

**Guideline for Austrian Airlines, Brussels Airlines,
Lufthansa, SWISS and Air Dolomiti ticket stock**

OUT OF SEQUENCE GUIDELINE

Valid for:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Austrian Airlines | <input checked="" type="checkbox"/> Lufthansa |
| <input checked="" type="checkbox"/> Brussels Airlines | <input checked="" type="checkbox"/> SWISS |
| <input type="checkbox"/> Eurowings | <input checked="" type="checkbox"/> Air Dolomiti |

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OVERVIEW OF CHANGES

Version	Date of Change	Chapter	Type	Content
1.0	March 2023			Initial Document
1.1	September 2023	3	Reminder	Correct entry of Endo Box
		4.3	Deletion	Standard Out of Sequence rules apply for change of international routing to DE domestic.

1. INTRODUCTION AND BASICS

Austrian Airlines, Brussels Airlines, Lufthansa, SWISS and Air Dolomiti have harmonized their rules for handling of “Out of Sequence” cases:

- OS (257), SN (082), LH (220), LX (724) and EN (101) tickets
- All Points of Sale, routings and fares
- No more airline handling fee applies
- Travel agents may handle standard cases as self-service without waiver

Due to **legal** regulations, following specific **exceptions** apply:

- passengers with **residence in Austria (AT)**
- passengers holding a **ticket sold in Italy (IT)**

Note: In case of questions for an Air Dolomiti (EN/101) ticket, please contact your known Air Dolomiti Sales Center.

2. DEFINITION OUT OF SEQUENCE

Out of Sequence handling applies, if a passenger decides to skip one or more coupons of the ticket and **uses the remaining coupons exactly as originally issued.**

For any Out of Sequence scenario a valid Austrian Airlines (257), Brussels Airlines (082), Lufthansa (220), SWISS (724) or Air Dolomiti (101) ticket must exist.

At least one valid unused coupon needs to be in the ticket. I.e., Out of Sequence must be applied within ticket validity and before departure of the last ticketed segment.

After departure of the last booked segment, the ticket is good for refund according to the fare note only.

The Out of Sequence regulation does not apply as soon as the passenger requests a change of flight, date and/or class for the remaining itinerary. The

normal change process and the respective fare rules apply in such scenarios (I.e. voluntary change - no Out of Sequence).

3. TRAVEL AGENCY HANDLING RULES

Travel agents are not obliged to handle any Out of Sequence case themselves but may always contact the local Lufthansa Group Agency Support for assistance.

In case the travel agent decides to do the Out of Sequence reissue, all rules (including correct entry in the **endorsement box starting "OOS ..."**) need to be observed **to avoid an Agent Debit Memo (ADM)**.

In case of missing Endorsement box, standard audit based on fare conditions applies.

3.1 Self Service without Waiver

Waivers by the Lufthansa Group Agency Support are not required for standard Out of Sequence reissues.

Standard Out of Sequence is defined as:

- Unused ticket not sold in Italy (IT) /passenger not resident of Austria (AT) **and**
- Passenger decides to use the return flight(s) only **and**
- At least one segment with OS, SN, EW, LH, LX, EN, 4Y flight number is contained in the remaining journey.

For special and non-standard cases (e.g., no applicable fare available, specific fare products involved, passenger skips intermediate coupons, legal exception etc.) or in case of any doubt on correct recalculation or processing, please contact the Lufthansa Group Agency Support.

3.2 Handling with Waiver

Waivers are needed for:

- Out of Sequence reissue of tickets sold in Italy (IT)
- Out of Sequence reissue of tickets for residents of Austria (AT), (exception Point of Sale Austria, provided all rules are complied with)
- Non-standard fare products (e.g., upgrade products)
- Any ticket refund resulting from an Out of Sequence handling
- Reissues of non-standard cases

4. OUT OF SEQUENCE CALCULATION RULES AND REISSUE PROCESSING

4.1 Recalculation Rules

The ticket price needs to be recalculated based on the new itinerary, (i.e., the remaining coupons to be flown) as if the passenger would have originally purchased this itinerary.

- The recalculation must be based on the lowest applicable **historical fare** in the **highest** originally ticketed booking class (RBD) and fare family per direction of the remaining flight coupons.
 - This means: use applicable historical fare for same or higher RBD in original fare family for remaining coupons in direction of travel.
- In case no fare is available in required RBD of original fare family: use fare in higher RBD and/or higher fare family. **Change to lower RBD/ fare family is not permitted.**
- Observe all fare rules of the new fare including Advance Purchase (ADVP) at time of ticketing of the original ticket (historical calculation).
- Use the complete value of the original ticket as credit towards the new ticket.
- In case the new price is lower than the old price, the difference to the original fare/taxes including unused YQ may be credited via residual value EMD regardless of fare type. DCC (YR) remains non-refundable.
- If the passenger had purchased ancillary services on the skipped coupons, such EMDs are non-refundable.
- If currency conversion is needed, use Bankers Selling Rate (BSR) applicable at time of original ticket issue date.
- If no fare at all is available or you need help with the calculation and/or issuance of residual value EMD, please contact the Lufthansa Group Agency Support for assistance.

Example:

- Original Ticket issued 01JAN23, Ticket stock: 724 (LX)
- Date of travel outbound: 10MAR23 – inbound: 20MAR23
- Passenger decides to use only the return: BER LH X/FRA LH PAR

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10MAR23PAR LX X/ZRH LX BER75.19H02CLSE0 LH X/FRA LH PAR
54.16K01CLSE8 NUC129.35END ROE0.950867
FARE EUR123.00
TAX EUR100.00YQ, EUR4.73FR, EUR11.70FR, EUR1.13IZ,
EUR1.50O4, EUR12.30QX, EUR16.25CH, EUR9.11DE, EUR12.73OY,
EUR0.50RA, EUR23.53RA, EUR8.52RD, EUR17.50YR
TOTAL EUR342.50
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- Calculation on 18JAN23 for new routing by using historical fare of 01JAN23
20MAR23BER LH X/FRA LH PAR107.27K03CLSEH NUC107.27END
ROE0.950867
FARE EUR102.00
TAX EUR10.00YQ, EUR9.11DE EUR12.73OY, EUR23.53RA,
EUR8.52RD, EUR17.50YR

TOTAL EUR183.39

- Use the complete value (EUR342.50) of the original ticket as credit towards the new ticket (EUR183.39).
- Refund of difference of EUR159.11 with residual value EMD permitted under Out of Sequence policy even original fare is non-refundable.
- Distribution Cost Charge (DCC) remains non-refundable.
- No waiver needed.

4.2 Reissue Process

- Reissue the ticket and collect fare difference and/or taxes if applicable
- Rebooking fee does not apply
- **Endorsement Box: start with “OOS WW”**, keep the original endorsement text (shortened if needed). Example:
OOS WW FARE RESTRICTIONS MAY APPLY
- Issue residual value EMD if applicable as per chapter 4.1 Recalculation Rules.