

Out of Sequence Guideline

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

This document is valid for:

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| ☒ Austrian Airlines | ☒ Lufthansa |
| ☒ Brussels Airlines | ☒ SWISS |
| ☐ Eurowings | ☒ Air Dolomiti |

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0 Overview of substantial 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.
2.0	28 October 2025		New	Legal exception for passengers with residence in DE
3.0	31 March 2026	5	Update	Update of legal exception handling for OoS DE, i.e. passengers with residence in DE or ticket starts or ends in DE.
		3.2	Update	Proof of AT residence must be provided for OoS AT handling if ticket does not start or end in AT.
		4.1	Update	Ancillary EMDs in connection with skipped coupons refundable as per business rule.
3.1	02 April 2026	4.3	Update	Clarification on short-term handling
4.0	01 September 2026	3.2	Reminder	Mandatory Endorsement box entry
		4.2	New	Changed refund rules for OoS worldwide

1 Introduction and Basics

Austrian Airlines, Brussels Airlines, Lufthansa, SWISS and Air Dolomiti use harmonized 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 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)**
- **passengers with residence in DE or holding tickets starting or ending in DE** (not to be handled by travel agents)

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 for a permitted scenario, 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 or wrong Endorsement box, standard audit based on fare conditions applies.

3.1 Self Service without Waiver

Waivers from 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)**/passenger **not holding a ticket starting or ending in Germany (DE) or being resident of DE 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.

Note: Out of Sequence handling for passengers with residence in **Germany** or holding a ticket starting or ending in Germany, as of April 2026 **cannot be done by travel agents**. Please see [chapter 5](#) for details.

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)**,
 - **note:** whenever the ticket does not start or end in Austria, as a prerequisite for this waiver, you must submit a proof of AT residence to the agency support.
- Non-standard fare products (e.g., upgrade products)
- Any ticket refund resulting from an Out of Sequence handling
- Reissues of non-standard cases

3.2.1 Endorsement Box Entries

For reissues of **tickets sold in Italy (IT)**, the following mandatory endorsement box entry must be observed:

- **Endorsement Box:** Start with “**OOS POS IT**”, followed by the original endorsement text, shortened if required. Example:

OOS POS IT FARE RESTRICTIONS MAY APPLY

For reissues of tickets for **residents of Austria (AT)**, the following mandatory endorsement box entry must be observed:

- **Endorsement Box:** Start with “**OOS RESIDENT AT**”, followed by the original endorsement text, shortened if required. Example:

OOS RESIDENT AT FARE RESTRICTIONS MAY APPLY

Note: A **missing or incorrect endorsement** box entry may result in an **ADM**. The standard audit based on fare conditions applies. An ADM may also apply in case of missing waiver.

3.3 Handling by LHG own Offices only

Out of Sequence reissue for **OoS DE**, i.e. residents of Germany (DE) or tickets starting or ending in Germany (see [chapter 4.3](#)) is **strictly limited to LHG own offices**.

4 Out of Sequence worldwide

In the Out of Sequence context, “worldwide” handling is limited to cases where all of the following conditions are met:

- The ticket does not start or end in Germany (DE), and the passenger is not a resident of Germany (DE).
- The ticket was not sold in Italy (IT).
- The passenger is not a resident of Austria (AT).

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.

4.2 Refund Rules

Effective 01 September 2026, based on the date of the OoS reissue/EMD issuance observe the following refund rules for Out of Sequence worldwide.

- If the new price is lower than the original price, the following rules apply:
 - If the originally purchased fare is **non-refundable**, the **refund** of residual **fare/YQ** values and non-refundable government and airport taxes is **not permitted**.
 - If the originally purchased fare is **refundable** — either free of charge or against a fee — the **refund** of residual **fare/YQ** values is **permitted**.
- Refundable government and airport taxes must be refunded in all cases.
- Distribution Cost Charge (DCC/YR) remains non-refundable.
- Residual value EMDs issued **before 01. September 2026** that include **fare/YQ** values from non-refundable fares may be refunded at any time.
- Any ancillary EMDs in connection with skipped coupons are refundable as per respective ancillary business rule.
- 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 01NOV26, Ticket stock: 724 (LX) PAR-ZRH-BER-FRA-PAR
- Date of travel outbound: 10DEC26 – inbound: 20DEC26
 10DEC26PAR 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
- Passenger decides to use only the return: BER LH X/FRA LH PAR
- Calculation on 18DEC26 for new routing by using historical fare of 01NOV26
 20DEC26BER 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 fare/YQ difference with residual value EMD is **only permitted** if the originally purchased **fare** is **refundable**. If the originally purchased fare is **non-refundable**, only residual amounts of refundable government & airport taxes may be refunded.
- Distribution Cost Charge (DCC/YR) remains non-refundable.
- No waiver needed.

4.3 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.

Note: a **missing or incorrect endorsement** box entry may result in an **ADM**. The standard audit based on fare conditions applies.

5 Handling Rules for legal Exception Germany (OoS DE)

Handling in accordance with **German legislation** applies when the following prerequisites are met:

- The passenger is a resident of Germany, **or**
- The ticket starts or ends in Germany, **and**
- The passenger provides proof that, at the time of booking, the intention was to use the ticket in the booked sequence, **and**
- The passenger provides proof that the deviation from the ticket sequence is due to a reason that arose only after the time of booking and/or due to force majeure.

To make the verification process as convenient as possible for passengers, an online form ([↗ English form](#) / [↗ German form](#)) is provided.

This online form, along with the required uploads, is the standard process for all passengers to have their tickets reissued under the OoS DE legal exception. The form must be submitted at the latest three working days before the next scheduled flight in the booking.

For short-notice cases where the passenger is unable to provide proof before departure, the ticket will be recalculated according to the worldwide OoS process.

If, in such cases, the passenger has made an additional payment, the online form and the upload of the relevant documentation may be used to request a retroactive review and possible refund of this additional payment.

Alternatively, airport offices may apply the OoS DE handling, provided the passenger presents all required documentation (a valid document confirming DE residency if the ticket does not start or end in DE, proof that the need to change the travel plan arose after the time of booking, **and** evidence of force majeure).

Passengers need to have complete evidence ready with sufficient time for verification / handling at the airport.

Since April 2026, **reissues under the OoS DE Legal Exception Germany are strictly permitted only via Lufthansa Group's own channels and are not allowed for travel agents.** If you wish to handle the case on behalf of your customer, you may use the online form and upload a **Power of Attorney** signed by the respective passenger.

Please note: All cases falling under German legislation must be handled accordingly. It is **not** permitted to reissue tickets for German residents or for tickets starting or ending in Germany under the worldwide OoS policy.

In case of questions, contact your Lufthansa Group Agency Support.