Lufthansa Rules regarding handling XO Vouchers for non stock holder travel agents.

Version 1, 27th October 2014

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1 Introduction

Effective 1st November 2014, we will reduce Tehran city town office working hours to 0800-1200, hence issuing XO vouchers for non stock holder travel agents within this office has been changed and is supposed to be handled via a new procedure.

For data protection reasons, it is necessary to trace back that the travel agent has registered customer details according to the new process described below.
In this way, each request can be called up from the archive and Lufthansa/Austrian can ensure the service quality at the best.

An explanation for the process has been included further below in this document.

2. Payments

Payments have to be done through below bank accounts:

2.1 Lufthansa bank accounts details:

Eghtesad Novin , Saei Branch, Code 152,
Lufthansa account no. 152-850-4005865-1

Saman Bank, Saei Branch, Code 835,
Lufthansa account no. 835-40-1184642-1

2.2 Austrian bank account details:

Eghtesad Novin , Saei Branch, Code 152,
Austrian account no. 152-850-8338800-1

Saman Bank, Saei Branch, Code 835,
Austrian account no. 835-40-1335136-1

3. Work instructions for XO voucher requests

Requests including payment slips can be sent for ticket issuance by sending an e-mail to THRvcrcpt@dlh.de considering below conditions:

A data volume exceeding no more than 1 MB may be sent per e-mail!