



Frankfurt, 22nd of June 2015

Dear Partners,

We would like to inform you that Olympic Air will stop its presence in GDSs on the 30th of June 2015. Consequently, from the 1st of July 2015, OA flights will not be distributed through GDSs anymore.

Kindly find below instructions for OA's PNR handling:

Ticketed PNRs

1. In case of a flight change in PNRs having OA prime Flights, issued under 050 stock, Travel Agents should access www.olympicair.com – My Booking, in order to book their new flight and reissue their ticket.
2. In case of a flight change in PNRs having OA or OA* Flights, issued under 390 stock, Travel Agents should book their new flight under A3 or A3* and reissue ticket through their GDS system. (in 390 stock)
3. In case of a flight change in PNRs having OA/OA* & A3 Flights, issued under 390 stock, Travel Agents should book their new flight under A3 & A3* and reissue ticket through their GDS system. (in 390 stock).
4. If previous mentioned processes are not feasible due to a www.olympicair.com or any technical issue, OA will accept a new ticket issuance under 390 stock mentioning old 050 ticket number in the Endorsement Box and a Full Refund Application through BSPlink with new A3 ticket No. mentioned in "Reason for refund".
5. If none of the above works, then travel agents need to call our Agent Helpdesk.
6. ETKT Records for TA's 050 tickets will be displayed in GDSs, but Reissue process will not be possible.

Un-ticketed PNRs

1. If a change is required in PNRs having OA flights, Travel Agents should book their new flight under A3* flight and issue ticket through their GDS system. (in 390 stock).
2. Un-ticketed PNRs having OA and/or OA* flights should be issued through Travel Agent GDS in 390 stock.
3. If un-ticketed PNRs contain OA/OA* and OAL segment then 390 or OAL stock should be used.(if applicable)

Yours sincerely,
Detlev Geiser
Senior Key Account Manager CEE