



Lufthansa
Nonstop you

45-13
21.07.2013

Automatic Ticket Changer > Supportive measure for travel agencies!

Dear Business Partners,

To make sure that our high valued travel agencies are benefiting from our ultimate service level, we have implemented following procedure for those agents who does not have access to ATC tool yet.

- Please call to Lufthansa reservation (021 83388)
- Check the fare calculation with our reservation colleagues in case you are not hundred percent sure about the way in which you did it
- Our reservation colleagues will enter "RC Element" (note in safe mode) to the passenger PNR noting the person who was on the phone, date and the amount which passenger has to pay for each TKT like following sample. Note that responsibility of all reissue process remains with agents like before.

Example : RC. THRLH0100 >> AK FQP CHECKED NEW FARE USD 1130

Kindly please be informed that we will apply this process **ONLY TILL 20 AUG 2013** to support our travel agencies as a supportive measure before they have access to ATC tool.

As per Amadeus discretion, there are many seats and alternative days available to do participate in the Amadeus ATC one-day training session. Enjoy your technology partner services before hitting our deadline.

In case you have further questions, kindly please do not hesitate to be in touch with us.

Many Thanks and Best Regards,
Your Lufthansa Sales Team in Iran

