

# TERMINATION OF AUSTRIAN AIRLINES AGENTMANAGER

## **Frequently asked questions (FAQs)**

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# 1 GENERAL

## 1.1 What is the reason for termination of the Austrian Airlines AgentManager?

The standardization of all e-commerce platforms of the Lufthansa Group airlines (Austrian Airlines, Lufthansa, SWISS and Brussels Airlines) requires termination of the Austrian Airlines AgentManager.

## 1.2 When is the Austrian Airlines AgentManager switched off?

The platform is put out of service on July 6<sup>th</sup>, 2021. Access to subpage (Log In page) after this date is not possible and user profiles are closed.

## 1.3 How does the termination of the Austrian Airlines AgentManager takes place?

Austrian Airlines applies chapter 2.7 of [Terms and conditions Austrian Airlines AgentManager](#) and terminates the platform by July 6<sup>th</sup>, 2021. Access to the subpage (Log In page) and user profiles is granted until July 5<sup>th</sup>, 2021.

## 1.4 How are users and travel agencies informed about the termination?

Austrian Airlines informs all active users and travel agencies by email (who have logged-in at least once during the last six months) about the termination of the platform. Austrian Airlines reserves the right to terminate the access for users and travel agencies who have not logged-in at least once during the last six months, according to chapter 2.6.2 of [Terms and conditions Austrian Airlines AgentManager](#). A communication on [www.lufthansaexperts.com](http://www.lufthansaexperts.com) in April 2021 takes place.

## 2 HANDLING OF PASSENGER NAME RECORDS (PNR) AND TICKETS CREATED IN AUSTRIAN AIRLINES AGENTMANAGER

### 2.1 What happens to PNRs where ticket is issued by July 6<sup>th</sup>, 2021?

The PNR and ticket remains active and valid for travel.

### 2.2 What happens to PNRs where ticket is not issued by July 6<sup>th</sup>, 2021?

Ticketing must take place for all PNRs before July 6<sup>th</sup>, 2021. All unwanted PNRs must be cancelled by users or travel agencies until July 5<sup>th</sup>, 2021.

### 2.3 What happens to unticketed PNRs, which are not cancelled until July 5<sup>th</sup>, 2021?

Please contact LHG/ Austrian Airlines Agency Support of your country.

### 2.4 Are PNRs still accessible after July 6<sup>th</sup>, 2021?

Access to PNRs and ticket is no longer possible via the Austrian Airlines AgentManager. Please save all "Active Austrian Airlines AgentManager bookings" via Portable Document Format (PDF) or file export before July 6<sup>th</sup>, 2021. The European General Data Protection Regulation (EU GDPR) allows access to bookings by usage of the airlines vendor locator (PNR code) or ticket number only.

## **2.5 Who to contact in case changes must be made to PNRs and tickets after July 6<sup>th</sup>, 2021?**

If changes (rebooking, cancellation, refund) must be made, please contact the Lufthansa Group / Austrian Airlines Agency Support of your country.

## 3 AUSTRIAN AIRLINES AGENTMANAGER USER PROFILES

### 3.1 **Is it possible to transfer Austrian Airlines AgentManager user profiles to Lufthansa Group Agent.com?**

No. Please create a backup of your customer profiles from your Austrian Airlines AgentManager user profile before July 6<sup>th</sup>, 2021, in case you would like to use them after the switch-off.

### 3.2 **Are Austrian Airlines AgentManager user profiles closed after July 6<sup>th</sup>, 2021?**

Yes. The Austrian Airlines AgentManager user profiles will be closed on July 6<sup>th</sup>, 2021.

## 4 LUFTHANSA GROUP AGENT.COM

### 4.1 Where to find information about Lufthansa Group Agent.com?

Details are available on [www.lhgroup-agent.com](http://www.lhgroup-agent.com) or in the presentation below.

### 4.2 What are the advantages of Lufthansa Group Agent.com?

- No usage fee
- Easy registration
- Single login for all employees of your travel agency
- Easy-to-use graphic interface – no training or ticketing knowledge required
- Flight availability of Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Eurowings
- Flexible search of fares
- Access to lowest available fares (including New Distribution Capability fares [NDC])
- Usage of corporate fares for contracted companies / appointed travel agencies (account/access code required)
- Booking of Special Service Requests (SSR) e.g., Advanced Seat Reservation (ASR)
- Ticket issuance by Lufthansa (ticket stock 220)
- Automated notification services in case of schedule changes and flight irregularities
- Dedicated Technical Support Team

### 4.3 How to check if a travel agency is already registered for Lufthansa Group Agent.com?

Please contact the dedicated Technical Support Team: [lhg-agent.dach@dlh.de](mailto:lhg-agent.dach@dlh.de)

## 4.4 How to register for Lufthansa Group Agent.com?

All IATA and NON-IATA travel agencies are entitled to register on [www.lhgroup-agent.com](http://www.lhgroup-agent.com). A *Travel Agency ID* is required.

- IATA travel agencies use their IATA number as *Travel Agency ID* and may proceed with creating a user profile on Lufthansa Group Agent.com [Link](#). (Verification process takes up to 2 days and outcome is provided by email.)
- NON-IATA travel agencies first need to register on Lufthansa Group Agent.com [Link](#) to obtain their *Travel Agency ID*. The *Travel Agency ID* is transmitted back to the travel agency by email within 5 days. Once the *Travel Agency ID* is present, the creation of a user profile is available on Lufthansa Group Agent.com [Link](#). (Verification process takes up to 24 hours and outcome is provided by email.)

## 4.5 Where to request a new password?

You can request a new password on Lufthansa Group Agent.com [Link](#)

## 4.6 What fares can be sold on Lufthansa Group Agent.com?

- All published fares and unpublished New Distribution Capability (NDC) fares.
- Usage of corporate fares for contracted companies / appointed travel agencies (account/access code required)

At current stage, the following fare types are not available:

- Tour Operator (TO)-, Visit Friends and Relatives (VFR)- and Cruise-fares
- Round-The-World-Fares
- Air passes

The Lufthansa Group airlines are constantly working on technical enhancements in order to offer more fare types on Lufthansa Group Agent.com in the future.

## 5 USEFUL CONTACTS

### 5.1 PNRs and tickets created on Austrian Airlines AgentManager

Lufthansa Group /Austrian Airlines Agency Support of your country.

### 5.2 Austrian Airlines AgentManager profiles (available until July 6<sup>th</sup>, 2021 only)

[agentmanager@austrian.com](mailto:agentmanager@austrian.com)

### 5.3 Lufthansa Group Agent.com

[lhg-agent.dach@dlh.de](mailto:lhg-agent.dach@dlh.de)

## 6 GLOSSARY

ASR

Advanced Seat Reservation

NDC

New Distribution Capability

PNR

Passenger Name Record (Booking File)

SSR

Special Service Request

LHG Agent.com presentation



travel\_agent\_presentation\_extern\_LHG.