

Reconfirmation Process for Austrian Airlines, Lufthansa and SWISS

Austrian Airlines, Lufthansa and SWISS are pleased to plan their future flight schedule and offer more flights. To do this, planning security is needed and we need to know how many customers we can expect on our flights.

To be able to verify the demand, customers are asked to reconfirm their intention to fly. Due to technical reasons the reconfirmation process for customers who have bought their tickets directly at Austrian Airlines, Lufthansa or SWISS will only be activated at a later stage.

Description

- As of 28 May 2020 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 (PLS VERIFY IF PAX DEF TRV AND INSERT OSI YY PAX DEF TRVLG) which has to be confirmed by an OSI element (OSI YY PAX DEF TRVLG) to prevent the PNR from being cancelled
- **The standard deadline will be 21 days** (extended from the previously communicated deadline of 14 days)
- 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 rules 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
- **The required confirmation helps us to offer you realistic availability in the reservation systems for the coming weeks**



Please note that Brussels Airlines will implement a different reconfirmation process, see page 4

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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 standard deadline of **21 days**:

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

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**:
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
- If the flights are still wanted by the passenger, enter an **OSI element** within the given timeline to prevent the flights from being cancelled:
OSI YY PAX DEF TRVLG
- If the OSI element is still missing three days before the cancellation, a **reminder SSR element** will be added and the PNR will appear in your queue:
REMINDER/ PLS NOTE YY SEG WILL BE CANX UNLESS RECONFIRMED WITH OSI YY PAX DEF TRVLG BEFORE Date/Time
- If the deadline has been reached and **no OSI YY PAX DEF TRVLG is entered** into the PNR, **all OS/LH/LX flights will be cancelled**
YY SEG CANX DUE TO NO RCFM / MISSING OSI

- 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”, 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.



Reconfirmation Process for Brussels Airlines

From 27 May 2020, Brussels Airlines will implement a different reconfirmation process. Please note that this process will be activated for passengers who have booked their flights through a travel agency or directly with Brussels Airlines.

- If a passenger contact is available in the PNR, a reconfirmation e-mail is sent to the passenger
- Reconfirmation can be done by the passenger by clicking a link in the e-mail. In this case, the travel agency is informed through a SSR OTHS remark and the PNR will appear in your queue
- The reconfirmation can also be done by the travel agency by changing the segment status from TK to HK
- The booking will be cancelled 7 days after the reaccommodation if neither the passenger nor the travel agency has confirmed the booking