are working on the implementation of a technical solution with the goal to display all LHG new fares, the respective Ancillary services etc. Nevertheless in some cases this requires major efforts and it is to be expected that in the beginning the Sales process might require additional manual steps.

2.7 Which Online Booking Engine providers have already been informed?

Confidential talks have already taken place with most mayor Online booking engines in order to give them some time for the evaluation of the impact the changes in the fare concept will have for their required system adaptions. . Which type of Electronic Miscellaneous Document (EMD) is used for the chargeable Services of the new LHG Fare Concept?

For all purchasable ancillary services, as they are directly linked to a flight coupon, an EMD-A is used.

2.8 Is it possible to sell an EMD on a LH/LX/OS operated flights on a different ticket stock?

Yes, as of 26th February 2015, it is possible to sell all Austrian, Lufthansa, and SWISS EMD – A services on LH (OS/LX operated flights also for passengers holding a ticket from another airline. For example it is possible to sell chargeable seats on a Lufthansa operated flight with an UA ticket. To use the EMD-A with a ticket from another airline it is important that the booking is on the LH operated flight number of LH/LX/OS (e.g. LH454).

2.9 Is it possible to sell an EMD on codeshare flights?

No, the issuance of Lufthansa EMD-A documents on code share flights and pure OAL flights (with the exception of LH/OS via Amadeus) is currently not possible.

2.10 Is it possible to sell an EMD on LH/OS codeshare flights

Furthermore OS and LH will have EMD Interlining implemented with the new fare concept therefore it will be possible to sell EMDs also on OS respectively LH Code share flights in those Distribution Channels that support EMD-Interlining (currently: Amadeus)

2.11 Do the Low Fare search tools support the new fare concept?

There are several Low Fare search tools in place, e.g. the Amadeus Masterpricer products, Sabre Bargain finder Plus Travelport low fare search options and many more... Many Online Travel Agents and also many Corporate Online booking Engines (OBE's) are using these Low fare search tools.

Most of them are programmed in a way that the best Buy options will always return the lowest fare under consideration of the applicable tariff conditions (advance purchase, minimum stay

etc.), but disregarding included or excluded ancillary services. . Even if the technology provider are working on enhancements in order to allow the selection of e.g. Fares that include free baggage Allowance it is not expected that the programming will be finished and available to Travel Agencies and/or Corporate companies with the Introduction of the LHG Fare Concept. (E.g. Masterpricer is planned for 4Q15, Sabre Bargain Finder for 2016

3   Further Support Systems

3.1   In which way are mid- and back offices affected by the new Fare Concept?

The ticket sale does not change, but in case chargeable Services are sold via an EMD-A, the mid and Back Office systems may require adaptions in order to interpret the services correctly, as these codes are Airline specific. (Standardized IATA Codes are not available yet). It is not expected that the product information about Ancillary services which are included in the respective Fares will be transferred to the Mid-office systems as they are not relevant for the invoicing process.

4   Miscellaneous

4.1   Will LHG change the logic of the Optional Payment Charge?

No, the Optional Payment charge is not affected by the introduction of the new Fare Concept.

5   Contract handling

5.1   Will it be necessary to adapt the existing travel agency contracts?

The current incentive structure will not change due to the introduction of the new fare concept.

5.2   Will it be necessary to adapt the existing corporate contracts?

No, the corporate Contracts which are in place do not have to be adapted due to the new Fare concept.

5.3   Will LHG still offer the generic discount model EU-FLEX?

Yes. There will be an EU-FLEX offer of 3% discount in Business Class and all three Economy Class brands for booking classes Y Class to Q Class. For booking classes V Class to K Class the discount still remains 0% in order to combine all booking classes on half return base. Furthermore as an interim-solution the EU-FLEX based on the FLEX Fare will be fully flexible (no refund fee) in the booking classes Y/B/M

5.4 Will LHG still offer Corporate Fares (CFs, Pay as You Fly) for trunk routes?

Yes. LHG will continue to offer Corporate Fares (CFs) and Pay as You Fly on trunk routes for selected corporate customers. The Fares will remain fully flexible and have all the Ancillary Services of the new FLEX Fare.

```
01OCT15**01OCT15/LH FRAMUC/NSP;EH/;CFLEX
47 QCRFLX                 300 Q  -    -     -   +  + -  12MBR
48 MCRFLX                 400 M  -    -     -   +  + -  12MBR
CFLEX - LH - FRAMUC
  DESCRIPTION : CORPORATE FARE FULLY FLEXIBLE
  WARNING : ALL SERVICES MAY NOT BE DELIVERED AS THE REQUESTED FARE COMPONENT
            MAY INCLUDE A CODESHARE FLIGHT OR AN INTERLINE ITINERARY
  - INCLUDED
      CBY : 1 CABIN BAG 8 KG
      FBY : 1 CHECKED BAG 23KG
      P15 : 150 PERCENT BONUS MILES
      0AT : SNACK
      0B3 : MEALS -  IF OFFERED -
      0AV : ALCOHOLIC DRINK
      0AW : NON ALCOHOLIC DRINK
      PSA : STANDARD SEAT RESERVATION
      CHB : CHANGE BEFORE DEPARTURE
      CHA : CHANGE AFTER DEPARTURE
      RFB : REFUND BEFORE DEPARTURE
      RFA : REFUND AFTER DEPARTURE
  - AT CHARGE
      PRS : EXTRA LEGROOM SEAT RESERVATION
      0BJ : UPGRADE
  - NOT OFFERED
      CBC : 2 CABIN BAGS 8KG EACH
      FBC : 2 CHECKED BAGS 32KG EACH
      0CC : 1ST BAG UPTO50LB23KG 62LI158CM
      P10 : 100 PERCENT BONUS MILES
      0PN : MAGAZINES / NEWSPAPER
      0BX : LOUNGE ACCESS
      0AU : BUSINESS CLASS SNACKS
      0LO : BUSINESS CLASS MEALS
      SEA : MIDDLE SEAT KEPT VACANT
      0LF : PRIORITY BAGGAGE
      03P : PRIORITY CHECK IN
      0LW : PRIORITY SECURITY LANE
      0G6 : PRIORITY BOARDING
```

> **Example: LH Corporate Fares and Ancillary Services**

6   Glossary

Glossary

Rich Content & Branding (RCB)	Travelport' s Merchandising Platform which enables travel agents to view information at point of sale: • sales information relating to products and services • View attributes associated with each branded product • Matrix view to easily compare included, chargeable and excluded attributes • Identification of upselling opportunities at the time of booking
Travelport Universal API	The Travelport Universal API provides access to travel content, availability, pricing, and functionality in one API. Universal API uses Web Services technologies to support data transfer between client travel applications and a variety of providers and suppliers.
Amadeus Ticket Changer (ATC)	With the Amadeus Ticket Changer (ATC) you can automatically recalculate voluntary reissues and revalidations based on the IATA industry standard. The ATC is available for three different interfaces: 1) Terminal emulator (cryptic display), 2) Amadeus Selling Platform (graphical user interface), 3) Websites. The ATC solution for the new Fare concept is available via Amadeus API V.2 as well as via Amadeus Web Service for Online Booking Engines.
Sabre Bargain Finder Plus	Low fare search engine (based on the GDS Sabre)
ITA	search engine provider Since 2011 ITA Software is a company of Google. ITA Software offers an airfare pricing & shopping engine, called QXP. ITA Software technology is used by online and traditional travel agents, corporate booking tools, meta-search engines, leisure packaging sys-

	tems and technology providers. Major clients are deem (OBE), Orbitz (OTA), Kayak (Meta-Searcher), nuTravel (OBE), CheapTickets (OTA), hipmunk (Meta-Searcher)…..
Vayant	Technology provider. Vayant has supplied Lufthansa with a custom-made cache, based on its Pricing Cache solution that enables Lufthansa to deliver fares and offers to its leisure business partners. Vayant pushes updated cache data six times a day to Lufthansa, with booking ratio of over 90 per cent. Pricing Cache's flexibility means Lufthansa can offer different price classes and passenger types, such as adult, child and infant, in the cache.
Cache	
Mini Rules	Amadeus Mini Rules provides a short and clear summary of the most important fare rules in a structured format for a given pricing. It is based on the rule restrictions that are effectively processed and validated for a given pricing context. This enables Amadeus customers (internal & external) to produce an easy to read text and create necessary translations so the traveler, the final end-user, can easily understand the restrictions related to the fare being purchased.
Ypsilon.Net	Ypsilon.Net AG is a global provider of internet travel technology for airlines, consolidators, travel portals and travel agencies. The e-travel applications produced and offered by Ypsilon.Net range from fare management tools, air, hotel and car booking engines, cache content, customer profile manager, ticketing and mid office solutions to fraud prevention system, travel industry specific PCI DSS and payment solutions. The open booking tools of the Lufthansa City Center (lcc24.com) and BCD Travel (bcd-

	travel-direct.de) are currently using the white label internet booking engine (IBE) of Ypsilon.Net.
HitchHiker	HitchHiker is an independent travel software company developing software solutions for airlines, consolidators, online portals (OTAs), travel agencies, tour operators and travel management companies.
Midoco	Mid-office System. Midoco develops midoffice technology for the travel industry. Midoco supports processes of travel agencies, call centers, fulfillment centers, as well as online portals for leisure and business travel.
Amadeus 1A Agency Manager	The Amadeus Agency Manager is a widely used mid-office application, encompassing features such as automatic invoicing, automated service fee calculation, document management, reporting etc.
Amadeus VERK	The Amadeus VERK mask is a part of the 1A Selling Platform. With remark elements travel agents can enter information in the PNR, which is automatically transferred with the ticket issuance in the VERK mask and subsequently in the sales receipt. Example: RM *VERK+:KD-NR:121212&KKS:209620&B-NAME:FRAU MEIER)
OTA	Online Travel Agency, e.g. Expedia, Opodo, eBookers
OBE	Online booking Engine used in the corporate segment – exclusively for business trips. E.g. Cytric, ConCur, Amadeus E-Travel Management, Onesto