

Travel Credit EMD Handling (TWP 2203)

Factsheet for Travel Agents

1. Basic information

The current “Ticket-on-hold” options (TWP 2202) will **expire on 31 May 2022, i.e. the passengers must re-issue to a new flight itinerary by this date** in order to use their past tickets under the **current TWP “ticket-on-hold” condition**. (Exception: tickets with a confirmed ticketed date of travel between 1 and 30 June 2020 have to be reissued until 18 May 2022).

Starting 1 June 2022, all rebookings/reissues/refunds are back to standard rules based on fare conditions.

If the passenger **is not able to choose a new travel date on/before 31 May 2022**, the airlines of the Lufthansa Group offer an **additional one-time option** to convert their **old tickets** first into a Travel Credit EMD, for a future ticket purchase. The **deadline for conversion to a Travel Credit EMD** is also **31 May 2022** to coincide with the current “Ticket-on-hold” TWP.

There are different types of EMDs:

1. **“TCVT” Non-refundable** Travel Credit EMD for voluntary cases. TCVT is entirely non-refundable and will lose its value if not used within 1 year – no partial refunds. No refund of taxes/fees/surcharges associated with original ticket.
2. **“TCVR” Refundable** Travel Credit EMD for involuntary cases (ticket eligible to refund on involuntary basis). TCVR is refundable any time, including any unused portions (Unused portion to be issued as residuals – see below on Refundable Residual TCRR)

The Travel Credit EMD will be valid for 1 year, during which the passenger may exchange toward a purchase of a new international ticket for himself/herself. Name change is not permitted.

1.1. Available channels

For technical reasons, the Travel Credit EMD can be issued in the **GDS Amadeus (1A)** only.

Tickets issued via other reservation systems (NDC or other GDS) on the same IATA number can be converted via Amadeus into a Travel Credit EMD as follows:

- If applicable, cancel the reservation in the original reservation system
- Reissue the ticket in Amadeus into a Travel Credit EMD as described below
- Once the passenger has decided for the new journey, reissue the Travel Credit EMD in Amadeus into the new ticket.
 - Note: If no DCC was charged on the original ticket (i.e. original ticket was issued via NDC) it is mandatory to **charge the DCC (YR) on the new ticket**, regardless if you reissue a TCVR or TCVT.

Travel agents without access to Amadeus or having technical problems with the conversion of these tickets may contact their Lufthansa Group Agency Support team and request the conversion into a Travel Credit EMD. In this case, the Travel Credit EMD can only be converted to a new booking/ticket by telephone in the respective Lufthansa Group airlines Service Center (e.g. Austrian Airlines Service Center for OS EMD). The Lufthansa Group Agency Support unfortunately will not be able to assist in exchanging an EMD to a new ticket.

2. Process

Before issuing the EMD, the available options need to be verified and the “status” of the current tickets must be checked. **Determine if the ticket holds a voluntary or an involuntary status.**

Voluntary status: Ticket is not eligible for involuntary refund

- The Travel Credit EMD as an additional offer is particularly attractive to passengers who were not affected by flight cancellations and whose ticket does not qualify for fare refunds, but would like to have an opportunity to use the entire value of their original tickets in future.
- For passengers holding a fully refundable fare, a refund may be a more beneficial option.

Involuntary status: Ticket is eligible for involuntary refund, i.e. affected by a flight cancellation or SKCHG resulting in a time change of 2 hours or more in departure and/or arrival time on complete origin and destination or departure time is brought forward more than one hour (> 60 minutes).

- Passenger keeps the legal rights (one rebooking free of charge on original O&D without repricing) if the ticket is continued to be kept on hold. If the passenger is likely to travel on the same O&D in the near future, simply keeping the ticket may be the most beneficial option.

- If the ticket is converted to an EMD, the customer can choose any O&D – always with repricing. Alternatively, the TCVR EMD can be refunded any time.
- If the customer is currently not expecting to book a new travel at all in the future, in most cases it will be more beneficial for the customer to refund the ticket and purchase a new ticket at a later time.

3. Business Rules

Eligible tickets:

- **Ticketed travel dates on/after 1 June 2020 and on/before 31 August 2021** (i.e. the ticket contains at least one unused segment (coupon) in the eligible travel period), **and**
- **Tickets issued on/before 31 July 2021** (the date of ticket issue always refers to the current ticket. If the ticket has not yet been reissued, it refers to the date of original ticket issue. If, however, the ticket has already been reissued, it refers to the date of the reissue), **and**
- **Entirely unused** OS/SN/LH/LX/EN tickets for **international travel** (individual bookings and ticketed group bookings)
- **Excluded** are:
 - Pure domestic travel tickets
 - Partially-used tickets
 - IT/BT-fares (all tickets not showing the fare amount)
 - AD fares
 - Infant tickets

Note: EMDs (e.g., ancillaries, UMNr etc.) and **OB Fees** collected on tickets (OPC) are **not** eligible for Travel Credit EMD conversion. Check with your Lufthansa Group Agency Support team if a refund is possible.

Conversion period, i.e. the time frame for converting an old ticket into an EMD: **on/after 27 April 2022 and on/before 31 May 2022**. (Exception: tickets with a confirmed ticketed date of travel between 1 and 30 June 2020 have to be reissued on/before 18 May 2022 due to the 720 days technical restriction).

Types of EMDs:

- “TCVT” non-refundable
- “TCVR” refundable
- “TCRR” refundable

Not transferable: Travel Credit EMD and the ticket issued in exchange for the EMD must be issued for the same name as on the original ticket.

One EMD per ticket: Multiple tickets may not be used to create one Travel Credit EMD (One ticket to one Travel Credit EMD only).

Exchange to ticket:

- A Travel Credit EMD (TCVR/TCVT) **may be exchanged within the validity (1 year) for an international ticket.**
 - An exchange to a domestic-only travel (e.g. entirely within Germany) is **not permitted due to tax reasons**
 - One Travel Credit EMD to one ticket only: Multiple Travel Credit EMDs may **not** be used to issue one ticket.
 - Exchange from a Travel Credit EMD to a new ticket follows the standard voluntary ticket exchange process.
 - **For TCVT Non-refundable EMDs:** Residuals are ignored (and non-refundable)
 - **For TCVR Refundable EMDs:** If the new ticket value is lower than the EMD value, issue a Refundable Residual Travel Credit EMD (TCRR). TCRR may be refunded or used for the purchase of another ticket or an ancillary EMD.

4. Handling Instructions (Amadeus only)

4.1. Conversion from a ticket to an EMD

Please verify the available options first. Especially if the passenger is **holding a refundable ticket, a refund according to the fare rule may be more suitable** than converting into a **non-refundable Travel Credit EMD**. Please ensure that the passenger has understood and accepted the fact that the Travel Credit EMD will be non-refundable for voluntary tickets, once these have been converted into a non-refundable Travel Credit EMD (TCVT).

1. If **not** qualifying for involuntary refund, then use the service code **"TCVT"** (Non-refundable Travel Credit EMD)
IU LH NN1 TCVT FRA/10MAY (current date)
2. If qualifying for involuntary refund, then use the service code **"TCVR"** (Refundable Travel Credit EMD)
IU LH NN1 TCVR FRA/10MAY (current date)
2. TMC/VLH/L5 (L = SVC line #. Validating carrier = original ticketing carrier)
3. TMI/CV-585.14/R EUR585.14/W EUR0.00 → Ticket value including taxes
4. TMI/FO-220-2465434027E1FRA16JAN21/23490456 → Exchange ticket information
5. **For TCVT (Non-refundable):**
TMI/FE - NONREF TWP2203

For TCVR (Refundable):

TMI/FE – TWP2203

6. TMI/NA-10MAY23 → Validity – 1 year from the issue date

7. For TCVT (Non-refundable):

TMI/FP-O/NONREF

For exchange of a TCVR (refundable):

TMI/FP-O/CC → Original form of payment

8. TMI/YI → International indicator

9. TTM/M1/RT → Issue EMD

Note: For Air Dolomiti (EN) all TCVR and TCVT have to be issued with “INVOICE” as original form of payment.

4.2. Conversion from a Travel Credit EMD to a ticket

Using the Travel Credit EMD to issue a ticket follows the same process as exchanging an existing ticket into a new ticket. **Please note: The validating carriers of the EMD and the new ticket must be the same, e.g. an LH issued (220-) EMD can only be used to issue an LH (220-) ticket.**

Travel Credit EMD value is equal/lower than the new ticket value

1. Book new flights – price the itinerary
2. Calculate the new total ticket amount by deducting the Travel Credit EMD value
3. Prepare TST for exchange:

TTI/EXCH

4. If the EMD value is equal to the new ticket value: go to step 5

If the EMD value is lower than the new ticket value

Update the new total amount:

TTK/TEUR25.00

5. Update with Not Valid After date if not present:

TTI/VXX24DEC

6. Insert the FO element (EMD number being used)

FO220-1234567890M1FRA10MAY22/23490456

7. Form of payment:

For exchange of a TCVT (Non-refundable):

FPO/NONREF – if no additional collection

FPO/NONREF+/CCVI##### – with additional collection

For exchange of a TCVR (refundable):

FPO/CC → Original form of payment – if no additional collection

FPO/INVOICE+/CCVI##### – with additional collection

8. Add an FE item "TWP2203" to the ticket. Also a "NONREF" indicator for use of TCVT
From TCVT: 5//NONREF EURXXX TWP2203 (NONREF amount from the EMD)
From TCVR: 5//TWP2203 (5 = FE Line number)
9. Issue the new ticket: TTP/RT

Travel Credit EMD value is higher than the new ticket value

1. Book new flights – price the itinerary
2. Prepare TST for exchange: TTI/EXCH
3. Update with Not Valid After date if not present:
 TTI/VXX24DEC
4. Insert the FO element (EMD number being used)
 FO220-1234567890M1FRA10MAY22/2349045
5. Form of payment:
For exchange of a TCVT (Non-refundable):
 FPO/NONREF
For exchange of a TCVR (refundable)
 FPO/INVOICE → Original form of payment
6. Add an FE item "TWP2203" to the ticket
From TCVT: 5//NONREF TWP2203
From TCVR: 5//TWP2203 (5 = FE Line number)
7. If using **Non-refundable Travel Credit EMD (TCVT): Issue the ticket – Residuals will be ignored.**
8. If using **Refundable Travel Credit EMD (TCVR) – Residual value EMD can be issued**
 Create the SVC segment for **TCRR:**
 IU LH NN1TCRRFRA/10DEC (current date)
9. Create the pricing record TSM-P for the residual value TCRR EMD:
 TMC/VLH/L4 (Validating carrier = EMD carrier. 4=Line number for SVC TCRR)
10. Update the TSM-P with the residual value total amount, for the TSM and coupon value
 TMI/REUR200.15/W0.00/CV-200.15
 Associate old form of payment:
 TMI/FP-O/CC → Original form of payment
11. Update the old FO to indicate the TCVR Travel Credit EMD number exchanged
 TMI/FO-220-1234567890M1FRA10MAY22/23490456
12. International indicator:
 TMI/YI
13. Issue both ticket and EMD: TTP/TTM/RT