

SRILANKAN AIRLINES FARE CLASS RESTRUCTURING - 1st SEPTEMBER 2013

For the information & guidance of Travel Agents

FAQ-FREQUENTLY ASKED QUESTION

A. GENERAL INFORMATION

1. What is FCR?

FCR is an abbreviation for Fare Class Realignment-Change of SriLankan Airlines fare class structure.

2. Why does UL need to change the class structure?

As part of SriLankan joining **oneworld** Alliance, UL will aligning its booking class structure with that of all other **oneworld** member airlines.

3. When will the change take place?

Revised fare class structure will be implemented on 1st September 13 effective for travel on or after 1st September 13. Flight departure on 31st August 13 will continue to use old fare class structure.

4. How will the new structure compare with existing structure?

Revenue

| Travel period | Business Class | | | | | Economy Class | | | | | | | | | | | | | |
|-------------------------------------|----------------|---|---|---|---|---------------|---|-----|---|---|---|---|---|---|---|---|---|---|---|
| Till 31 st August 2013 | J | C | | Z | Y | P | W | M-B | H | K | A | O | E | R | U | Q | L | T | V |
| From 1 st September 2013 | J | C | D | I | Y | B | P | H | K | W | M | E | L | R | V | S | N | Q | O |

B. FCR PROCESS

5. What will happen on 1st September 13?

FCR execution is expected to start at around 20:00 GMT on 30th August 13 and is expected to complete by 20:00 GMT on 31st August 13.

During this period the new class structure will be uploaded to reservation system for flights departing on or after 01st September 13 and existing bookings with UL marketed and operated flights will be changed.

Notifications

6. What will happen to existing bookings after 1st September 13?

All existing bookings not ticketed that have sectors travelling on or after 1st September 13 and are booked on the old fare class structure will be automatically changed to the new fare class structure as per mapping on 1st September 13.

Example:

Reservation done in Jun to travel CMBLON 10 SEP on K class will Automatically get rebooked in W class as K class is mapped to W class after 1st September 13. Original segment will be cancelled and new segment will have KK /HK (GDS) status. A SSR message will be generated in PNR.

PNR Before migration

```
KIVT62
1. 1BOTHMANN/LOUISAMRS 2. 1BOTHMANN/RUEDIGERM
1 UL 505 K 10SEP CMBLHR HK2 0625-2 1325-2 Y-K O*1A
2 UL 504 Q 28SEP LHRCMB PB2-8 2135-6 1250-7 Y-Q
** SEGS ELIGIBLE FOR ETKT EXIST ** *ET
** ETKT-DATA STORED ** FE*
```

PNR after Migration

```
KIVT62
1. 1BOTHMANN/LOUISAMRS 2. 1BOTHMANN/RUEDIGERM
1 UL 505 W 10SEP CMBLHR HK2 0625-2 1325-2 Y-W O*1A
2 UL 504 S 28SEP LHRCMB PB2-8 2135-6 1250-7 Y-S
** SEGS ELIGIBLE FOR ETKT EXIST ** *ET
** ETKT-DATA STORED ** FE*
GFAQ
1 SSRTHSY///*UL*CHANGE IN CLASS DUE TO UL RESTRUCTURE
```

Notifications

7. What will happen to tickets already issued containing sectors travelling on or after 1st September 13?

Tickets already issued prior to 1st September 13 with sectors containing travel after 1st September 2013, as a part of rebooking process will be rebooked to new RBD after 1st September 13 and UL will revalidate all such tickets issued on UL plate 603 from old fare class to the new fare class structure. This process of revalidation is likely to take at least 24hours. The revalidation will be automatically carried out and no action is required by the booking agent and no information is needed to be forwarded to traveller. There will be no cost to the agent or the customer and all original fare conditions will remain.

Example:

CMB/LON Ticket issued in June to travel on 10SEP on K class will be re booked on W class on 1st September 13 and ticket will be automatically re validated on W class.

| Travel period | Business Class | | | | Economy Class | | | | | | | | | | | | | | |
|---|----------------|---|---|---|---------------|---|---|-----|---|----------|---|---|---|---|---|---|---|---|---|
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8. What element of the ticket will change after auto revalidation?

Only the booking class will be changed. There will be no change in the fare basis code and other details on the ticket.

9. Is there a requirement to send revalidated ticket to customer?

No.

10. Will there be an impact on fare guarantee due to revalidation?

No.

11. Is there a requirement to collect any difference in fare or penalties if ticket already issued and travels as ticketed?

No. All conditions of the ticketed fare will remain unchanged.

12. Are all PNR booked for travel beyond 1st September 13 impacted by this change?

No, not all PNRs will be impacted. PNR's in J, C, Y and R will not be impacted and all other RBD will be impacted.

13. What is the estimated time and duration for this exercise?

Rebooking process is expected to start at 20:00 GMT on 30th August 13 and is expected to be completed by 20:00 GMT on 31st August 13.

14. What is the potential impact on availability or sale as a result of this process?

UL reservation system will have an outage. Hence you may not be able to check availability and sale during the FCR process.

Notifications

15. Can the agents retrieve bookings and issue tickets and effect amendment during this time through GDS?

Agents can retrieve bookings and tickets but no amendments or issuance can be done. If new bookings are created by Agents during the FCR process then, such bookings will be queue placed at the host system. The corresponding record locator will be dispatched only after the system is restored on completion of the FCR process.

16. How will FCR impact on Code share bookings when UL is marketing carrier?

Code share PNRs will be rebooked based on the revised Class mapping agreed with partner Airlines. Tickets issued prior to 1st September 13 will be automatically revalidated with new RBD.

17. How will FCR impact on interline bookings?

UL segments on interline bookings will also be changed as per new class structure for travel beyond 1st September 13. Interline partners are advised to revalidate the tickets issued on their stock for travel beyond 1st September 13.

18. Will there be an impact on special request (Meals seat SSR OSI) originally booked on segments for travel beyond 1st September 13?

No. All special request booked on original segment will be rebooked.

POST FCR BOOKING AND REBOOKING

19. Will there be a fare change after FCR on 1st September 13?

Yes. Fares for new RBD structure will be applicable effective 1st September 13. It is recommended to ticket all bookings before 1st September 13 to guarantee the original reserved fare.

20. For PNR's created before 1st September 13 for travel beyond 1st September 13, will pricing and ticketing be allowed after 1st September 13?

Yes. On 1st September 13 reservations will be rebooked as per FCR .Ticketing to be done as per new RBD and fare to be assessed as per fare effective 1st September 13 allocated to new RBD.

Example:

CMB/LON Booking created on 10Jun to travel 20Sep on K Class will be rebooked with FCR on W class on 1st September 13. If ticket is to be issued after 1st September 13, W Class fare effective 1st September 13 will be applicable.

21. A booking with travel in September 13 and ticketed before 1st September 13 totally unused requires changes to be done after 1st September 13. How will the changes be done? (Changes on totally unused ticket)

Check rule of original ticket for change, obtain new RBD as per mapping. Obtain applicable fare effective 1st September 13 for mapped RBD. Any penalties or additional collection is to be collected.

Example:

CMBLON ticket issued in Jun for travel on 15th September 13 on K class. After FCR on 1st September 13 RBD is mapped to W. Check if changes permitted on original ticket reassess fare for W RBD effective 1st September 13 any ADC in fare and penalties if applicable to be collected.

| Travel period | Business Class | | | | Economy Class | | | | | | | | | | | | | | |
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22. A Ticket issued prior to 1st September 13 and if already commenced journey prior to 1st September 13 and requires inbound journey date to be changed after 1st September 13. How will the changes be done? (Date change on a partially used ticket)

Fare rule to be checked as per ticketed/Travel date for changes. Map RBD as per FCR and rebook pax on mapped RBD. Ticket to be reissued to effect change, all details of original ticket will remain unchanged. Collect if penalty applicable.

Example:

CMB/LON/CMB ticket issued on K class 10JUN F/Basis KE6MLK1. CMB/LON travelled on 28JUN and LON/CMB booked to travel on 2nd September 13. Pax on 3rd September requires a change in Date to travel LON/CMB on 10th September 13. Check rule of K class ticketed fare on 10 JUN for changes .Map RBD as per FCR .K class is mapped to W. Rebook pax on W class. Ticket is to be reissued as per the details in original ticket. F/Basis will remain as KE6MLK1. Any penalties if applicable are to be collected.

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23. A ticket issued prior to 01st September 13 and if already commenced journey prior to 1st September 13 requires a date change for inbound journey and up sell one RBD after 1st September 13. How will the changes be done? (Partially used ticket requiring RBD change after FCR)

Check rules for changes, Map RBD as per FCR. If mapped RBD not available check available RBD. Map available RBD with RBD prior to FCR (Before 1st September). Calculate fare difference with mapped RBD (before 1st September) as per original ticket issued/travel date.

Example:

CMB/LON/CMB Ticket issued on K Class on 10 JUN F/basis KE6MLK. CMB/LON travelled on 28JUN and LON/CMB booked to travel on 10th September 13. LON/CMB as per FCR after 1st September 13 will be rebooked on W class as per mapping. On 8th September 13 pax need to change date to 15th September 13. W RBD is not available. Available RBD is K (after FCR). Obtain the mapped RBD H (prior to FCR). Check fare on H Class based on original ticket issued/Travel date. If ½ RT combinations permitted for KE6MLK n HE6MLK re calculate fare combining 1/2RT and re assess fare and collect difference and any penalty if applicable. F/basis for LONCMB HE6MLK and RBD will be K.

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Notifications

24. What are the online services which would be unavailable during the outage?

- Online Check IN/Mobile Check In/Kiosks
- IBE
- Manage Your Booking
- Holidays
- Upgrade
- Virtusa Mobile Application

25. When will the fares for new class structure implemented?

Fares will be reflected on GDS on 1st September 13.

26. GDS Queue Handling

In the process of PNRs being cancelled and rebooked by the UL host system, an HX will be generated to the segments holding the old RBD. All agents are requested to action/clear the respective GDS reject queues in order to avoid receiving debit memos for not removed HX segments.

D. HELP/ENQUIRIES

We have set up a help desk from 18:00 hrs GMT on 30th August 13 to attend to all inquiries during the FCR process. Please contact either local UL office or our help desk Email fcr@srilankan.com for any clarification.

Notifications