

## Lufthansa Group Continuous Pricing Logic

Operational Guideline Travel Agents for PNR handling in NDC

Applicable for individual passengers only (not for group bookings)

This document is valid for:

Austrian Airlines

Lufthansa

SWISS

Brussels Airlines

Eurowings

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## Content

1. Introduction .....	3
2. Key Facts .....	3
3. Available Flight Numbers.....	3
4. Price Guarantee.....	4
5. Identification of price offers based on continuous pricing issued in Farelogix .....	4
6. Fare Rules .....	5
7. Combination of price offer and standard filed fares.....	5
8. Reissue Process .....	5
9. Revalidation.....	5
10. Refund.....	5
11. Contacts for fare related and/or technical issues.....	5

## 1. Introduction

The Lufthansa Group Airlines have introduced Continuous Pricing (CP) as a new, airline industry's leading method, for price offers. A "price offer" is defined as the ticket price (without taxes) calculated with the CP method. Price offers are exclusively available in travel agents via NDC API/Farelogix (SPRK), as well as the lufthansa.com, swiss.com and LHG-agent.com at launch. For the time being, austrian.com is excluded. Travel agents using a GDS (e.g. Amadeus, Sabre, Travelport) do not have access to price offers. Currently CP will be offered on most continental routes (direct and transversal) where the Lufthansa Group European Fare Concept applies.

## 2. Key Facts

If the office ID of a travel agent is enabled to use CP, the travel agent will always receive the best possible price offer at the time of pricing. The price offer can be lower or equal compared to standard pricing, but never higher.

- A price offer is unique to the booked itinerary at the moment of request.
- Price offers are applicable for first issues as well as in exchanges/reissues using the standard pricing and re-shop functions.
- For any O&D, the optimal price is calculated for new sales or recalculated for reissues.
- It is not possible to choose either price offer or standard filed fare. The system offers, whatever is the optimal price for the requested routing.
- Thus, price offers are not filed, but currently derived from the standard filed fares.
- Price offers and standard filed fares can be combined in one ticket.
- Price offers cannot be calculated manually or requested on a past date basis, as they are only valid at the time of request.
- Price offers can be applied to any filed fare – public or private (Corporate Discount, Tour Operator Fares, etc.)
- CP uses the standard filed fares and the booked RBDs
  - to calculate if a price offer is applicable **or**
  - if the standard filed fare is the optimal offer.

## 3. Available Flight Numbers

CP is available on:

- OS / LH / LX operating flight numbers, temporarily excluding traffic commencing (POC) in Austria
- LX marketing flight numbers on WK operated flights (except for point of commencement CH)
- block space code share
- wetlease flights

CP is **not** available on:

- SN and EN flights either operating or marketing
- OS / LH / LX marketing flight numbers on OAL (incl. AC/UA, EW)
- Temporarily on austrian.com and LHGroup-agent.com

- all travel commencing in Austria

Flights eligible for CP can be combined with flights non eligible for CP in one PNR.

Example: FRA LH LIS LH (operated TP) FRA

A price offer may be applied for the sector FRA LIS, for LIS FRA the filed fare will be applied.

#### 4. Price Guarantee

A price offer is only valid for the same day.

If repriced within the same day of booking, the initial CP offer remains unchanged.

If the ticket is not issued on the same day, a repricing is automatically done for issue/exchange/reissue using standard filed fares. The new calculation must be accepted. Manual intervention is not allowed.

Offers based on Continuous Pricing are only delivered in the Shopping Requests/Transactions (including e.g. FaresearchRQ, AirShoppingRQ). Continuous Pricing does not apply to Air availability Searches.

Note: The Ticket Time Limit (TTL) is not affected or changed by CP. The Ticket Time Limit does not imply a price guarantee, it only refers to the point in time where the ticket has to be issued in order to avoid cancellation of the booking.

#### 5. Identification of price offers based on continuous pricing issued in Farelogix

In Farelogix a ticket issued with a price offer is clearly marked with an FCPI indicator (Fare Calculation Price Indicator).

The FCPI determines how the ticket was priced.

There are different FCPI types in FLX to indicate continuous pricing:

- FCPI-A: auto issue for CP offer
- FCPI-B: auto issue for non-CP offer

Also, a ticket designator **"/Y"** is placed at the end of the fare basis of the CP priced segments.

If the fare basis consumes the maximum of 13 digits the ticket designator **"/Y"** cannot be used but the FCPI is still visible.

<pre> TKT-7240000000000000    RCI-          F1 LOC-AAAABE OD-ZRHZRH SI-          FCPI-A  POI-ZRH  DOI-24MAY20  IOI-81212084 1.TEST/TESTMR          ADT             S I 1 OZRH LX1416  V 03JUL1200 OK LSRCLSP3/Y  O X 03JUL03JUL 1PC 2 OBEG LX1413  K 19JUL0920 OK KSRCLSP3    O   19JUL19JUL 1PC    ZRH FARE  F CHF      119.00 TOTALTAX CHF      72.85 TOTAL  CHF      191.85 /FC ZRH LX BEG59.97 LX ZRH61.60 NUC121.57END ROEO.973910                     </pre>	<p><b>1</b></p> <p>F1 auto-issue for CP offer: FCPI <b>A</b>  F1 auto-issue for non-CP offer: FCPI <b>B</b>  F1 manual issue for CP offer: FCPI <b>C / E</b>  F1 manual issue for non-CP offer: FCPI <b>D / F</b></p>
	<p><b>2</b></p> <p><b>"/Y"</b> Ticket designator indicates CP on fare component level (if space available in fare basis+tkd designator)</p>
	<p><b>3</b></p> <p><b>"/Y"</b> not available in Fare Calculation any longer to comply with industry standard</p>

## 6. Fare Rules

The fare rules are according to the standard filed fare - the fare basis code (FBC) is the same.

## 7. Combination of price offer and standard filed fares

Combinations of price offer and standard filed fares are possible in one ticket. In this case, Farelogix shows /Y only on the price offer fare components

## 8. Reissue Process

The reissue function in Farelogix automatically calculates price offers in exchange/reissue scenarios for flown and new segments. In case a reissue does not work using Shop and Price, please contact the NDC Service Support Team.

Note: currently the F1 Pricing Engine can calculate price offers in exchange/reissue scenarios only once. Any further exchanges/reissues must be calculated manually using standard filed fares. Please see SPRK manual for handling details.

## 9. Revalidation

In case of voluntary rebooking, a repricing and exchange/reissue must always be done. Voluntary revalidation is not allowed.

## 10. Refund

Refund rules will not change. Refunds can be processed fully automated via the Farelogix Refund Function.

The Farelogix Refund function can calculate refunds for tickets that contain price offers. The calculation is based on standard filed fare rules but will take into account the CP fares

In case a manual refund has to be done, the refund calculation must follow the standard fare and refund rules. The refund must be calculated based on the original price offer as shown in the fare calculation taking into account the CP fare. This includes both, partially used and unused tickets.

## 11. Contacts for fare related and/or technical issues

For technical questions please contact the NDC Service Support (DCSS).