

# FIXPRICE UPGRADE

## Process Description

October 14, 2019  
HD/D



We are happy to inform you that last week we activated Fixprice Upgrade as a new Ancillary Service in Lufthansa Group airlines' Direct NDC API and therewith extend our NDC Smart Offer. With immediate effect, the service is available for Lufthansa. An activation for Austrian Airlines is currently being worked on. Whenever the Fixprice Upgrade option is available, it will be offered via the Service List Response.

A Lufthansa ticket on a confirmed Lufthansa 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 Lufthansa.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
- From Business Class to First Class

1. A Lufthansa ticket with confirmed Lufthansa operated and marketed flights is a prerequisite for the Fixprice Upgrade:

**LUFTHANSA GROUP** 81496962 : LX11 - Swiss International Airlines Ltd (Home)

Austrian Lufthansa SWISS brussels airlines Eurowings

Record Locator: 3HWDRT

**Traveler**

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

**Itinerary**  
Booked - Air

				Class		Status	Cnx	Fare
Wed 30Oct19	FRA - ARN	LH 806	V	2h 10m	319	HK	LH	1
Wed 06Nov19	ARN - FRA	LH 803	L	2h 05m	32A	HK	LH	1

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

**Transactions**

Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205748340267	LH	TICKETED	10OCT19 10:50	KATHRIN BRAUER (ADT)	LH806 FRA-ARN 30OCT LH803 ARN-FRA 06NOV

Record Locator

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

Services

Optional Services priced in CHF

Options for flight LH 806 from FRA - ARN

OXYGEN

BRAUER/K  
CHF 163.50

UNACCOMPANIED MINOR

BRAUER/K  
CHF 80.00

CASH UPGRADE

- ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS
- THE MILEAGE ACCRUAL OF OUR PREMIUM CABINS.
- TICKET CONDITIONS AND FREE BAGGAGE
- ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED
- FARE.
- UPGRADE TO CABIN: BUSINESS

*i* BRAUER/K  
CHF 90.00

BUSINESS LOUNGE ACCESS

BRAUER/K  
CHF 31.65

Options for flight LH 803 from ARN - FRA

OXYGEN

BRAUER/K  
CHF 163.50

UNACCOMPANIED MINOR

BRAUER/K  
CHF 80.00

CASH UPGRADE

- ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS
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- TICKET CONDITIONS AND FREE BAGGAGE
- ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED
- FARE.
- UPGRADE TO CABIN: BUSINESS

*i* BRAUER/K  
CHF 130.00

Continue

Cancel

The following types of upgrade are available for Lufthansa (for Austrian Airlines rules will deviate):

- From Economy Class to Premium Economy Class
- From Economy Class to Business Class
- From Premium Economy Class to Business Class
- From Business Class to First 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 upgrades and the Form of Payment and click “Continue”:

Services

Optional Services priced in CHF

Options for flight LH 806 from FRA - ARN

OXYGEN

BRAUER/K  
CHF 163.50

UNACCOMPANIED MINOR

BRAUER/K  
CHF 80.00

CASH UPGRADE

- ENJOY THE AIRPORT AND ONBOARD BENEFITS AS WELL AS
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- TICKET CONDITIONS AND FREE BAGGAGE
- ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED
- FARE.
- UPGRADE TO CABIN: BUSINESS

*i* BRAUER/K  
CHF 90.00

BUSINESS LOUNGE ACCESS

BRAUER/K  
CHF 31.65

Options for flight LH 803 from ARN - FRA

OXYGEN

BRAUER/K  
CHF 163.50

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- TICKET CONDITIONS AND FREE BAGGAGE
- ALLOWANCE REMAIN AS PER THE ORIGINALLY BOOKED
- FARE.
- UPGRADE TO CABIN: BUSINESS

*i* BRAUER/K  
CHF 130.00

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 - 220.00

CASH UPGRADE  
90.00 (CHF)  
KATHRIN BRAUER

CASH UPGRADE  
130.00 (CHF)  
KATHRIN BRAUER

Add Credit Card

Add Other

Service Endorsements - Show

Continue

Cancel

4. Fixprice Upgrade has successfully be confirmed:

**Record Locator:** 3HWDRT

**Traveler**

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

**Itinerary**

Booked - Air

				Class		Status	Cnx	Fare
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**Transactions**

**Tickets**

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205748340267	LH	TICKETED	10OCT19 10:50	KATHRIN BRAUER (ADT)	LH806 FRA-ARN 30OCT LH803 ARN-FRA 06NOV

**Services**

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
2201817191014	LH	EMD-A	10OCT19 11:03	1	CASH UPGRADE	ISSUED	CHF	220.00	KATHRIN BRAUER (ADT)	LH806 FRA-ARN 30OCT
				2	CASH UPGRADE	ISSUED				LH803 ARN-FRA 06NOV

**Special Service Requests(SSR)**

AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
F1		OTHS PLS ADV TKT NBR BY 11OCT19/0847Z OR LH OPTG/MKTG FLTSWILL BE CANX / APPLIC FARE RULE APPLIES IF IT DEMANDS EARLIER TKTG	ALL	ALL
LH	HK	TKNE 2205748340267C1	KATHRIN BRAUER (ADT)	LH806 FRA-ARN 30OCT
LH	HK	TKNE 2205748340267C2	KATHRIN BRAUER (ADT)	LH803 ARN-FRA 06NOV
LH	HK	UPGD FROM-V/TO-P	KATHRIN BRAUER (ADT)	LH806 FRA-ARN 30OCT
LH	HK	UPGD FROM-L/TO-P	KATHRIN BRAUER (ADT)	LH803 ARN-FRA 06NOV
F1		OTHS FLX	ALL	ALL
F1		OTHS LH ISSUANCE TIME LIMIT WILL BE GIVEN LATER	ALL	ALL
F1		OTHS LH ISSUANCE TIME LIMIT WILL BE GIVEN LATER	ALL	ALL
LH	HK	TKNM 2205748340267	KATHRIN BRAUER (ADT)	LH806 FRA-ARN 30OCT
LH	HK	TKNM 2205748340267	KATHRIN BRAUER (ADT)	LH803 ARN-FRA 06NOV

- The class has been updated to "P"
- The EMD-A has successfully been issued
- The rebooking from original booking classes V and L to target booking classes P 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.
9. For Austrian Airlines (to be activated soon) separate EMD-As per segment must be issued.