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Airline Service Fee Solution - Optional Payment Charge (OPC) for LH Group of Airlines

Dear Subscriber,

With effect from 02nd November, 2011, generic credit card fee termed as Optional Payment Charge (OPC) / OB Fees will be enforced by Lufthansa group of airlines according to below conditions:-

- For any e-ticket issued in **India, Srilanka, Bangladesh and Bhutan**.
- Only when validating carrier is any of the LH group of airlines including the following ones:
 - **220 - Lufthansa**
 - **257- Austrian Airlines**
 - **236 - British Midland International**
 - **082 - Brussels Airlines**
 - **724 - SWISS**
- For, the journey originating from any city in **Germany (DE), Belgium (BE), Switzerland (CH), Netherlands(NL), Finland(FI) or United Kingdom(GB)**.
- And, **Form of Payment** being entered as “**Credit Card**” in the PNR.

In compliance with the Industry Standards, Amadeus presents Airline Service Fee Solution to automatically collect the Optional Payment Charges or OB Fees levied by Airlines.

Note: In accordance with industry standards, the Optional Payment Charge (OPC) / OB Fees applies only at first issuance of a ticket and is non-refundable. In the event of Involuntary Refund of OPC (OB fees), agent must contact the validating carrier.

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Benefits for Subscribers

- Avoiding ADMs by applying Credit Card fees automatically and accurately
- Protecting agents productivity: minimal impact on their workflow
- Keep providing the lowest total price, inclusive of airline fees
- Improving transparency by showing a breakdown of fare, taxes and fees at any stage of the pricing as well as ticketing process

Pricing Changes

- A new line containing the Grand Total (Fare + Taxes + OB Fees) will be added in the pricing record.
- A new line or column as FEE will be added in all versions of Sales Report.
- A new A.I.R. (Back Office and Ticketing) and I.M.R. line will report the OB Fees.
- The OB Fees will be reported in the Itinerary Receipt (ITR).
- The OB Fees data will be printed on the accounting coupons.
- Airline ticketing fees for a specific TST can be displayed with the TQO entry.
- The fees will be added only when FPCC is added in PNR prior to pricing.
- In case FP element is not entered before pricing, system will add a warning message with the pricing display – **“FORM OF PAYMENT FEES MAY APPLY”**
- If form of payment is changed before ticket issuance, TTP entry will generate a reject message - **“TST PRICING CONTEXT MODIFIED: PLEASE REPRICE”**.

Below illustrations will simply the concept of Airline fees or OB fees in Pricing and ticketing:-

Itinerary with FOP as Credit Card

```

1. AMADEUS/AMADEUS
  2 LH 897 U 12DEC 1 LGWFRA DK1 0945 1220 12DEC E 0 735 S
  3 LH 760 U 12DEC 1 FRADEL DK1 1330 0115 13DEC E 0 744 M
  4 FP CCVI4444333322221111/1212 ← Form of Payment Credit Card

```

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Pricing Display

```

FXP

01 AMADEUS/AMADE*

LAST TKT DTE 14NOV11 - SEE ADV PURCHASE
-----
      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
LON
XFRA LH  0897 U   U 12DEC 0945  UFFGBOW                1P
DEL  LH  0760 U   U 12DEC 1330  UFFGBOW                1P

GBP   673.00      12DEC11LON LH X/FRA LH DEL1079.25NUC
INR   53060      1079.25END ROEO.623580
INR   10094YQ      XT INR 883UB INR 1276RA
INR    5913GB
INR    2159XT
INR    71226

INR    355      AIRLINE FEES ← OB Fees added
INR   71581      TOTAL
RATE USED 1GBP=78.84000INR
AIRLINE FEES INCLUDED ←
BG CXR: 2*LH
PRICED WITH VALIDATING CARRIER LH - REPRICE IF DIFFERENT VC
SUBJ TO CANCELLATION/CHANGE PENALTY
ENDOS FL/CNX/CHG RESTRICTED CHECK FARE NOTE
  
```

OB Fees as per TQO

TST00001		AIRLINE FEES		
1.AMADEUS/AMADEUS				
S/C	COMMERCIAL NAME	FEE INC.	TAX<INR>	TAX<INR>
FCA	OPC GB		355	
TOTAL FEES	INR		355	
GRAND TOTAL	INR		71581	

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TST with Grand Total

```

TST00001      XXXXXXXXXXX DC/02NOV I 0 LD 14NOV11 OD LONDEL SI
T-
FXP
1.AMADEUS/AMADEUS
1 LGW LH 897 U 12DEC 0945 OK UFFGBOW 1PC
2 X FRA LH 760 U 12DEC 1330 OK UFFGBOW 1PC
DEL
FARE F GBP 673.00
EQUIV INR 53060
TX001 X INR 10094YQAC TX002 X INR 5913GBAD TX003 X INR 883UBAS
TX004 X INR 1276RAEB
TOTAL INR 71226 BSR 78.8400
GRAND TOTAL INR 71581
LON LH X/FRA LH DEL1079.25NUC1079.25END ROE0.623580
4.FE FL/CNX/CHG RESTRICTED CHECK FARE NOTE
5.FP CCVI4444333322221111/1212
6.FV LH
  
```

← Grand Total in TST including OB fees

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AIR FARE	:	GBP	673.00		
EQUIV FARE PAID	:	INR	53060		
TAX	:	INR	10094YQ	5913GB	2159XT
FEE	:	INR	355 OBFCA	GEN. CC FEE	← OB fees
TOTAL	:	INR	71581		

TJQ report with FEEs column

```

AGY NO - #####      QUERY REPORT 02NOV      CURRENCY INR
OFFICE - XXXXXXXXXX  SELECTION:
AGENT - ALL
-----
SEQ NO A/L DOC NUMBER TOTAL DOC TAX FEE COMM FP PAX NAME AS RLOC TRNC
-----
010446 220 2100926331 19350 5049 352 0 CC LIAPIS/B AB 321XYZ TKTT
  
```

← OB FEEs column in TJQ report

For any clarification please contact the concerned carrier or your Amadeus Helpdesk.

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