

# Reconfirmation Process for Austrian Airlines, Lufthansa and SWISS

Austrian Airlines, Lufthansa and SWISS are pleased to plan their future flight schedule and offer more flights. To do this, planning security is needed and we need to know how many customers we can expect on our flights.

To be able to verify the demand, customers are asked to reconfirm their intention to fly. Due to technical reasons the reconfirmation process for customers who have bought their tickets directly at Austrian Airlines, Lufthansa or SWISS will only be activated at a later stage.

## Description

- As of 28 May 2020 remaining active segments in bookings affected by a reaccommodation/schedule change (after UN, UN/TK or TK) have to be reconfirmed, otherwise they will be cancelled.
- PNRs with an Austrian Airlines, Lufthansa or SWISS flight (with UN or UN/TK or TK status) regardless of the validating carrier get an SSR element :  
SSR OTHS YY ATTN SCHED CHANGE/ PLS VERIFY IF PAX STILL TRVLG/THEN INSERT OSI YY PAX DEF/ OR REBOOK NEW FLIGHT SEGMENT
- You may either enter an OSI element (OSI YY PAX DEF TRVLG) to prevent the PNR from being cancelled or (new!) book at least one new flight segment as part of your standard flight irregularity handling processes
- **The standard deadline will be 21 days. New for the flight cancellations on 29 September 2020: deadline differentiated depending on departure date: for PNRs with departure date on/after 1 January 2021 the deadline is extended to 42 days.**
- In addition, a new ticket time limit (TTL) is entered into the PNR if a ticket issue/reissue is needed
- If the PNR was reconfirmed or cancelled during this process, the ticket may still be used for later reissue based on the applicable goodwill rules or Flight irregularities policies
- **For PNRs that are not affected by any flight irregularity, nothing changes.** No SSR element will be entered into the booking and therefore no reconfirmation (OSI element) is required.
- **The required confirmation helps us to offer you realistic availability in the reservation systems for the coming weeks**



Please note that Brussels Airlines will implement a different reconfirmation process. For more info, [please click here](#).

# Reconfirmation Process for Austrian Airlines, Lufthansa and SWISS

PNRs affected by a reaccommodation, flight cancellation or time change (UN/TK, UN or TK) appear in your queue with an SSR element and a standard deadline of 21 days (42 days for departures on/after 1st January 2021) :

SSR OTHS/ATTN SCHED CHANGE/PLS VERIFY IF PAX DEF TRVL AND INSERT OSI YY PAX DEF TRVLG UNTIL date/time OR YY SEG WILL BE CANX



Does the passenger still intend to travel on the flight(s) booked in the PNR?

No

Please cancel all remaining flight segments and remove all inactive segments (e.g. UN) as soon as possible

The PNR may be kept active provided that the reservation system you are using offers this function

The ticket may still be used for reissue based on the applicable goodwill rules or Flight irregularity policies.

Yes

Change status codes of the flights to confirmed (e.g. TK to HK) and remove any inactive segments

Enter an **OSI element** to the PNR: PAX DEF TRVLG

or

Book at least one new flight segment

Is a ticket issue or reissue needed?  
(Please observe the new TTL message in the PNR)



No

No further action required

Yes

Issue or reissue the ticket within the TTL

# Reconfirmation Process for Austrian Airlines, Lufthansa and SWISS

- All PNRs affected by a reaccommodation, flight cancellation or time change (UN/TK, UN or TK) will appear in your queue with an **SSR element**:  
SSR OTHS YY ATTN SCHED CHANGE/ PLS VERIFY IF PAX STILL TRVLG/THEN INSERT OSI YY PAX DEF/ OR REBOOK NEW FLIGHT  
SEGMENT UNTIL Date/Time OR YY SEG WILL BE CANX
- If the flights are still wanted by the passenger, enter an **OSI element** within the given timeline to prevent the flights from being cancelled:  
OSI YY PAX DEF TRVLG
- If the OSI element is still missing three days before the cancellation, a **reminder SSR element** will be added and the PNR will appear in your queue:  
REMINDER/ PLS NOTE YY SEG WILL BE CANX UNLESS RECONFIRMED WITH OSI YY PAX DEF TRVLG BEFORE Date/Time
- If the deadline has been reached and neither an **OSI YY PAX DEF TRVLG is entered** nor a **new flight segment has been booked, all OS/LH/LX flights will be cancelled**  
YY SEG CANX DUE TO NO RCFM / MISSING OSI

- In addition, the system automatically checks the ticket – an automatic revalidation is done, whenever possible
- If no ticket has been issued yet or a ticket reissue is needed (e. g. due to a reaccommodation on a different routing) a new Ticket Time Limit (TTL) is automatically entered, e.g.  
SCHED CHANGE/PLS ISSUE/REISSUE TKT UNTIL Date/Time or YY OPTG/MKTG FLTS WILL BE CANX
- In this case, two actions are required by you to avoid cancellation of the flights:
  1. Enter the OSI element “PAX DEF TRVLG”, and
  2. Issue or reissue the ticket within the ticket time limit
- If the ticket time limit is reached all unticketed segments will be cancelled and the standard TTL cancellation message is entered into the PNR:  
UNTICKETED YY PAX/SEGS CANX DUE TO TTL EXPIRED //date/time
- If required the flights may be reinstated. Please contact your Lufthansa Group Agency Support for this.

