

Factsheet

OPTIMIZED PASSENGER RECOVERY (OPR)

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Status: 01 October 2024

External version for travel agents

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1 What is OPR?

OPR is a tool from Amadeus that optimizes the passenger's journey if impacted by a disruption.

In the optimization cycle it will check for actual availabilities, consider the customer's frequent flyer status (e.g. HON Circle Member/Senator) and will adhere to a number of business rules set by the Lufthansa Group airlines (e.g. what are the preferred airlines to rebook on to and in what order).

After the optimization the tool triggers the re-accommodation process for OS, LH, LX, SN, EN, VL and 4Y flights affected by a short-term cancellation or delay.

2 What is the timeframe for OPR?

OPR can handle disruption events up to 120 hours in the future.

In the solution finding the tool will check for alternatives up to 72 hours after the originally scheduled time of departure. OPR does not propose alternative flights earlier than 20 minutes of the originally scheduled time of departure.

In specific scenarios OPR handling is extended to 3-5 days before departure.

3 What does the OPR process look like?

After the solution is executed OPR triggers the regular re-accommodation process. This includes rebooking (UN/TK), ticket and EMD re-issue and, whenever possible, automated check-in for the new flight. If a customer's contact data are available, the re-accommodation process triggers the passenger notification including the new boarding pass. If no passenger contact is available in the PNR, OPR nevertheless rebooks the passenger without information to the passenger.

For rebookings performed by OPR, queue messages are suppressed in most reservation systems – i. e. UN/TK does not lead to a queue message to the travel agency/original booking office.

Passengers who could not be informed about the alternative flight/flight connection booked by OPR will see the changed flights upon online check-in.

As described in the Booking & Ticketing Policy, travel agents are required to enter the customer contact information in the PNR using the IATA standard 'SSR CTC' format latest at the time of ticketing.

- **SSR CTCE** – E for email address
- **SSR CTCM** – M for mobile phone number

- SSR CTCR – R for Restricted (if a passenger does not wish to receive any notifications)

In case of questions concerning entry formats in your reservation system, please contact the respective help desk.

4 What happens if OPR finds no solution?

There might be situations where OPR does not find a solution for all impacted passengers.

If in contact with the passenger, travel agents may do an INVOL rebooking / reissue according to the Standard INVOL rules or, alternatively, contact the Lufthansa Group Agency Support.

5 What happens if a passenger does not accept a solution found by OPR?

If a passenger does not accept a solution booked by OPR, he is entitled to change once free of charge to an alternate flight / flight connection as per standard INVOL rules.

Passengers may use self-service options or manual involuntary rebooking/reissue may be done by travel agent or Lufthansa Group Agency Support.

If the travel agency has no more access to tickets reissued by the airline, the Lufthansa Group Agency Support must be contacted for subsequent reissues. Refunds as per standard need to be requested via BSP link (or local process in non-BSP markets).

6 Are there restrictions for the manual INVOL rebooking?

Manual INVOL rebookings may be done any time after flight cancellation (e.g. as published on lufthansa.com or in the availability display of the GDS), whether OPR tool is already finished or not.

To prevent OPR from taking further action on the PNR, **it is mandatory to delete the segment of the cancelled flight from the PNR.** As a rule - whenever possible - the ticket shall be reissued immediately after booking the new segments.

7 How long does the OPR process take?

In case of a single flight cancellation, the OPR process can be finalized very quickly. For example, a fully booked A320 can be handled within 5-8 minutes. In the case of major flight irregularities, for example strike actions or bad weather, it may take up to 12 hours until all flights are handled.

8 What happens to ancillary services and EMDs issued in connection with the ticket?

If the booked ancillary service, available on the new flight, the SSR will be confirmed. The EMD is automatically associated to the new flight and no manual action is necessary.

All EMDs which require manual action after an OPR rebooking are automatically queued and will be handled by the Lufthansa Group airlines.

9 Is OPR used for group bookings/PNRs?

In general, group bookings/PNRs shall be re-accommodated by OPR. However, when major flight irregularities occur, it is difficult to find alternatives for the whole group.

Therefore, it is very important that the contact details of the tour guide or any other responsible person that can get reached at any time are entered in the group bookings/PNRs.

If a suitable alternative is found after consulting the contact person, it is important to delete the cancelled flight segment (still HK status) immediately to prevent OPR from action.

10 What happens if the passenger has to stay overnight at another airport?

Lufthansa Group is always aware of the current hotel situation at the Lufthansa Group hubs. Routings with an overnight stay at one of the hubs will only be booked by the OPR tool if accommodation is available.

Passengers whose new onward flight requires an overnight stay have to claim their hotel voucher at the airport from the respective Lufthansa Group Service desk. Please note that there is no need to book a hotel in advance. The customer cannot be informed in advance which hotel will be chosen by the respective hub airport, but he can be sure to get a hotel voucher upon arrival.

11 Does OPR consider visa requirements?

No. Neither OPR nor the actual re-accommodation process considers visa or passport requirements. If necessary, the new routing may be changed once free of charge on INVOL basis by the travel agency.