

# LUFTHANSA GROUP SCHEDULE CHANGE/ IRREGULARITY POLICY FOR TRAVEL AGENTS

This document is valid for:

- ☒ Austrian Airlines
- ☒ Brussels Airlines
- ☒ Lufthansa
- ☒ SWISS

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# OVERVIEW OF SUBSTANTIAL CHANGES

Version	Date	Chapter	Type	Content
1.2	Jan 2022	3, 3.1, 7.1	New	Refund if departure time brought forward more than one hour
1.3	Sep 2022	2.1	Clarification	O&D change handling + new standard for multi airport cities.
	Sep 2022	2.2	New	Rebooking Option 2 with RBD exception for +/-3 days extended to flight sectors with OS, SN, LH, LX flight numbers operated by AC, UA, NH
	Sep 2022	5	Clarification	Involuntary handling of upgraded segments
1.4	Oct 2022	2.1		Postponed: new standard for multi airport cities

## 1 INTRODUCTION

This document serves to inform Travel Agencies about the options and rules for self-service in Schedule Change/Irregularity Scenarios.

Travel Agencies are not obliged to handle involuntary ticket reissues/refunds themselves. They may always contact the local Lufthansa Group Agency Support team for assistance.

### 1.1 Scope

The Lufthansa Group airlines Schedule Change/Irregularities Policy for Travel Agents is valid for:

- OS(257), SN(082), LH(220), LX(724) plated documents
- Individual bookings (no group bookings)
- Flights of any airline (incl. OAL) on the same OS, SN, LH, LX ticket affected by a schedule change or irregularity. For OAL cancellations, the Travel Agent may be asked to provide proof from their reservation system.
- One involuntary reissue after a schedule change/irregularity is permitted free of charge. Any further change/reissue is considered voluntary, and the original fare rules must be applied.

### 1.2 Definitions

**SKCHG** is a planned long-term Schedule Change. It includes time changes and cancellations that occur earlier than one calendar day before scheduled departure of the first impacted flight.

**INVOL** is an unplanned short-term Irregularity. It includes delays and cancellations that occur on the day of departure of the first impacted flight or the day prior.

Also known as: Flight Irregularity, IRROP or IRREG. In this guideline, we use the term “INVOL”.

## 2 REBOOKING STANDARDS AND OPTIONS

This section provides information on rebooking principles and should not serve as an indication whether or not a waiver is required. This information is available in the [Self-Service & Waivers](#) section.

### 2.1 Rebooking Standards/ Reminders

Non-compliance with the rules of this policy may result in an ADM.

- Rebook in the same travel compartment on original O&D
- Premium Economy compartment: G/E/N are for Premium Economy only and **may not** be used for Economy Class passengers
- No additional stop-overs unless permitted in the fare rule
- In case of automated re-accommodation, the passenger may make **one** subsequent change according to their preference as long as the change is in line with the handling rules
- Once the customer has accepted an alternative rebooking and the ticket is reissued, any further change or refund is considered voluntary.  
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. Additional information available in [Appendix C](#).
- Currently there is no time limit for the **one** time free of charge rebooking as long as the ticket is reissued within the original ticket validity
- Unneeded flight segments must be cancelled right away
- Inactive segments (e.g., UN, HX) must be removed from the PNR latest 48h before departure of the flight
- For all re protections, travel documents are the responsibility of the traveler and must be considered before rebooking/reissue (e.g., Transit Visa).
- Any alternate flight/flight connection must be booked on the original Origin and Destination (O&D). A change of airport within the same city code (e.g. MXP/LIN = city MIL or LHR/LCY = city LON) does not count as O&D change. The implementation of the **new standard for multi airport cities has been postponed until 03APR23**. Until then EWR remains part of the city code NYC and in case of involuntary rerouting from EWR to JFK (vv.) no waiver is needed.

## 2.2 Rebooking Options for SKCHG (long-term) and INVOL (short-term) scenarios

### Alternative 1 – rebooking within same airline of original booking

Same marketing airline + Same ticketed points & routing + Same operating carrier  
+ Same ticketed RBD

### Alternative 2 – rebooking within Lufthansa Group airlines and AC/UA/NH

Same ticketed RBD to flights with OS, SN, EW, LH, LX, EN, 4Y flight numbers that are operated by OS, SN, EW, LH, LX, EN, WK, 4Y\* or their wetlease partners.

- OS marketing flight number operated by LH – OK
- LH marketing flight number operated by TP – **not** OK

#### RBD Exception for Alternatives 1-2

- Flight sectors with OS, SN, EW, LH, LX, EN, 4Y flight numbers operated by OS, SN, EW, LH, LX, EN, WK, 4Y\* or their wetlease partners
  - If the original RBD is not available, the next higher available RBD within the same travel compartment may be used
- Flight sectors with AC, UA, NH flight numbers operated by AC, UA, NH or OS, SN, EW, LH, LX, EN, WK, 4Y\* or their wetlease partners **or**
- Flight sectors with OS, SN, LH, LX flight numbers operated by AC, UA, NH
- Note: in case of INVOL (short-term) always book the flight number of the operating carrier.
  - If the original RBD is not available, the next higher available RBD within the same travel compartment may be used if **new flight** is **+/- 3 days** from the original travel date

All other airlines contained in the routing must be booked in the correct RBD as per the fare note. This includes flights with OAL marketing flight numbers operated by OS, SN, LH, LX and EN.

\* For 4Y, always book the LH flight numbers (operated by 4Y) unless the original PNR was booked with a 4Y flight number.

## Alternative 3 – rebooking according to Fare Note

Any alternative routing & carrier is permitted in the applicable RBD as indicated in the fare rule. Rebooking fee does not apply

If no solution is found in Alternatives 1-3, contact the Lufthansa Group Agency Support team to check further possibilities.

## 3 SELF-SERVICE & WAIVERS

Depending on the involuntary scenario, either self-service (no waiver required) by agency is possible or a waiver based on the Basic Rules must be requested from the local Lufthansa Group Agency Support team.

This means: The necessity of a waiver depends on the triggering event (i.e., flight cancellation, time change). See table [Waiver Rules](#).

The UN or UN/TK in the PNR only entitles to a refund on involuntary basis, if the UN or UN/TK causes a time change of two hours or more or if the departure time is brought forward more than one hour (> 60 minutes). Flight number changes and/or UN or UN/TK causing a time change of less than two hours respectively departure time not brought forward more than 1 hour, do not entitle to a refund on involuntary basis.

In case an **OAL flight is cancelled** on an OS, SN, LH, LX ticket, It is mandatory to enter the **standard waiver code “CNXOAL”** into the refund transaction in case of OAL cancellations and direct refund is processed in the reservation system:

Reservation System	Entry
Amadeus	TRFU/WA CNXOAL
Sabre	After direct refund “WFR” entry, enter “CNXOAL” in the waiver box
Galileo/Travelport	Start direct refund via TRNE entry. Enter “CNXOAL” in the waiver box (A/L authority)
Infiniti	Enter “CNXOAL” under Refunds “Reason Code”
Axess	Enter “CNXOAL ” under “A/L Authority” in the refund template
TravelSky	Enter “CNXOAL” in the Refund window “RMK”
Farelogix/SPRK	Enter “CNXOAL” in the Refund window “Waiver code box”

In case of any unjustified ADM in which an OAL flight was cancelled before the refund was initiated, please dispute the ADM in BSP [link](#) or other local process in non-BSP markets and attach proof of the OAL cancellation – the ADM will be cancelled.

If a refund request is **submitted to the airline refund team** (BSP [link](#) or other local process in non-BSP markets) due to an OAL cancellation, please enter “**CNXOAL**” in the refund request.

## 3.1 Basic Rules

### Rebooking / Reissue Rule

Any Schedule Change/Irregularity entitles to a **rebooking/reissue** on involuntary basis as per the [Rebooking Standards](#) – this includes time changes and flight cancellations (with or without automatically booked alternatives).

### Refund Rule – SKCHG

A Schedule change (SKCHG, long-term) only entitles to **refund** on involuntary basis if it results in a time change of 2 hours or more in departure and/or arrival time on complete origin and destination. In addition, refund is permitted if the departure time is brought forward more than one hour (> 60 minutes). This applies to time changes (TK) (Waiver needed!) and flight cancellations with automatically booked alternatives (UN/TK)

### Refund Rule – INVOL

A Flight Irregularity (INVOL, short-term) entitles to **refund** on involuntary basis in case of flight cancellation (with or without automatically booked alternatives) and in case of a flight delay (Waiver needed!) of 5 hours or more.

### Waiver Rules

Check the table below to **determine whether self-service (without waiver)** is possible within the scope of the rules outlined above, or **if a waiver must be requested** from the local Lufthansa Group Agency Support team:

Scenario / Segment status (Triggering event)	Reissue	Refund
Flight Cancellation LHG: UN or UN/TK of OS, SN, EW, LH, LX, EN, 4Y flight numbers operated by OS, SN, EW, LH, LX, EN, WK, 4Y	Self Service without waiver <a href="#">Rebooking/ Reissue Rule</a>	Self Service without waiver <a href="#">Refund Rule - SKCHG</a>
Flight Cancellation OAL: UN or UN/TK of any segment with OAL flight number operated by any airline or LHG flight number operated by OAL.	Self Service with waiver code entry in Endo-box: CNXOAL <a href="#">Rebooking/ Reissue Rule</a>	Self Service with waiver code entry in refund mask: CNXOAL <a href="#">Refund Rule - SKCHG</a>

Time Change (SKCHG): TK of OS, SN, LH, LX prime flight on own document *	Self Service without waiver <u>Rebooking/ Reissue Rule</u>	<b>Waiver required</b> <u>Refund Rule - SKCHG</u>
Time Change (SKCHG): TK of all other flights	<b>Waiver required</b> <u>Rebooking/ Reissue Rule</u>	<b>Waiver required</b> <u>Refund Rule - SKCHG</u>
Delay (INVOL): HK  Delays do not reflect in the PNR or in the audit systems (segment status remains HK)	<b>Waiver required</b> <u>Rebooking/ Reissue Rule</u>	<b>Waiver required</b> <u>Refund Rule - INVOL</u>

\* OS prime flight time change on OS ticket, LH prime flight time change on LH ticket, LX prime flight on LX ticket, SN prime flight on SN ticket.

For examples, see [Appendix A](#).

### Exception in Advice Codes for Farelogix/NDC

Due to different system processing all schedule changes appear as UN/TK in Farelogix/NDC. This applies even in case there is only a time change on the original flight number. As a standard only TK is shown in such cases, and standard TK rules apply.

The travel agent needs to check if the UN which is shown in NDC is a flight cancellation or a pure time change on the original flight number.

In case of a pure time change, a waiver is needed for:

- any refund even if time change is 2 hours or more or departure time brought forward more than one hour.
- rebooking/reissue if the time change affects any other flight than OS, LH, LX, SN prime flight on own document

For examples, see [Appendix E](#).

## 3.2 Cases which DO NOT qualify for Involuntary Handling

The following scenarios **do not** qualify for involuntary handling (rebooking or reissue) and must be handled according to the fare notes:

- Flight number changes (e.g. OS123 changes to OS125) while all other flight details remain the same
- RBD alignments (i.e. airlines align the use of their RBDs and therefore adjustments are made by the carrier)
- Change of operating carrier while all other details remain the same



- Segment status HX: passenger was removed by carrier on an operating flight (for any reason)

Consult with the Lufthansa Group Agency Support team to determine if eligible for a waiver on the below cases:

- Rebooking to OAL segments (except if in accordance with the fare rule respectively as shown in 2.2)
- Handling based on Goodwill Policy (TWP), if not specified in the handling instruction
- Handling of tickets with any type of upgrade products
- Special cases – such as Extra Seat (EXST)/ Cabin Baggage (CBBG)
- Group bookings – the Lufthansa Group Groups Service Team must always be contacted

Please contact the Lufthansa Group Agency Support team for other cases or if requiring additional assistance.

## 4 TICKETING

If the ticket has not been revalidated or reissued after an automated rebooking, then it must be involuntarily reissued or revalidated. Ticket revalidation can only be done by the local Lufthansa Group Agency Support team.

Examples available in [Appendix B](#).

### 4.1 Tickets

The whole ticket, including all remaining valid coupons must be reissued after rebooking.

### 4.2 Endorsement Box

To avoid ADMs, the following endorsement box entries and formatting must be adhered to:

1. always start with “SKCHG” for long-term or “INVOL” for short-term
2. flight number/date of affected flight e.g., OS225/03MAY
3. in case OAL flight is cancelled: add “CNXOAL” after the date
4. Free flow part of the endo box: keep the original endorsement text (shortened if needed). Standard entry for Lufthansa Group tickets is “FARE RESTRICTIONS MAY APPLY “

For examples, see [Appendix B](#)

## 4.3 Fare Construction

The fare construction should start with S- respectively I- when permitted by the reservation system.

For examples, see [Appendix B](#)

## 4.4 Free Baggage Allowance (FBA)

The original FBA applies for the newly reissued ticket. Economy Light fare exception see below in [Ancillary Services - Prepaid Baggage](#).

# 5 ANCILLARY SERVICES

In Schedule Change/Irregularity situations, booked ancillaries are also affected, e.g.

- The booked service might not be offered/available on the new flight
- The customer may no longer want/need the booked ancillary and thus request a refund
- The customer may be rebooked to OAL

When possible, book the same ancillary service and always make sure it is confirmed (HK) before handling the EMD. The “same ancillary service means: identical reason for issuance subcode (RFISC) or respective SSR code (i.e., SSR AVIH cannot be changed to SSR XBAG).

- Note: if the passenger has bought an upgrade and is affected by a schedule change/irregularity, an involuntary rebooking in the upgraded compartment is strictly only permitted on flights operated **and** marketed by OS, SN, EW, LH, LX (incl. WK), EN, 4Y. In case of involuntary rebooking to e.g. LX flight number operated UA, rebooking must be done in original compartment and (as per standard rules) in original RBD or in the example of UA in the same compartment as long as the new flight is +/- 3 days from the original travel date. Upgrade EMD will be refunded.

## 5.1 ASR

For seat reservations, the same identical seat characteristic in the same cabin applies. This means e.g.:

- Standard seat (window, middle, aisle) → Standard seat (window, middle, aisle)
- Preferred seat → Preferred seat
- Legroom seat → Legroom seat

In case the original seat characteristic is **not available** after rebooking on involuntary basis, offer any seat of the same value as the original seat price (or EMD coupon value).

If the customer does not accept this, the original EMD may be refunded and a new EMD purchased for the required seat characteristic.

## 5.2 Prepaid Baggage

Handle prepaid baggage according to the standard booking/requesting process.

### Exception for FBAG for Economy Light Fare (LGT)

The FBA can be updated from OPC to 1PC, regardless whether a 1<sup>st</sup> bag EMD has been issued if the rebooking occurs due to an irregularity (INVOL or SKCHG) to a flight not operated by OS, LH, LX. Already issued FBAG EMDs are not eligible for refund in this case.

For Amadeus users: ATC INVOL reissue automatically makes this change.

For rebooking on OS, LH, LX operated flights, the original FBA applies.

## 5.3 EMD handling

Reuse and reassociate existing EMDs when possible. If not possible to reassociate the EMD:

- The EMD can be reissued (e.g., due to routing change from a non-stop to a transfer connection)
- Use the original value, regardless of the price of the same ancillary service on the rebooked flights in the same compartment (i.e., additional collection does not apply)

### Rebooking/Reissue/Refund of an EMD

If a flight is affected by a Schedule Change/Irregularity (SKCHG/INVOL), EMD may be reassociated, reissued or respectively refunded.

#### A waiver is required for EMD reissue /refund

- for time change (i.e., flight is not cancelled)
- if EMD is reissued/refunded as standalone
- Valid for reissue only: if reassociation or reissue are technically not possible (e.g., no EMD reissue possible via Farelogix, F1): refund original EMD and issue new EMD with original price for original service. Refund and reissue must be done on the same day

### A waiver is not required for EMD reissue/refund

- for flight cancellations if ticket and EMD reissue are done in one transaction (i.e., immediately after each other)

## 6 REFUND HANDLING

### 6.1 Refund rules

Involuntary refund calculation is done as per the standard rules.

- Fully unused tickets can be fully refunded
- Partially used tickets can be partially refunded on half-return basis or according to single unused coupons.

Refund of Distribution Cost Charge (DCC) and OPC is permitted only on an involuntary basis and for completely unused tickets. No refund of DCC and OPC for partially used tickets.

In case of refund request via airline Refund Team (BSP *link* or other known process). No fee applies in case of a refund request on an involuntary basis.

**Note:** for cases, which require a waiver, the waiver must be obtained and included in the request to the airline refund team.

### 6.2 Refund process – self-processing in own reservation system

Whenever possible, refunds should be processed through the reservation system using the following steps:

Step	Action
1	Check if a waiver is necessary / if not necessary continue directly to step 3
2	Request waiver
3	Refund ticket(s) through your own system

## 6.3 Refund request if processing in own reservation system is not possible

The following information must be included in the involuntary refund request:

- Details for the involuntary situation requiring the document to be refunded. Text format must be in the IATA standard (e.g., SKCHG OS123/01DEC)
- For EMD refund requests, the original ETKT/etix number to which the EMD was originally associated
- For non-BSP markets, the standard email subject line must follow this example: \*INVOL or SKCHG\* LX123/12MAR – Refund Request EMD 724 0000 000 000
  - where INVOL or SKCHG is entered as applies and the document number is the document number to be refunded

**Note:** For China and USA use the respective email address below:

	China	USA
<b>Austrian Airlines</b>	<a href="mailto:austrian.airlines.refunds@gbs.dlh.de">austrian.airlines.refunds@gbs.dlh.de</a>	
<b>Brussels Airlines</b>	N / A	<a href="mailto:Refunds.us@brusselsairlines.com">Refunds.us@brusselsairlines.com</a>
<b>Lufthansa</b>	<a href="mailto:bkk_refund@icat.dlh.de">bkk_refund@icat.dlh.de</a>	<a href="mailto:MEX_Refunds@icat.dlh.de">MEX_Refunds@icat.dlh.de</a>
<b>SWISS</b>	<a href="mailto:refundtravelagtCN@swiss.com">refundtravelagtCN@swiss.com</a>	<a href="mailto:refundtravelagtUS@swiss.com">refundtravelagtUS@swiss.com</a>

## 7 APPENDICES

### 7.1 Appendix A – Examples for SKCHG

Use Case	Booked flight	is changed to	therefore,
Change of operating carrier	LH 570 08AUG FRA WDH 21:50- 08:20+1 UN	LH4356/70/08AUG FRA WDH 21:50 - 08:20+1 TK  Change to operating carrier 4Y	no refund on involuntary basis, as no change in departure/arrival time of 2 hours or more, respectively departure time not brought forward more than 1 hour.
Change of arrival and/or departure time	LH 123/25MAY AAA BBB 17:35 - 18:35	LH 123/25MAY AAA BBB 19:00 - 20:00 TK	no refund on involuntary basis, as no change in departure/arrival time of 2 hours or more, respectively departure time not brought forward more than 1 hour.
		LH 123/25MAY AAA BBB 21:00 - 22:00 TK	refund permitted on involuntary basis, as the change in departure/arrival time is 2 hours or more
		LH 123/25MAY AAA BBB 16:30 - 17:30TK	refund permitted on involuntary basis, as departure time brought forward more than 1 hour.
		LH123 / 25MAY AAA BBB UN  and  LH125/ 25MAY AAA BBB 18:35 - 19:35 TK	no refund on involuntary basis, as the change in departure/arrival time is less than 2 hours and not more than 1 hour earlier
Connecting flights	OS456/25MAY AAA BBB 10:00 - 11:00  and  OS789/25MAY BBB CCC 12:00 - 15:00	OS456 / 25MAY AAA BBB UN  OS458 / 25MAY AAA BBB 11:00 - 12:00 TK  misconnex, therefore rebooking of connecting flight BBB CCC to  OS791 / 25MAY BBB CCC 15:00 - 18:00h	refund permitted on involuntary basis, as the change in departure/arrival time is more than 2hours

## 7.2 Appendix B – Examples of ticket entries

Scenario	Definition	Endorsement Box	Fare Construction
<b>SKCHG</b>	Reissue after cancellation of OS, LH, LX, SN, EN, EW, 4Y  (Prime and Codeshare among each other)	Endobox: SKCHG + affected flight number/date  SKCHG OS225/03MAY FARE RESTRICTIONS MAY APPLY	Fare construction must begin with S-  S-03MAY21VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417
	Reissue after cancellation of OAL  (Prime and OAL operating with any flight number)	Endobox: SKCHG + affected flight number/date + CNXOAL  SKCHG UA1234/03MAY CNXOAL FARE RESTRICTIONS MAY APPLY	or  S-VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417
<b>INVOL</b>	Reissue after cancellation of OS, LH, LX, SN, EN, EW, 4Y  (Prime and Codeshare among each other)	Endobox: INVOL + affected flight number/date  INVOL OS225/03MAY FARE RESTRICTIONS MAY APPLY	Fare construction must begin with I-  I-11JAN19MAN LH X/FRA LH MIA215.91LH X/FRA LH MAN138.57NUC354.4 8END ROE0.775763 PD XF MIA4.5
	Reissue after cancellation of OAL  (Prime and OAL operating with any flight number)	Endobox: INVOL + affected flight number/date + CNXOAL  INVOL UA1234/03MAY CNXOAL FARE RESTRICTIONS MAY APPLY	or  I-MAN LH X/FRA LH MIA215.91LH X/FRA LH MAN138.57NUC354.4 8END ROE0.775763 PD XF MIA4.5

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

### SKCHG (long-term Schedule Changes)

Whenever possible passengers are rebooked to an alternate flight/flight connection. The change of segment status to UN, TK or UN/TK results in an automated queue message to the booking office.

Tickets are automatically revalidated and EMDs automatically associated when possible. There is no automated long-term reissue process in place. If a reissue is needed (e.g., reaccommodation with routing change) this may be done by the travel agent.

Note: there are some technical limitations, which require manual intervention. Depending on the case, the travel agent may reissue with or without waiver, the Lufthansa Group Agency Support Team should be contacted in following scenarios:

- In some cases, the automated reaccommodation tool cannot consider connection flights (especially when involving OAL). In such cases, the Travel Agent should check the minimum connecting time and rebook/reissue (if in line with the rebooking options)
- In some cases, the automated rebooking tool cannot book an alternate flight/flight connection to the final destination of the passenger (partial reaccommodation).

### 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.



## 7.4 Appendix D – Notification and Handling of Schedule Changes / Irregularities

Situation	Notification to the passenger	Further handling
<b>INVOL – short-term</b>	Automated notification email / SMS to passenger by the airline provided contact data of passenger available in the PNR (SSR CTC). In case of missing contact data, the passenger would only see the change during check-in.	No further handling required if passenger accepts the booked solution. If not, the passenger may change online or via App (depending on technical possibilities) or contact the airline or the travel agent. The Travel Agent may rebook as per rebooking options or contact the Agency Support team.
<b>SKCHG – long-term</b>	Automated queue message to the booking office. No direct information to passenger by the airline.	Travel Agent should inform the passenger, check and update the PNR + ticket (reissue if needed). If booked solution not accepted by passenger, Travel Agent may rebook one time free of charge as per rebooking options or contact Agency Support team.

## 7.5 Appendix E – Examples of exception in Advice Codes for Farelogix/NDC

Examples original flight number and [view in NDC](#)

1. In this example there is a pure time change of more than 2 hours on OS prime flight (original flight number) on OS ticket:
  - passenger is entitled to refund on involuntary basis. But - a waiver is needed.
  - passenger is entitled to rebooking/reissue on involuntary basis – no waiver needed.

```
RP/FLXMIA/          F1/AKHI   F1:XXXXXX OS:XXXXXX
RF XXXX_PK          18FEB2021 1637Z
=====SCHEDULE CHANGED, USE ERK/ETK TO ACCEPT=====
OS45 P 29OCT 3 VIEMLE UN5      2005 0805+1
OS45 P 29OCT 3 VIEMLE TK5      2220 1020+1
```

2. In this example there is a pure time change of more than 2 hours on a codeshare flight (original flight number, no prime flight):
  - passenger is entitled to involuntary refund. But – a waiver is needed.
  - passenger is entitled to involuntary rebooking/reissue. But – a waiver is needed.

```
RP/FLXMIA/          F1/XXXX   F1:XXXXXX OS:XXXXXX
RF XXXX_PK          18MAY2021 1102Z
=====SCHEDULE CHANGED, USE ERK/ETK TO ACCEPT=====
LH6334 M 29OCT 3 FRAVIE UN1    0950 1115
LH6334 M 29OCT 3 FRAVIE TK1    1205 1330
```

## 8 GLOSSARY

Abbreviation	Description
<b>ADM</b>	Agency Debit Memo
<b>EMD(-S) / EMD(-A)</b>	Electronic Miscellaneous Document S = Standalone; A = Associated
<b>Exchange</b>	Change of unused tickets, where change includes the first flight coupon
<b>FBA</b>	Free baggage allowance
<b>Flight irregularity</b>	A flight irregularity is any situation that prevents a passenger from travelling as originally booked – where the passenger is not at fault
<b>HX</b>	Segment status code – holding cancelled (flight is operating)
<b>Lufthansa Group Agency Support</b>	Agency support for OS/LH/LX/SN documents
<b>OAL</b>	Other Airlines: all airlines except OS, LH, LX, SN, EW, 4Y, WK
<b>Prime Flight</b>	Flight operated and marketed by the same airline
<b>RBD</b>	Booking Class – Reservation Booking Designator
<b>Reissue</b>	In this policy: includes exchange (change of unused tickets, where change includes the first flight coupon) and reissue (change of partially flown tickets)
<b>SC</b>	Schedule Change (status code of the new flight segment), shown e.g., in Apollo 1V
<b>SSR</b>	Special Service Request
<b>TK</b>	Segment status code - Advise passenger new flight times
<b>UN</b>	Segment status code - Unable, does not operate
<b>Wetlease</b>	Wetlease is a leasing arrangement whereby one airline provides an aircraft including full crew, maintenance and insurance to another airline
<b>1day</b>	“One day” is defined by <b>calendar day</b> . The flight segment status is changed on the day of departure (= day 0) or the day before departure (= day -1) of the original flight E.g.: Original flight departure 18FEB Notification: 17FEB or 18FEB=>INVOL Notification: on/before 16FEB=>SKCHG