

FIXPRICE UPGRADE

Process Description

June 03, 2020
HD/D



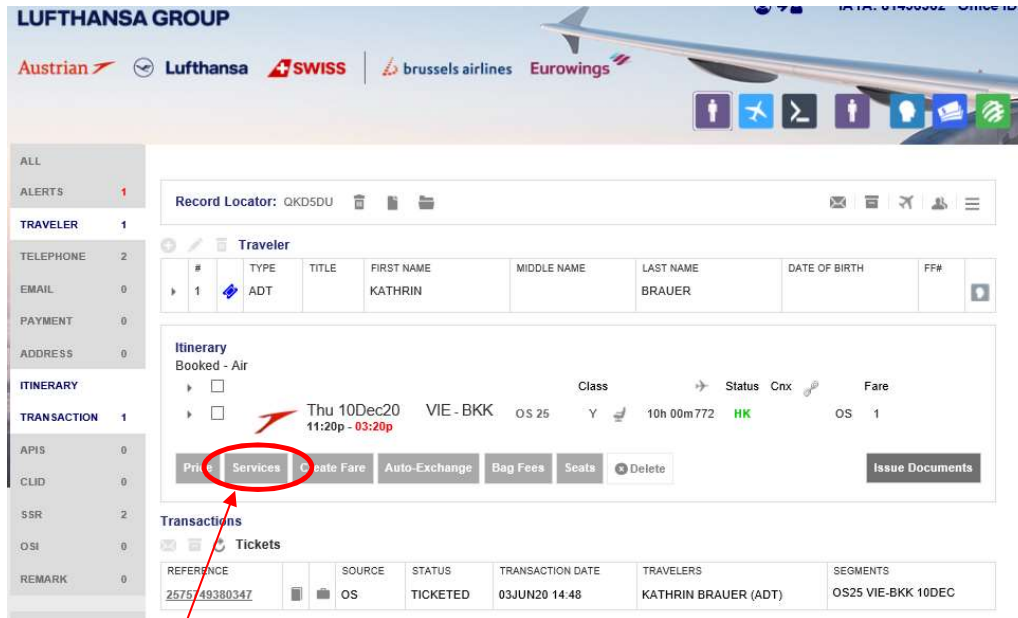
We are happy to inform you that on June 9th, 2020, we will activate Fixprice Upgrade for Austrian Airlines as a new Ancillary Service in Lufthansa Group airlines' Direct NDC API and therewith extend our NDC Smart Offer. In 2019 this service has already been activated for Lufthansa flights. Whenever the Fixprice Upgrade option is available, it will be offered via the Service List Response.

An Austrian Airlines' ticket on a confirmed Austrian Airlines' operating and marketing flight is a prerequisite. Our system checks availability in the target booking class and only offers the service if availability is given. The same conditions apply as for Fixprice Upgrades sold via Austrian.com. This includes that ticket conditions including refund and rebooking are defined according to the original ticket. Please note that only the transportation will take place in the higher compartment. Settlement of the Fixprice Upgrade service will be done via an EMD-A with the known payment options.

Various options of upgrades can be offered, such as:

- From Economy Class to Premium Economy Class
- From Economy Class to Business Class
- From Premium Economy Class to Business Class

1. An Austrian Airlines' ticket with confirmed Austrian Airlines' operated and marketed flights is a prerequisite for the Fixprice Upgrade:



LUFTHANSA GROUP

Austrian Lufthansa SWISS brussels airlines Eurowings

Record Locator: QKD5DU

TRAVELER 1

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		KATHRIN		BRAUER		

Itinerary
Booked - Air

			Class	Status	Cnx	Fare
	Thu 10Dec20	VIE - BKK	OS 25	Y	10h 00m 772	OS 1
	11:20p - 03:20p			HK		

Buttons: Price, **Services**, Rate Fare, Auto-Exchange, Bag Fees, Seats, Delete, Issue Documents

Transactions

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
257549380347	OS	TICKETED	03JUN20 14:48	KATHRIN BRAUER (ADT)	OS25 VIE-BKK 10DEC

2. With a click on „Services“ you will receive the list of available services:

Services

Optional Services priced in CHF

Options for flight OS 25 from VIE - BKK

OXYGEN <ul style="list-style-type: none"> STANDBY OXYGEN AND CONTINUOUS FLOW OXYGEN 	BRAUER/K CHF 374.30
UNACCOMPANIED MINOR	BRAUER/K CHF 170.00
CASH UPGRADE <ul style="list-style-type: none"> ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS THE MILEAGE ACCRUAL OF OUR PREMIUM CABIN. TICKET CONDITIONS AND FREE BAGGAGE ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED FARE UPGRADE TO CABIN: PREMIUM ECONOMY 	<i>i</i> BRAUER/K CHF 249.00
CASH UPGRADE <ul style="list-style-type: none"> ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS THE MILEAGE ACCRUAL OF OUR PREMIUM CABIN. TICKET CONDITIONS AND FREE BAGGAGE ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED FARE UPGRADE TO CABIN: BUSINESS 	<i>i</i> BRAUER/K CHF 809.00

Continue

Cancel



The following types of upgrade are available for Austrian Airlines:

- From Economy Class to Premium Economy Class
- From Economy Class to Business Class
- From Premium Economy Class to Business Class

Please note that the price for a Fixprice Upgrade depends on the combination of original RBD and available target RBD. The cheapest available target RBD will be offered and the associated price shown. An upgrade is always done per segment.

3. Select the desired upgrade and the Form of Payment and click “Continue”:

Services

Optional Services priced in CHF

Options for flight OS 25 from VIE - BKK

OXYGEN • STANDBY OXYGEN AND CONTINUOUS FLOW OXYGEN	BRAUER/K CHF 374.30
UNACCOMPANIED MINOR	BRAUER/K CHF 170.00
CASH UPGRADE • ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS • THE MILEAGE ACCRUAL OF OUR PREMIUM CABIN. TICKET • CONDITIONS AND FREE BAGGAGE ALLOWANCE REMAIN AS • PER THE ORIGINALLY BOOKED FARE • UPGRADE TO CABIN: PREMIUM ECONOMY	<i>i</i> BRAUER/K CHF 249.00
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Company	Number	Expires	Security Approval	First Name	Last Name
American Express ▼ Add Address Split Payment		/			

Associate Items by dragging - 0.00

Other CASH ▼
Associate Items by dragging - 249.00
<div style="border: 1px solid black; padding: 5px;"> CASH UPGRADE 249.00 (CHF) KATHRIN BRAUER </div>

For Austrian Airlines separate EMD-As per segment must be issued whereas for Lufthansa one EMD-A for all segments is sufficient. This means, for Austrian Airlines, you need to upgrade one segment after the other.

4. Fixprice Upgrade has successfully be confirmed:

You will see that

- The class has been updated to the new RBD in the higher compartment
 - The EMD-A has successfully been issued
 - The rebooking from original booking class to the target booking classes has successfully been completed
5. The FBC and the ticket conditions including baggage allowance and rebooking/refund rules remain unchanged based on the originally booked ticket.
6. Please note that the separate refund/void of an upgrade EMD-A **is not permitted**.
7. For a refund and rebooking together with the ticket, the ticket conditions apply.
8. Multiple upgrades (i.e. first from Eco to Premium Eco, then from Premium Eco to Business) will not be offered.