

Atlantic Joint Venture eXperts Special 2014

What is eXperts?

- **eXperts** is the LH Group online core communication tool for travel agents

- **User Target group:**
Travel agents selling international travel

All travel agents with a valid IATA number may enroll in **eXperts**

A dedicated online booking tool is being added to the existing US/CA eXperts websites for this special A++ offer

The screenshot displays the eXperts website interface. At the top, there is a navigation bar with links for Home, My Profile, Help & Contacts, and Sitemap, along with a USA location indicator. The main header features the eXperts logo and a menu with categories: Booking Support, Offers & Prices, Products & Information, and My eXperts. A user is logged in as Ms. Vaughan, Susan (US82897). Below the header, there is a welcome message for Susan Vaughan and a search bar. The main content area includes a banner for Lufthansa Premium Economy, a news section with recent updates, a Q3 Spotlight Game announcement, and a 2014-2015 eXperts fares section. The footer contains the Lufthansa Group logo and logos for Austrian, brussels airlines, Lufthansa, and SWISS.



Atlantic Joint Venture Fall 2014 eXperts Special Key Facts (1/3)

ORIGIN	DESTINATION	CABIN	BOOKING CLASS	SEASON	
				SHOULDER	LOW
US / CA via Transatlantic routes only	Western EU	Economy	K	USD 75 CAD 75	USD50 CAD 50
	Eastern EU			USD 100 CAD 100	USD 75 CAD 75
	ME/AF/India			USD 250 CAD 250	USD 200 CAD 200

- **Sales Period:** August 18-22, 2014
- **Travel Period:** September 15, 2014 – March 15, 2015
- **Eligibility:** IATA travel Agents and one accompanying companion. Must travel together on all segments
- **Bookings Process:**
 - Origin US: Booking via eXperts website only
 - Origin CA: Bookings via eXperts website or AC Escapes offer
- **Travel:** A++ network via Transatlantic routes only
- **Surcharges:** All surcharges apply (ex. YQ, NAVCAN)



Definition of Eastern / Western Europe

- Eastern Europe:

Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, The Former Yugoslav Republic Macedonia, Malta, Republic of Moldova, Montenegro, Poland, Romania, Russia, Russia (East of Urals), Serbia, Slovakia, Slovenia, Turkmenistan, Ukraine, Uzbekistan, Turkey

- Western Europe:

Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain and Canary Islands, Sweden, Switzerland, United Kingdom



Atlantic Joint Venture Fall 2014 eXperts Special Key Facts (3/3)

LOW Season SAMPLE FARES (Based on Round Trip including taxes and fees)	
From/To US: (UA) CHI to LON USD 763.21	From/To CA: (AC) YTO to PAR CAD 659.81
From/To US: (LX) BOS to PRG USD 723.94	From/To CA: (OS) YYZ to SKP CAD 613.94
From/To US: (SN) JFK to NBO USD 941.86	From/To CA: (LH) YVR to BOM CAD 860.64



Booking Process

Step 1 – Visit www.lufthansaexperts.com and select your home country





experts



Please choose your country ...

Americas:	Europe:	Middle East / Africa:	Asia Pacific:
Select	Select	Select	Select

Lufthansa Gro

<ul style="list-style-type: none">SelectArgentinaBoliviaBrazilCanadaChileColombiaCosta RicaEl SalvadorEquadorGuatemalaHondurasMexicoNicaraguaPanamaParaguayPeruUruguayUSAVenezuela	   
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Step 2 – Log in to eXperts homepage to do the booking

eXperts



Welcome to eXperts!

eXperts is the official Lufthansa Group service and information platform for travel agents. Here you will find all current offers, information you need for booking flights and special offers for you.

eXperts is available for IATA travel agents only.

Please login

Login or e-mail address

Remember user

Password

[▶ Forgot password](#)

New user?

[▶ Please register now!](#)

For new registration:

- Click on “Please register now” link and fill out all the registration screens and click “Save”
- You will receive an email from eXperts with their login (PIN) and password.
- These credentials are necessary in order to make a booking on www.lufthansaexperts.com



Step 3 – Click on the special eXperts fare banner to be redirected

eXperts

Booking Support Offers & Prices Products & Information My eXperts [Logout](#)

Welcome to eXperts!

Search
 [go](#)

It's your turn to travel—
click here for special eXperts fares!

- Click on this banner to see our special eXperts fares

P Pilot Strike

- News** [▶ Show all news](#)
- 07/31/14 ▶ Ticketing Waiver Policy - TAP Pilot Strike
 - 07/29/14 ▶ OS flights to and from the Ukraine and Russia
 - 07/23/14 ▶ Ticketing Waiver Policy - Security Situation, Israel
 - 07/18/14 ▶ Ticketing Waiver Policy - Developments in Eastern Ukraine

- Quicklinks**
- ▶ Q3 2014 Spotlight Presentation
 - ▶ Booking Support OS
 - ▶ Booking Support SN
 - ▶ Booking Support LH
 - ▶ Booking Support LX
 - ▶ LH ADM Quick Reference Guide
- [▶ Change links](#)

- More information**
- ▶ Miles & More
 - ▶ Press Room LH
 - ▶ Press Room OS
 - ▶ Press Room LX

Q3 Spotlight Game - Lufthansa Premium Economy Match!

Play this quarter's Spotlight Game and learn all about Lufthansa's new Premium Economy Class.

[▶ Play now](#)

Let your clients live their dreams: 3-day fare sale!

[▶ 3-day sale details](#)

Agent referral



Step 4 – Review the terms & conditions of our eXperts Special

eXperts

Atlantic Joint Venture Fall 2014 eXperts Special

View the terms & conditions and fares for the Sale below. To search and/or book flights, please visit the "Flights" tab.

Terms & conditions		Flights	FAQs	How it works		
ORIGIN	DESTINATION	CABIN	BASE FARE		LOW Season SAMPLE FARES (Based on Round Trip including taxes and fees)	
			SHOULDER	LOW		
US / CA via Transatlantic routes only	Western EU	Economy	USD 75 CAD 75	USD50 CAD 50	From/To US: (UA) CHI to LON USD 763.21	From/To CA: (AC) YTO to PAR CAD 659.81
	Eastern EU		USD 100 CAD 100	USD 75 CAD 75	From/To US: (LX) BOS to PRG USD 723.94	From/To CA: (OS) YYZ to SKP CAD 613.94
	ME/AF/India		USD 250 CAD 250	USD 200 CAD 200	From/To US: (SN) JFK to NBO USD 941.86	From/To CA: (LH) YVR to BOM CAD 860.64
Sale Period:	August 18-22, 2014					
	Valid for travel commencing September 15, 2014 - March 15, 2015, as noted below: Black out: Western/Eastern Europe: not valid for travel commencing December 12- 23, 2014 Africa: not valid for travel commencing Dec 8-24, 2014 India: not valid for travel commencing December 5 - 23, 2014					

- Read terms & conditions page
- Click on the “Flights”-tab to search and book flights



Step 5 – Insert your data to qualify for eXperts fares before proceeding



Atlantic Joint Venture Fall 2014 eXperts Special

View the terms & conditions and fares for the sale below. To search and/or book flights, please visit the "Flights" tab.

Terms & conditions | **Flights** | FAQs | How it works

First Name*

Last Name*

Email*

eXperts Number* US
(example: USXXXXXX)

IATA Number*

Phone*

Agency Name*

By clicking "Submit" below, I acknowledge that I meet the eligibility requirements as listed on the Terms & Conditions tab and, if requested, will provide my eligibility documentation.*

*Mandatory field

- Fill out the required information
- Click "Submit" to qualify for special eXperts fare



STAR ALLIANCE MEMBERS



Step 6 – Enter preferred flight data and click “Search Flights”

eXperts

Atlantic Joint Venture Fall 2014 eXperts Special

From:	To:
<input type="text" value="New York, all airports (NYC), USA"/>	<input type="text" value="Rome - Leonardo Da Vinci"/>
Depart	Return
<input type="text" value="02.01.2015"/>	<input type="text" value="02.09.2015"/>
<input style="border: none; border-bottom: 1px solid #ccc; padding: 2px 5px;" type="text" value="2 Adults"/>	<input style="border: none; border-bottom: 1px solid #ccc; padding: 2px 5px;" type="text" value="Economy"/>
<input type="button" value="Search flights"/>	

[→ Search with more options](#)



Step 7 – Your flight request will be redirected & pop-up window opens (Please ensure your browser allows pop-ups)

1. Flights 2. Passenger data 3. Pay

New York, All airports Rome, All airports (R) 02/01/15 02/09/15 Modify search +

→ New York - Rome

< Fri 01/30/15 Sat 01/31/15 Sun 02/01/15 Mon 02/02/15 Tue 02/03/15 >

From \$ 332.68 From \$ 332.68 From \$ 332.68 From \$ 332.68 From \$ 332.68

Sort by: Number of stops Compare fares

eXperts special

15:55 - 08:55 +1 day JFK - FCO 1 Stop 11h 00min	LH401 LH230	\$ 348.89
17:30 - 10:25 +1 day JFK - FCO 1 Stop 10h 55min	LH411 LH1842	\$ 332.68
All fares include:		
Rebooking fee		
Refund		
Mileage accrual *	miles 25%	
Mileage upgrade **	miles	

Compare fares Baggage fees Close details Show booking classes

18:10 - 12:10 +1 day EWR - FCO 1 Stop 12h 00min	LH403 LH232	\$ 348.89
19:20 - 12:10 +1 day EWR - FCO 1 Stop 10h 50min	LH7602 LH232	\$ 348.89
20:35 - 14:00 +1 day EWR - FCO 1 Stop 11h 25min	LH413 LH1844	\$ 332.68

Displayed price applies to one adult passenger including fees and taxes.

- Choose your outgoing flight to show further details on travel conditions



Step 8 – Select and confirm preferred flights

1. Flights 2. Passenger data 3. Pay

← Rome - New York

Sat 02/07/15 Not available Sun 02/08/15 From \$ 379.65 Mon 02/09/15 From \$ 379.65 Tue 02/10/15 From \$ 379.65 Wed 02/11/15 From \$ 379.65

Sort by: Number of stops Compare fares experts special

06:40 - 13:45 FCO - JFK 1 Stop 13h 05min	LH243 LH400	\$ 395.24
06:40 - 14:10 FCO - EWR 1 Stop 13h 30min	LH243 LH7803	\$ 395.24
06:40 - 16:10 FCO - EWR 1 Stop 15h 30min	LH243 LH402	\$ 395.24
08:50 - 15:45 FCO - JFK 1 Stop 12h 55min	LH1841 LH410	\$ 379.65
08:50 - 18:55 FCO - EWR 1 Stop 16h 05min	LH1841 LH412	\$ 379.65

All fares include: Rebooking fee, Refund, Mileage accrual*, Mileage upgrade**

Compare fares Baggage fees Close details Show booking classes

More flights

✈ Your Shopping Cart

✈ Flight Tickets

Sunday, 02.01.2015 17:30 PM
New York (NYC)
Rome (ROM)

Monday, 02.09.2015 08:50 AM
Rome (ROM)
New York (NYC)

2 Passenger(s) \$ 1,424.66

Total Price \$ 1,424.66
Incl. fees and taxes. Continue

- Select return flight
- Click “Continue” to see the overview on bookings and conditions

Displayed price applies to one adult passenger including fees and taxes.



Step 9 – Review the prices and conditions

1. Flights | 2. Passenger data | 3. Pay


✓ Flights have been added to your shopping cart.

Please review all selected flights and additional products before proceeding with this booking.

Reserve your seats now!

You decide where you want to sit: window, aisle or even a seat with more legroom. Or reserve seats for yourself and accompanying travellers next to one another!
Your seat selection is only a few clicks away.

[Select seats](#)



Travel more, worry less

International Air Ticket Plan



Includes cover for:

- Trip cancellation
- Damage to luggage
- Medical costs abroad incl. repatriation

Only \$ 78.36¹

[Add to shopping cart](#)

[Click here to view the insurance details and documentation](#)



Flight Tickets

Sunday, 01.02.2015 17:30 PM
New York - JFK International, NY ...
Rome - Leonardo Da Vinci (FCO)

Monday, 09.02.2015 08:50 AM
Rome - Leonardo Da Vinci (FCO)
New York - JFK International, NY ...

2 Passenger(s) \$ 1,424.66

Total Price \$ 1,424.66
Incl. fees and taxes. [Check-out](#)

Configure your trip

- Edit flights ✓
- Select seats ✕
- Add travel insurance ✕

(1) The insurance premium displayed is an indication of the total for all passengers on the itinerary and includes the valid insurance premium tax.

- Review the flights in your shopping cart
- Option to reserve seats in advance and/or book a flight insurance
- Scroll down to get an overview on prices and conditions of your selected flights



Optional Step 10 – Advanced seat reservation (additional fees apply)

1. Flights

2. Passenger data

3. Pay

Your Seat Reservation

Select your seats now, simply with a few clicks.

Details and conditions on seat reservations can be found [here](#).

Logged-in HON Circle Members and Senators can reserve seats free of charge. Please log in if applicable.

Your Seats

New York - Munich on Sun, 1 Feb 15

from \$ 35

Save

Cabin Class: Economy

LH411
Airbus Industrie A330-300

Standard
\$ 35

More legroom
\$ 100

Select seats from the seatmap.

Adult

1

Adult

2

All passengers at once

1 2



Save

Reset selection

Show legend

- Select preferred seats
- Click “Save” if you agree with your selections



Step 11 – Review and confirm your final selection

1. Flights | 2. Passenger data | 3. Pay

Your Flights

Flight Schedule

Flight on Sunday, 01.02.2015 from New York to Rome

17:30	New York - JFK Internationa...	Lufthansa	Duration: 08h 10min	LH411
07:40 +1 day	Munich - Franz Josef Straus...	Economy (K)	Layover: 01h 15min	
08:55 +1 day	Munich - Franz Josef Straus...	Lufthansa	Duration: 01h 30min	LH1842
10:25 +1 day	Rome - Leonardo Da Vinci ...	Economy (K)		

Flight on Monday, 09.02.2015 from Rome to New York

08:50	Rome - Leonardo Da Vinci ...	Lufthansa	Duration: 01h 35min	LH1841
10:25	Munich - Franz Josef Straus...	Economy (K)	Layover: 01h 50min	
12:15	Munich - Franz Josef Straus...	Lufthansa	Duration: 09h 30min	LH410
15:45	New York - JFK Internationa...	Economy (K)		

Edit Delete

Passengers +

Fare Conditions and Baggage Information +

Price Overview

Flight tickets	Incl. fees and taxes	\$ 1,424.66
Total price of your flights	Incl. fees and taxes	\$ 1,424.66

Your Shopping Cart

Flight Tickets

Sunday, 01.02.2015 17:30 PM
New York - JFK International, NY ...
Rome - Leonardo Da Vinci (FCO)

Monday, 09.02.2015 08:50 AM
Rome - Leonardo Da Vinci (FCO)
New York - JFK International, NY ...

2 Passenger(s) \$ 1,424.66

Total Price \$ 1,424.66
Incl. fees and taxes. [Check-out](#)

Configure your trip

Edit flights ✓

Select seats ✗

Add travel insurance ✗

Secure your fare

→ Secure your fare

You can also ...

- Share shopping cart
- E-mail shopping cart
- Print shopping cart

- Review the flight details in your shopping cart
- Click "Continue" if you agree with all selections

[Continue](#)



Step 12 – Optional LH account login

1. Flights

2. Passenger data

3. Pay

Your passenger details

The passengers name cannot be changed after the booking is completed and must be entered as shown on passport. Please note: Only latin characters may be used.

Would you like to log in?


No, proceed without login

Login with Miles & More card

Login with my username

Your benefits as a registered user:

- Overview of all flights booked online
- Faster booking process with prefilled personal data
- SMS Check-in invitation for Status Customers
- Miles & More mileage account
- Miles & More upgrade and award booking

 Your Shopping Cart

Flight Tickets

Sunday, 01.02.2015 17:30 PM

New York - JFK International, NY ...

Rome - Leonardo Da Vinci (FCO)

Monday, 09.02.2015 08:50 AM

Rome - Leonardo Da Vinci (FCO)

New York - JFK International, NY ...

2 Passenger(s)

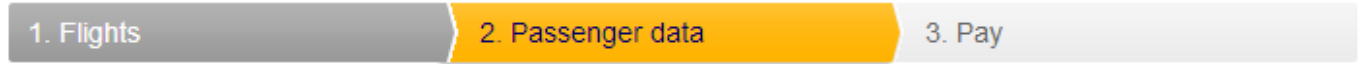
\$ 1,424.66

Total Price \$ 1,424.66

Incl. fees and taxes.



Step 13 – Enter passenger details



Adult 1: Mr John Doe

Title:

First Name:

Middle Name:

Last Name:

Date of Birth:

Option details

Add frequent flyer card

Request special meal

Enter redress code/known traveller number

- Enter traveler’s details

Adult 2: Mrs Jane Doe

Title:

First Name:

Middle Name:

Last Name:

Date of Birth:

Option details

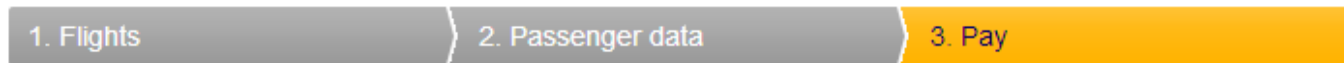
Add frequent flyer card

Request special meal

Enter redress code/known traveller number









Step 14 – Choose your preferred payment option



Payment Options


- Credit Cards
- Debit Cards
- PayPal

Credit card type
- Please select -


     

Credit card number (15-16 digits)




Expiry date (month/year)
01 2014

Security Code (3-4 digits) 

Remember this as my preferred payment option for future bookings.

 Your payment details will be processed applying highest security standards

Price Overview

Flight tickets	 Incl. fees and taxes	\$ 1,424.66
Total price of your flights	 Incl. fees and taxes	 \$ 1,424.66



Frequently Asked Questions

- **What is the eligible class of travel?**

This offer applies to Economy Class travel

- **Are companions eligible?**

Yes, 1 companion may travel at the same fare level on the same flights.

- **Where can I find more information?**

www.lufthansaexperts.com

