

POLISH AIRLINES



A STAR ALLIANCE MEMBER 

LOT POLISH AIRLINES

INSTRUCTION HOW TO REISSUE
TICKET AND EMD DUE TO CHANGE
OF LOCATION IDENTIFIER IATA CODE
IN NUR SULTAN (TSE -> NQZ)



INFORMATION DEDICATED TO LOT SALES DEPARTMENT AND TRAVEL AGENTS

DATE: 05.06.2020

VERSION: 05.06.2020/5.0

STOCK RESTRICTIONS: 080

CHANGE OF AIRPORT CODE TSE>NQZ

INSTRUCTION FOR INDIVIDUAL AND GROUP PASSENGERS

TICKETING AND RESERVATION GUIDELINES

According to official change of code for capital of Republic of Kazakhstan (Nur-Sultan- the previous name Astana), based on IATA 763 resolution, LOT Polish Airlines are obligated to update of city and airport code identifier (TSE -> NQZ).

LOT Polish Airlines will take care of passengers's reservation and tickets that are affected in code identifier change.

- In case of ticket desynchronization, Agent/LO Employee has to identified tickets and EMDs where the schedule change process is completed (UN action code shows in the PNR on TSE segment and TK action code on NQZ segment).
- Affected **tickets** and electronic miscellaneous documents (**EMDs**) need to be **processed** to show the new location identifier of NQZ. All tickets and EMDs issued on **LO 080 stock, until 07JUN20** for journey **from/to TSE**, should be exchanged on **involuntary** basis to a journey **from/to NQZ**.
- In order to facilitate and speed up the process of update data from passengers's tickets, LOT Polish Airlines launched possibility to **revalidate tickets** even if this case is considered as a **rerouting** for tickets issued **to/from NQZ (earlier TSE)**.
- If there is no possibility to revalidate tickets due to system restrictions, there is a need to **reissue tickets** basing on **involuntary** formula. The process involves the exchange of a ticket and EMDs on a „**no additional collection**” basis (**NOADC**) by transferring unchanged data from the original ticket to the new ticket.

Refunds or date changes are possible only according to fare rule restrictions used in Passenger's ticket.

MANDATORY ELEMENTS IN RESERVATIONS

OSI CODE: OSI LO IR DUE TO REPLACED TSE CODE TO NQZ

ENDO/REST TICKET BOX: LO IR DUE TO REPLACED TSE CODE TO NQZ