

Revenue Policies, Procedures & Integrity

Subject: Fares & Ticketing

2.0 SWISS Policy for Handling of Long-term Schedule Changes applicable to Travel Agents

(Re-booking / Reissue / Refund Procedures)

LX internal guideline – internal use only

In connection with official policy for Travel Agents

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Responsible Revenue Policies, Procedures & Integrity

In consultation with: Revenue Management & Pricing, KRO; Revenue Accounting FFV; SWISS Legal, DL

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Glossary

ADM	Agency Debit Memo
AUTH	Authorization
CBBG	Cabin Baggage
EMD	Electronic Miscellaneous Document
ETKT	Electronic Ticket
EXST	Extra Seat
INVOL	Involuntary
LHG	Lufthansa Group (carriers: LH / LX / OS / SN / WK /4U)
OAL	Other Airline than LX
PNR	Passenger Name Record – Booking File
RPM	Revenue Management and Pricing Message (e.g. 'LX only' SKCHG info etc)
SKCHG	IATA definition: Schedule Change
SWISS / LX	SWISS International Air Lines Ltd
TA	Travel Agent
TWP	LHG Ticket Waiver Policy (Ticket waiver guideline for LHG carrier for special incidents, e.g. Strike, weather etc)

Important updates V 2.0

New Information/chapters: marked turquoise

Corrections: marked yellow

1 Introduction

SWISS has established and will implement effective 16th March 2015 a Ticketing Handling Policy allowing Travel Agents to reissue their tickets in connection with a SWISS flight Schedule Change, when ticketed on an LX/724 document. This policy is in accordance with the IATA Recommended Practice RP1735g for such cases and applies to all IATA agents on a world wide basis.

Based on RP1735g IATA carriers may allow Travel Agents to reissue the airline's documents on an involuntary basis. Previously such reissues were handled by the airline only. However, each airline defines its own criteria in detail and non-compliance to such rules permits the airline to raise an ADM.

With this policy SWISS grants Travel Agents the possibility to reissue their own tickets in the event of a Schedule Change. This policy applies only in connection with LX/724 tickets, and when the Schedule Change affects an LX flight operated by LX or LX wetlease flights. This policy also includes Schedule Changes in connection with WK /LX operated 8000 flight numbers. In such cases the involuntary handling can be done by the agent without LX authorization.

Excluded from this policy are LX flight numbers operated by OAL (codeshare), OAL flight numbers operated by LX and documents issued on OAL ticket stock. For some cases out of scope of this policy an exceptional authorization to reissue the tickets may be given by LX to the Travel Agent. All INVOL handling is associated with additional costs for the airline. Therefore it is of utmost importance that the LX Staff in charge accurately evaluate such cases before granting an authorization. Finally, whenever an approval is deemed to be acceptable, this must reflect correctly as per instructions to avoid issuance of ADMs. Further details can be found in section 4.3 below referring to chapter 3 of the LX SKCHG Policy.

IMPORTANT:

Whenever possible, SWISS has tried to align to the already in place Lufthansa/Lufthansa Group policy. Nevertheless a full harmonization within the Lufthansa Group is still not given at the current stage and some differences apply. All LHG carriers strive to implement further joint enhancements with the intent to provide the best possible service to our passengers.

SWISS appreciates the Travel Agents' support to adapt tickets after a Schedule Change. However, the airlines are not in the position to insist that the Travel Agents take over this task. If Travel Agents choose to reissue their tickets based on this policy, they will keep control of their tickets and will be able to further service their passengers. On the other hand if for any reason Travel Agents prefer that the airline handles the SKCHG, they may demand this at any time.

Below you will find details and tailor-made explanations to the official SWISS Policy for Handling of Long Term Schedule Changes for Travel Agents, which is attached to this document. The purpose of this internal appendix is to provide background details to the front Staff assisting Travel Agencies with the INVOL reissue procedure. At the same time it shall be considered as a guideline in case of questions.

It is important to carefully read and thoroughly understand the conditions in the official policy to be able to best assist our business Partners. Please mind that this document is for LX internal use only and must never be shared or uploaded externally, i.e. it must not be sent or forwarded to Travel Agents/Corporate Clients/passengers.

2 General information

The most important basic rules to keep in mind when dealing with a SKCHG (Schedule Change) in a LX/724 E-Ticket are:

- the SKCHG process is only applicable to passengers with ticketed itineraries
- **LX SKCHG definition:**
Changes and/or cancellations to an LX flight **outside 48hours** before departure.

- **LX IRREG definition:**
Changes and/or cancellations to an LX flight **inside 48hrs** before departure.
The IRREG handling process is unchanged and will be done by LX.
- the airline which triggers the Schedule Change, shall propose alternative flight(s) to the passenger – whenever possible. Otherwise the airline's policy for re-protection bookings in case of Schedule Change applies.
- involuntary handling of E-Tickets is restricted to the airline, unless the airline authorizes the Travel Agents to proceed on its behalf. In such a case Travel Agents must strictly adhere to the airline's policy. Failure to do so will result in an ADM issuance.
- if none of the the proposed alternatives is suitable to the passenger, the itinerary may be cancelled and a request for involuntary refund can be done.
- effective 16th March 2015 and with this communication, LX will allow Travel Agents to reissue their LX/724 tickets on an INVOL basis under certain conditions. LX Sales must distribute the policy to their trade Partners in the corresponding markets.
- the new LX Policy for handling of long-term Schedule Changes by Tarvel Agents will be uploaded and stored in the PRM Online, section "Guidelines and Forms", topic "Irregularity Reservation Procedures".
Details about SKCHG and IRREG handling can also be found in **chapter 8** of the PRM Online. These chapters will be reviewed and adapted wherever necessary until the effective date of the policy.

3 LX policy for Travel Agents

Attached you find the first version of the LX Policy for Handling of Long-Term Schedule Changes by Travel Agents applicable to LX/724 tickets.

[Link to PRM Online](#)

Note: The latest version is stored in the PRM – Section: Guidelines & Forms – Topic: Irregularity Reservation Procedures.

3.1 How to use this guideline

This guideline is structured according to the chapters of the official LX Policy for Travel Agents.

Explanations and additional information to each chapter are provided and shall help to assist and support the TA in a SKCHG scenario.

IMPORTANT:

The LX representation is responsible to provide correct information to the TA as per this guideline.

The LX Fare Audit Team will audit the tickets reissued by TAs on an INVOL basis and non compliance to the Policy will result in an ADM issuance.

ADM reversals result in additional costs for LX , therefore it is of utmost importance that LX Staff strictly follow the guidelines whenever granting an authorization to the Travel Agents. See also chapter 4.3 for details on out-of-scope cases.

Below is an overview of the different chapters of the SWISS Policy for handling of Schedule Changes by Travel Agents:

- Chapter 1: Introduction
- Chapter 2: Prerequisites and General Rules for Schedule Change Handling by TA
- Chapter 3: Out of Scope – Tickets which must not be handled by TA
- Chapter 4: General Rules for Rebooking after a Schedule Change
- Chapter 4.1: Possible Alternatives for Rebooking (Alternatives 1-6)
- Chapter 4.2: Sectors in LX/724 E-Tickets not affected from SKCHG
- Chapter 5: E-Ticket Reissue : important information
- Chapter 6: Refund
- Chapter 7: IATA definition of planned and unplanned Schedule Change

4 Additional Information to Chapters in Travel Agent (TA) Policy

4.1 TA Policy Chapter 1 – Introduction

LX Sales is requested to distribute the SWISS Policy for Handling of Schedule Changes by Travel Agents to the trade in the corresponding markets.

This policy is applicable to LX/724 documents only and contains rules and conditions valid for SWISS. It may not be applied to OAL documents (including LHG Partners' documents). For such instances Travel Agents must contact the respective airline.

4.2 TA Policy Chapter 2 – Pre-requisites and General Rule for SKCHG by TA

In addition to the information in the policy, please be aware of the following:

- The Travel Agent is not obliged to handle the SKCHG, but may do so under certain conditions. The policy must be read and adhered to in any case.
- The Travel Agent must always REISSUE the ticket on INVOL/Schedule Change basis.
LX own offices may continue to REVALIDATE the LX flight on INVOL basis, if the new flight is also a LX flight number/LX operation. However, as soon as an OAL flight number/or an OAL operated flight is involved in the Schedule Change handling, then the ticket must be REISSUED in any case. Revalidation in such a case is not possible, not even if done by LX.
- Be aware that the Travel Agent can no longer access their E-Tickets once the same are REISSUED by LX. Hence all subsequent changes (VOL/INVOL) must be handled by LX.
- IMPORTANT: An LHG TWP is a pre-information about an event that might lead to irregularities. Travel Agents may not adapt LX/724 tickets based on a TWP. In such instances the ticket adaptations must always be handled by LX.
- RPMs sent out by LX provide information about major LX Schedule Changes. However, they do not cover each and every Schedule Change made by LX. An RPM might contain special conditions which shall apply for the handling of the SKCHG in question.
- In some cases the so called LX "Automatic Schedule Change" (ASC) process is run by the system for the LX segments affected by an LX SKCHG. In these cases a SKCHG and re-accommodation message is sent to the GDS PNR (UN/TK). Subsequently the affected LX segments in the LX/724 tickets are automatically re-validated by the ASC based on the alternative flights/flight connections booked. As the routine does not take into consideration potential connection flights on OAL, the agents must carefully check the status of any OAL segments and make necessary adaptations their end.

4.3 TA Policy Chapter 3 – Out of Scope – INVOL Cases where the TA are not permitted to handle the tickets

Whenever a Travel Agent is not authorized to handle an LX/724 ticket according to the LX SKCHG Policy, an exceptional approval to do so may be requested by the TA to LX under certain conditions.

Reminder: IRREG cases (=inside 48hrs prior to flight departure) must always be handled by LX; no approval can be given for SKCHGs on OAL documents (including LHG documents).

IMPORTANT: For any authorization given outside the policy the LX Staff must carefully evaluate the case and reflect the approval correctly (to prevent an ADM) as follows:

Scenario 1: active PNRs in SWISSRes

- TAs must contact the LX representative for authorization.
- The LX representative checks details of the Schedule Change and may - if deemed appropriate - give the Travel Agent an approval to reissue the tickets themselves.
If authority is refused, then the INVOL reissue must be performed by LX.
- If approval is given, the LX representative inserts a remark "Visible by all" in the SWISSRes PNR with standardized SKCHG information and approval.

Example: RM INVOL SKCHG LX4655/21JUN OK TO REISSUE BY TA OFFICE ID/NAME/DATE

Example: RM INVOL SKCHG AC451/05AUG OK TO REISSUE BY TA OFFICE ID/NAME/DATE

- TA must insert standard INVOL text in PNR in OSI item and in the endorsement box of the ETKT
Example of Endo box of ETKT: INVOL SKCHG LX4655/21JUN).

Scenario 2: original PNR containing LX segments is no more active in SWISSRes (OAL Schedule Change)

- In such cases no approval can be granted by LX to the TAs to reissue the LX/724 documents themselves. This means that all such cases must be handled exclusively by LX.

4.4 TA Policy Chapter 4 – General Rules for Rebooking after a Schedule Change

- The Travel Agent is allowed to handle a SKCHG ticket within 14 days after the Schedule Change message (flight segment sent as UN/TK to TA). If TA does not observe this 'grace period', an approval by the LX representation is mandatory. The LX representative must check that the booking was not already changed several times by the TA and may only then authorize the TA to REISSUE the ticket. Such an approval must be inserted with a remark "Visible by all" in the SWISSRes PNR. Without an LX approval the TA can only change the ticket on a voluntary basis as per the original fare rules.
- Change of Origin&Destination: as a general rule, change of O&D is not allowed. However, if you decide to grant such an exception (because for a single case it might be a solution), it is mandatory to insert the relevant information and special allowance into the LX SWISSRes PNR with a remark "Visible by all".
- Same travel compartment must always be used.
IMPORTANT:
Economy Premium offered by OAL is considered as a *different /higher* travel compartment and may never be booked for LX Economy Class passengers.
Any OAL Economy Premium passengers rebooked involuntarily onto LX must be booked into YCL compartment only.

4.4.1 TA Policy Chapter 4.1 – Alternatives

Alternative 1

- Next higher RBD may be booked within 7days before or after the original flight:
As the rebooking is onto another LX flight, SWISS is more liberal compared to LH since the rebooking options are more limited based on the smaller size of the LX network.
Note : when using other re-booking alternatives involving OAL, only 3days flexibility will be allowed.

Alternative 2

No additional information

Alternative 3

- For this alternative, LX proposes rebooking onto a code-share flight.
IMPORTANT:
In a SKCHG scenario (outside 48h before departure) the LX* flight number (marketing flight number) may be booked. This is different to the IRREG handling (within 48hrs before departure), where it is mandatory to always book the operating carrier's flight number.

Alternative 4

No additional information.

Alternative 5

No additional information.

Alternative 6

No additional information.

4.4.2 TA Policy Chapter 4.2 – Sectors in LX/724 E-Ticket not affected by SKCHG

No additional information.

4.5 TA Policy Chapter 5 – E-Ticket Reissue : important information

No additional information.

4.6 TA Policy Chapter 6 – Refund

In case of SKCHG or cancellation the passenger is entitled for refund on involuntary basis.

Involuntary refund requests from the TA are always subject to approval by an LX representative.

Missing prior authorization is considered as voluntary refund and original fare conditions will apply.

Any unused ticket may be refunded in full. Partly used tickets may be refunded partly, e.g. on half return basis, or based on single coupons unused due to the irregularity/Schedule Change.

Any involuntary refund request can only be authorized if a proof of the Schedule Change or cancellation is available.

1. LX SKCHG can be verified in the SWISSRes PNR's history (HX/UN/KK booking status of the LX segment).
2. OAL's SKCHG including LX marketing flight numbers operated by OAL cannot be always verified in the SWISSRes availability, hence before granting an authorization the LX representative must ensure that OAL's SKCHG has taken place. Proof may be obtained from the TA with their GDS PNR history (pasted copy via email) or the TA may obtain this directly from the OAL (email confirmation). Any non compliance may result in an ADM.

For all INVOL refund applications no administration fee applies.

SKCHG or cancellation of an LX flight (LX flight number operated by LX) on an LX/724 ticket:

After having verified the SKCHG or the cancellation in question, the LX representative enters the required authorization for approval with a remark "Visible by all" in the SWISSRes PNR.

Example:

RM INVOL SKCHG LX16/21JUN AUTH TO INVOL REFUND TKT NUMBER 724 XXX OFFICE ID/NAME/DATE

The TA can afterwards proceed to refund the ticket directly through the GDS (refund notice).

SKCHG or cancellation of an OAL flight or an LX flight (flight number) operated by OAL on an LX/724 ticket:

In such cases TAs are requested to contact an LX representative for the applicable process.

After having verified the OAL SKCHG or cancellation, or having obtained a proof of OAL SKCHG/cancellation from the TA (see above), the LX representative enters the required authorization for approval with a remark "Visible by all" in the SWISSRes PNR.

Example:

RM INVOL SKCHG UA945/12JUL AUTH TO INVOL REFUND TKT NUMBER 724 XXX OFFICE ID/NAME/DATE

The TA can afterwards proceed to refund the ticket through the GDS (refund notice).

In case an active SWISSRes PNR is no longer available, the agent must apply for refund through a refund application in BSP after having obtained AUTH by LX.

Following information must be attached to the refund application:

- INVOL information. Example: INVOL SKCHG LX16/12OCT.
- Scanned copy of the OAL SKCHG confirmation or copy of the GDS PNR history showing OAL SKCHG.
- Scanned copy of the LX approval.

IMPORTANT:

TAs in the USA must apply for refund by sending the above mentioned information by email to

refundtravelagtUS@swiss.com

TAs in China must apply for refund by sending the above mentioned information by email to

refundtravelagtCN@swiss.com

To this purpose, please advise TAs to use a standard email headerline according to the following example:

INVOL/SKCHG UA945/12MAR - Refund Request Ticket 724 0000 000 000

EMD Refund: No additional information.

4.7 TA Policy Chapter 7 – IATA definition of planned and unplanned Schedule Change

IATA Reso about IRREG Handling: Resolution 735d

IATA Recommended Practice SKCHG Handling: RP1735g

IATA Definition “Planned Schedule Change vs “Unplanned Schedule Change”

Below find the IATA definition copied out of RP1735g (paragraph 3.1 / 3.3 – PSCRM 33, JUN13):

3.1 PLANNED SCHEDULE CHANGE

means any modification to the operation of a flight as filed in an airline's schedules which may require passenger notification, and/or rebooking and/or re-ticketing. This may be a change in arrival or departure times, flight number or Reservations Booking Designator (RBD), frequency of operation or airports served. A change of arrival or departure time, as a result of a city's conversion to or from Daylight Time, also constitutes a planned schedule change.

3.1.1 PLANNED SCHEDULE CHANGE FREQUENCY OF OPERATION REDUCTION

means a reduction in the number of flights operating between two points (e.g. a reduction from five flights per

day to three flights per day or a daily service to three times weekly).

3.1.2 PLANNED SCHEDULE CHANGE MISCONNECTION

occurs when a passenger is unable to use reserved accommodation into or out of a connection point due to the planned schedule change.

3.3 UNPLANNED SCHEDULE CHANGE

means any change to a passenger's booked and ticketed itinerary which takes place as a result of an inability to operate a carrier's planned flight schedule due to unforeseen circumstances (irregular operations) for which the provisions of Resolution 735d shall apply.

For any further questions, please contact: policiesproceduresZRH@swiss.com