

# LUFTHANSA GROUP AIRLINES DCC GUIDELINE

This document is valid for:

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

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# OVERVIEW OF SUBSTANTIAL CHANGES

Date	Topic	Content
July 2022	DCC Differentiation	DCC differentiated per GDS effective 01SEP
August 2023	New model	Introduction of NDC Public Model DCC
January 2024	Update	Fee adaptations (EDIFACT)
January 2024	Clarification	DCC collection for CBBG/EXST

## 1 INTRODUCTION

The Lufthansa Group Airlines, Austrian Airlines (OS), Lufthansa (LH), SWISS (LX) Brussels Airlines (SN) and Air Dolomiti (EN) apply a Distribution Cost Charge (DCC) for tickets sold through GDS, e.g., Amadeus, Sabre, Travelport, etc. (EDIFACT).

In addition, a DCC applies for tickets sold through GDS NDC aggregators in the NDC Public Model (see [chapter 2](#) for definitions).

These tickets are subject to the DCC in all markets. See [chapter 5](#) below for exceptions.

The Lufthansa Group Airlines own sales bookings as well as NDC aggregator bookings under the Bilateral Model are not subject to the DCC.

The DCC rules are part of the filing and are processed automatically. Travel Agencies are requested to comply with the LHG carrier validation rules based on IATA Resolution 852 and mentioned in the Lufthansa Group Booking and Ticketing Policy.

## 2 DEFINITIONS

### EDIFACT

EDIFACT stands for 'Electronic Data Interchange for Administration, Commerce and Transport' established in the 1980es.

EDIFACT is a widely adopted standard for electronic communication and exchange of structured data related to airline reservations, flight schedules, ticketing, passenger information, and other administrative and operational functions.

It enables data exchange between airlines, travel agents, and other industry stakeholders, but has reached its limitation.

### NDC

NDC stands for New Distribution Capability and describes a pioneering data standard.

NDC is based on XML-based data transmission standard launched by the International Air Transport Association (IATA), that is driving standardisation of the digital language throughout the industry.

NDC offers new opportunities in distribution and provides more comprehensive and personalized offers, while also improving the efficiency and flexibility of distribution channels.

### LHG NDC Public Model

Available through GDS NDC aggregators only and provides access to the **NDC Base Offer**, with a DCC in the form of OB-T.

### LHG NDC Bilateral Model

Provides access to the **NDC Smart Offer** of LHG with no DCC.

For more information on both models visit:

<https://lhgroupairlines.com/ndc/en/ndc-offers/ndc-offers-in-detail>

### 3 FEE LEVELS AND RULES (EDIFACT)

The **DCC is defined as a fixed amount per ticket**, does not vary by region or fare and is collected as **YR tax**.

DCC applies to all LHG tickets (OS, LH, LX, EN, SN) issued worldwide by a Travel Agency / Distribution Partner using a GDS.

The DCC amount corresponds to:

- EUR 17.50 for Amadeus (1A)
- EUR 24.50 for Sabre (1S/1B)
- EUR 23.00 for Travelport (1G/1P/1V),
- EUR 17.50 for Travelsky (1E) for tickets with POC outside CN
- JPY 2'800.00 for Infini (1F)

For international markets, the DCC is filed in CAD, GBP, JPY, IDR, and USD as shown in the table below:

	<b>Amadeus (1A)</b>	<b>Sabre (1S/1B)</b>	<b>Travelport (1G/1P/1V)</b>
CAD	25.50	36.00	33.50
CHF	17.00	23.50	22.00
EUR	17.50	24.50	23.00
GBP	15.00	21.00	20.00
IDR	296,000.00	415,000.00	390,000.00
JPY	2,800.00	4,000.00	3,700.00
USD	19.00	26.50	24.50

Currency conversions are done as per standard conversion rules. In countries using USD as currency (e.g., MX, PA, BZ), the fixed USD amount is converted to the local currency like other taxes/fees/surcharges.

Identical to the standard YQ processing, the fixed amounts in other currencies than EUR only apply on a point of origin/point of commencement basis. The above rates are subject to regular revision.

### 3 FEE LEVELS AND RULES (EDIFACT)

#### Examples:

- Ticket issued in the US for travel originating in the US:
  - USD 19.00 for Amadeus (1A),
  - USD 26.50 for Sabre (1S/1B)
  - USD 24.50 for Travelport (1G/1P/1V)
  
- Ticket issued in the US for travel originating in DE:
  - EUR 17.50 for Amadeus (1A)
  - EUR 24.50 for Sabre (1S/1B)
  - EUR 23.00 for Travelport (1G/1P/1V)

Above EUR amounts are converted by the GDS rate of exchange (BSR) applicable at time of ticket issuance to USD (=payment currency).

### 3.1 Collection of DCC (EDIFACT)

- DCC is collected for all tickets issued by a Travel Agency/Distribution Partner via any GDS (e.g., Amadeus, Sabre, Travelport, Infiniti, Travelsky) on the ticket stock of an LHG airline (OS, LH, LX, EN, SN)
- DCC is charged per ticket (including conjunction tickets) for all itineraries (domestic and international). It applies to all RBDs, all compartments and all fare types (published as well as unpublished).
- Applicable on original ticket (first issues), no DCC is collected for reissues.
- Applicable to tickets only, not to EMDs or other documents.
- PEP and AD/DG, etc. tickets issued by Travel Agencies via NDC Public Model are subject to DCC.
- CBBG (additional seat for cabin baggage) two tickets need to be issued as per standard policy. DCC must be collected for each ticket.
- EXST: One ticket needs to be issued as per standard policy. DCC must be collected once.

#### Discount

No discount on DCC amounts applies.

#### Refundability:

The DCC is non-refundable except in involuntary scenarios for completely unused tickets.

## 4 FEE LEVELS AND RULES (NDC PUBLIC MODEL)

The **DCC is defined as a fixed amount per ticket**, does not vary by region or fare and is collected as **carrier ticketing fee (OB-T)**.

DCC applies to all LHG tickets (OS, LH, LX, EN, SN) including 4Y flights, issued worldwide by a Travel Agency / Distribution Partner using a GDS NDC aggregator.

Effective 01AUG23 (ticketing date), the DCC amount corresponds to:

**EUR 8.00** for

- Amadeus (1A)
- Sabre (1S/1B)
- Travelport (1G/1P/1V).

Amounts above are applicable once the NDC Public Model is available for the specific GDS NDC aggregator and market.

For international markets, the DCC is filed in CAD, GBP, JPY, IDR, and USD as shown in the table below:

	Amadeus (1A)	Sabre (1S/1B)	Travelport (1G/1P/1V)
CAD	11.00	11.00	11.00
CHF	8.00	8.00	8.00
EUR	8.00	8.00	8.00
GBP	7.00	7.00	7.00
IDR	130,000.00	130,000.00	130,000.00
JPY	1200.00	1200.00	1200.00
USD	8.00	8.00	8.00



## 4 FEE LEVELS AND RULES (NDC PUBLIC MODEL)

### Currency conversions

Standard conversion rules apply, e.g., in countries using USD as currency (e.g., MX, PA, BZ), the fixed USD amount is converted to the local currency like other taxes/fees/surcharges.

The above rates are subject to regular revision and may vary per GDS NDC aggregator.

**Note:** The fixed amounts in other currencies than EUR only apply on a point of origin/point of commencement basis.

### Example:

- Ticket issued in the US for travel originating in the US:  
DCC amount is USD 8.00 for all GDS NDC aggregators.
- Ticket issued in the US for travel originating in DE:  
DCC amount is EUR 8.00 for all GDS NDC aggregators.

The base fare is quoted in EUR and converted by the GDS rate of exchange (BSR) applicable at time of ticket issuance to USD (=payment currency).

## 4.1 Collection of DCC (NDC Public Model)

- DCC is collected for all tickets issued by a Travel Agency/Distribution Partner via any GDS (e.g., Amadeus, Sabre, Travelport, Infiniti, Travelsky) on the ticket stock of an LHG airline (OS, LH, LX, EN, SN)
- DCC is charged per ticket (including conjunction tickets) for all itineraries (domestic and international). It applies to all RBDs, all compartments and all fare types (published as well as unpublished).
- Applicable on original ticket (first issues), no DCC is collected for reissues.
- Applicable to tickets only, not to EMDs or other documents.
- PEP and AD/DG, etc. tickets issued by Travel Agencies via NDC Public Model are subject to DCC.
- CBBG (additional seat for cabin baggage) two tickets need to be issued as per standard policy. DCC must be collected for each ticket.
- EXST: One ticket needs to be issued as per standard policy. DCC must be collected once.

### Discount

No discount on DCC amounts applies.

### Refundability:

The DCC is non-refundable except in involuntary scenarios for completely unused tickets.

## 5 EXCEPTIONS

Generally, the DCC is charged on all fares and booking classes.

### **Country specific exceptions:**

Currently all tickets with the following point of origin/point of commencement are exempted from the DCC:

- China
- Hong Kong
- Iran
- Libya
- New Zealand
- Yemen

### **5.1. Exceptions for EDIFACT**

No DCC is charged on following tickets (worldwide):

- INF tickets.
- Pure EW itineraries on LH documents – in case of mixed travel itineraries, e.g., EW with OS/LH/LX/SN/EN, the DCC is applicable irrelevant of ticket stock.
- LH only: Rail&Fly tickets (in Germany), AirRail and Lufthansa Airport Bus tickets if issued in a separate ticket.

### **5.2. Exceptions for NDC Public Model**

No DCC is charged on INF tickets (worldwide).

## 6 GROUP BOOKINGS

### **EDIFACT**

The DCC is applicable for group bookings.

The DCC is applicable for group bookings and is provided in the currency that is valid for the Point of Commencement. At time of ticketing the DCC needs to be converted into the local currency of the agent using the exchange rate valid at time of ticketing (=BSR).

In case of a change of the DCC amount, the new amount will apply for group bookings if the group request date is on/after the announced date of the change.

### **NDC Public Model**

Group bookings are currently not available in NDC Public Model.

## 7 REFUNDS

In general, the DCC is non-refundable.

**Exception:** The DCC may only be refunded in case of involuntary refunds of completely unused tickets. For partially used tickets the DCC is non-refundable.

**Note:** All DCC refunds must be processed to the original form of payment.

### **EDIFACT:**

Travel Agencies using semi-automated refund tools with predefined settings must manually remove the DCC YR tax from the refund mask when applying for refund on voluntary basis or for refund of partially used tickets on involuntary basis.

### **NDC Public Model:**

In an involuntary scenario with a completely unused ticket, the OB-T fee must be refunded manually via BSP Refund Application or known local processes.

## 8 SALES AUDIT

The DCC is subject to sales audit – i.e., an ADM will be issued for any missing DCC.

Refunded DCCs are also checked during standard fare audit and will result in an ADM in case of incorrect refund, e.g., if a DCC was refunded on voluntary basis.

## 9 GLOSSARY

Abbreviation	Definition
4Y	Discover Airlines
AD Ticket	Agent Discount
ADM	Agency Debit Memo
ATC	Amadeus Automatic Ticket changer
CBBG	Cabin Baggage on additional seat
DCC	Distribution Cost Charge
EDIFACT	Electronic Data Interchange for Administration, Commerce and Transport
EN	Air Dolomiti
EW	Eurowings
EXST	Extra Seat for personal comfort
GDS	Global Distribution System
IATA	International Air Transport Association
INF	Infant
LH	Lufthansa
LHG	Lufthansa Group (OS, LH, LX, SN, EN)
LX	SWISS
NDC	New Distribution Capability
OB-T	Carrier ticketing fee
OS	Austrian Airlines
PNR	Passenger Name Record
RBD	Reservation Booking Designator (booking class)
SN	Brussels Airlines