NDC Partner Program

LUFTHANSA GROUP

Lufthansa Group

SPRK Manual

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Austrian brussels AIRLINES Eurowings Lufthansa SWISS

Version 10.6

Up to date with Farelogix release 10.9
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What is new in this version?

- Chapter 1.2 – Update of Two Factor Authentication
- Chapter 2.3.1 – Update of Passenger Type Code (PTC)
- Chapter 2.3.5 – Update of Important note for UATP cards
- Chapter 3.1.2 - Change Account Code Behavior
- Chapter 3.4.5 – Update of EU-Cont wildcards
- Chapter 4.4.2 - Update of waiver code behavior
- Chapter 4.5 - Name correction after ticketing (name correction fee abolished since 01JUL24)
- Removal of chapter 4.6 Revalidation of Lufthansa Group airlines tickets as auto-exchange process should be applied.
- Chapter 5.2.1.7 - Airportr – ground handling, luggage service

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The current Lufthansa Group airlines Booking and Ticketing Policy for Business Partners and Lufthansa Group Schedule Change/ Irregularity Policy for Travel Agents need to be adhered when applying the instructions in this document.

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1 Introduction

1.1 *Landing page*

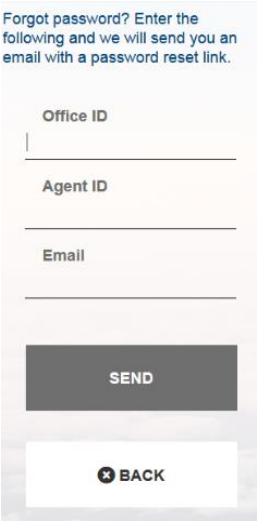
Use the following link to start the web application: https://dcwebc.farelogix.com/sprk-lhg/

1.1.1 Login

To access SPRK, log in entering your 4-letter office ID/PCC, agent ID, and password and confirming with **<Login>**. The password is case sensitive.

Make sure the Lufthansa Group airlines-branded landing page is shown; if not, please check if you have used the correct link.

1.1.2 Password reset



The landing page provides the function of password reset. Therefore, click **<Forgot password?>** and enter the requested data to receive a password reset link via e-mail. Make sure the specified e-mail address matches the one specified in the user settings.

- If you do not receive any reset e-mail, contact your agency admin to review the correct e-mail address connected to your Agent ID. The Agency Admin can reset your password according to chapter 9.3.5.
- If no email address is stored or if it does not match, the password can not be reset.

If you do not log in to your SPRK account for 90 days, it will be deactivated. The agency admin has the rights to reactivate SPRK sub-accounts (see chapter 9.3).

For reactivation of agency admin accounts, please contact LHG Direct Connect Service Support. If an account is then not reactivated within 30 days, it will be permanently deleted.

1.2 *2-Factor Authentication*

1.2.1 Activation of 2-Factor Authentication

The activation of the 2-Factor Authentication will happen at PCC level.
The use of the 2-Factor Authentication is becoming mandatory for all SPRK users throughout 2025 and every SPRK user has to use their personal SPRK account with their own 2-Factor Authentication (SPRK user accounts cannot be shared).

The following steps need to be performed to set up the 2-Factor Authentication:

1) Download the mobile phone tool or desktop tool (e.g. WinAuth) as per instructions in chapter 1.2.3
2) Perform initial login to SPRK and link the account with the 2-Factor Authentication tool as described in chapter 1.2.4

1.2.2 Prerequisites for 2-Factor Authentication

A 2-Factor Authentication Tool is needed to be able to link it with the SPRK user account. There are several apps in the market (e.g. Google Authenticator, Microsoft Authenticator, Authy) for mobile phone or computer. The user can install one of the authentication tools on their device and then link to the SPRK account in a similar way as described in this document.

If you need to change the device (computer or mobile phone) from where you access SPRK, you need to request a reset of the 2-Factor authentication. This can be done by your local agency admin (see chapter 9.3.6). Once the reset has been done, the authentication tool on the new device can be linked again with your SPRK account.

1.2.3 Examplary application of WinAuth

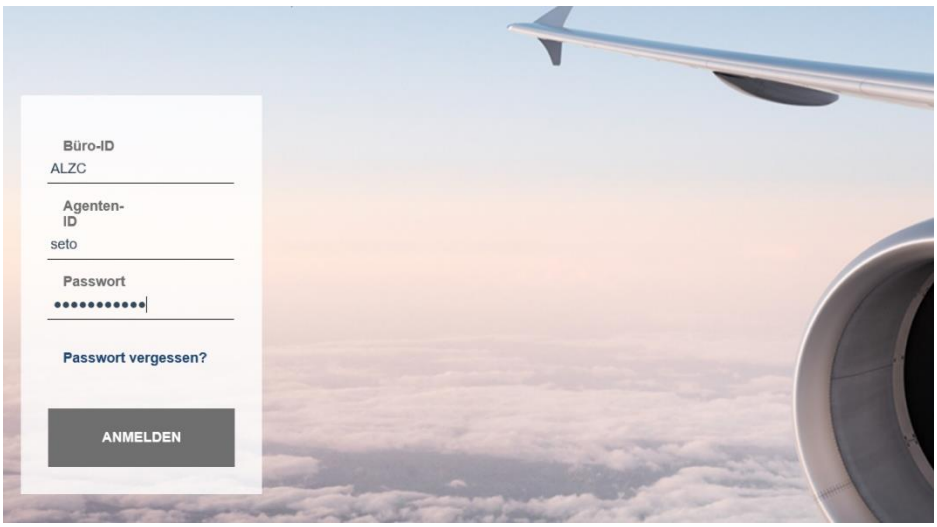
In the following chapters, we will only show an exemplary installation of the WinAuth application on a PC. WinAuth was selected because it can be used without requiring users to be administrator on their computer nor to use a separate private mobile device. Other applications can be used on your computer, according to your IT policy.

There will be no description of a setup on a mobile device due to the variability of tools, hardware and operating systems. The only difference when setting up the 2-Factor Authentication tool on your mobile device is that you don't have to type in or copy the 32-digit code but simply scan a QR code from the SPRK 2-Factor Authentication setup screen.

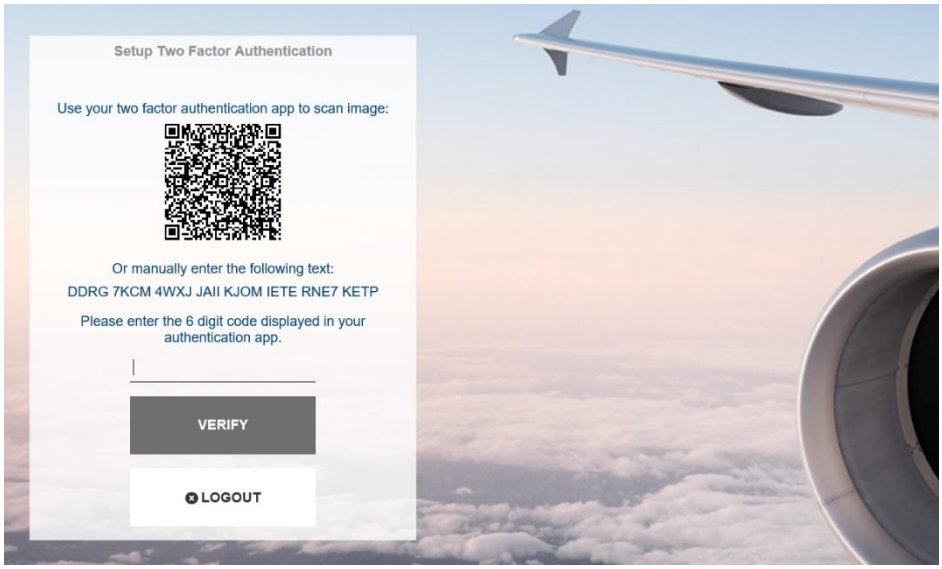
1.2.4 Setup the 2-Factor Authentication in SPRK

Please note that if you link your SPRK account with the WinAuth tool on a certain computer, you will only be able to login to SPRK where the WinAuth tool can be executed.

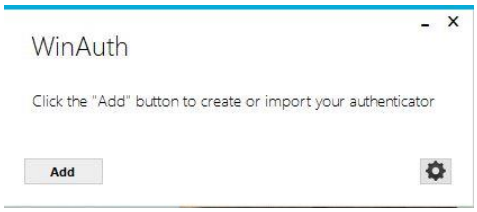
1) Open SPRK and sign in with your user and password.



2) The setup page for 2-Factor Authentication appears. Select the 32-digit code and copy it.

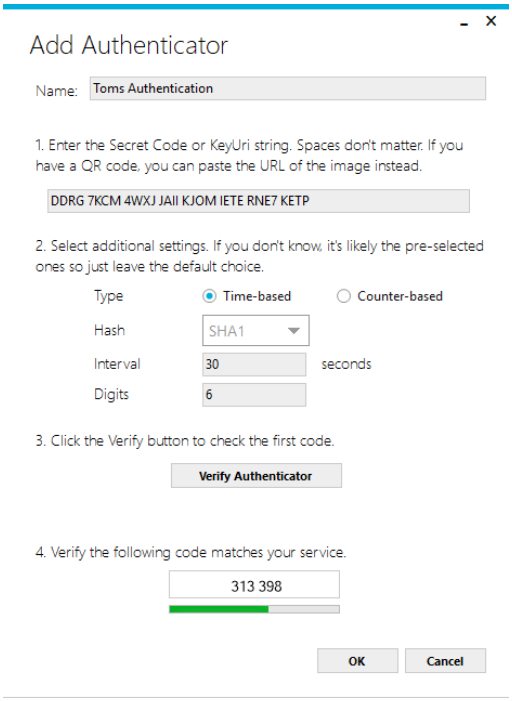


3) Start the WinAuth tool and click on “ADD” in the pop-up window (it might be that first you have to click through their terms and conditions).

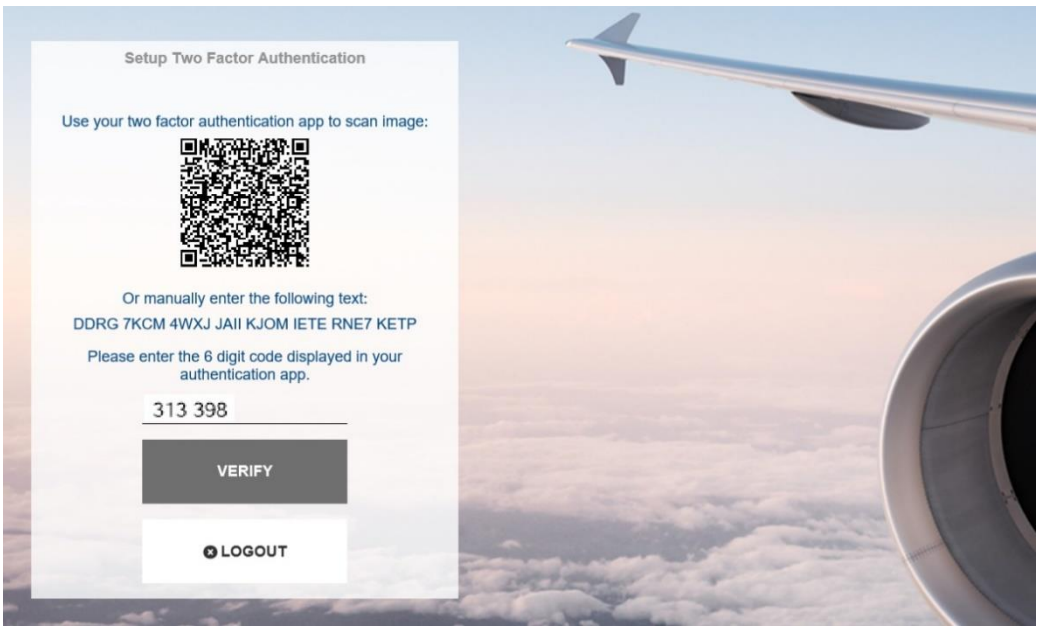


4) The next screen “Add Authenticator” appears. Under the field “Name”, enter any kind of personalized name or leave as “Authenticator”. Personalized name also should be entered for each environment in case of setting up 2-Factor Authentication for multiple environments as described in chapter 1.2.5.

5) Paste the previously copied 32-digit code from the SPRK setup screen in the WinAuth tool (first step)
6) Leave step 2 as suggested, then click on “Verify Authenticator” in step 3.
   A 6-digit code will appear below step 4.



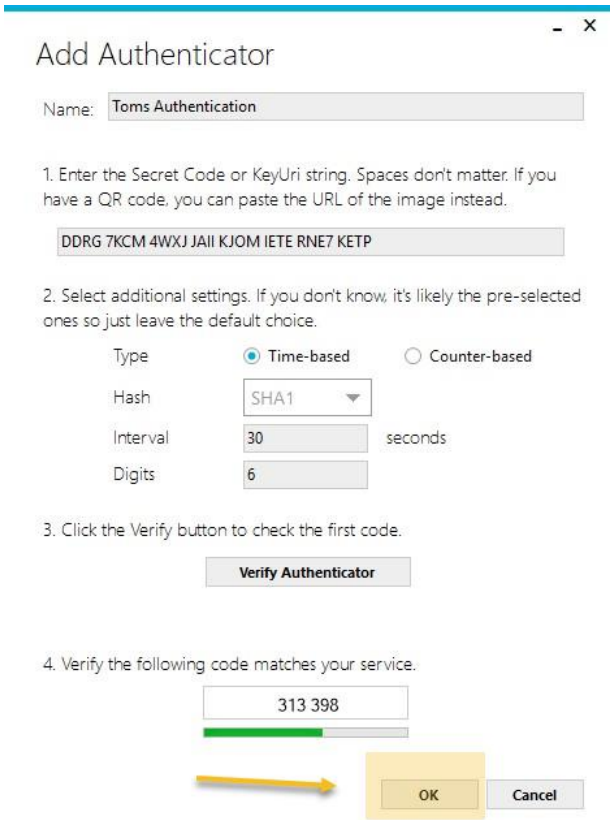
7) Select the 6-digit code in step 4 and copy, then paste it to the SPRK setup screen and click on **<Verify>**. (this step needs to be done quickly, as the 6-digit code expires quickly. If this happens, just use the next 6-digit code that is generated)



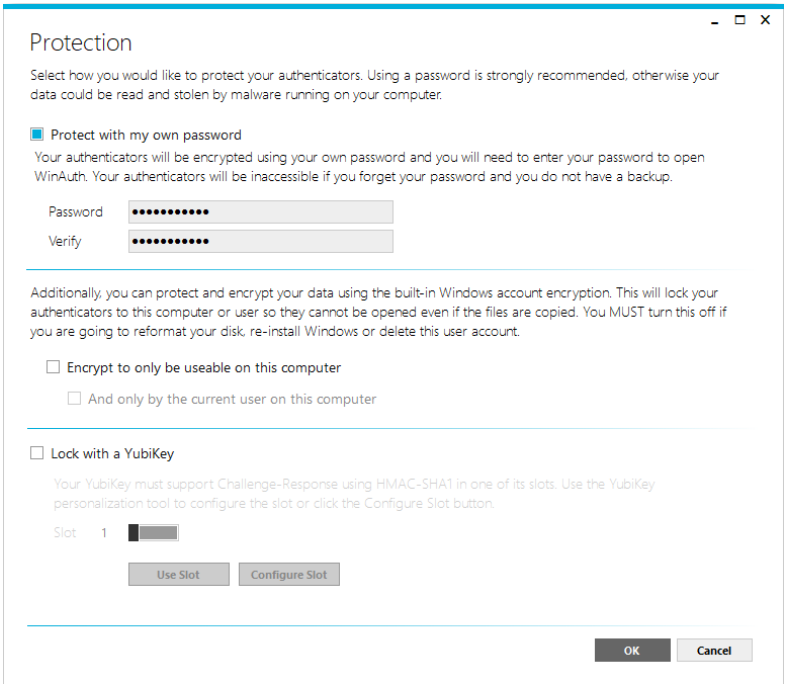
8) Read and confirm the End User Service Agreement by checking the “Agree” option and then click on **<Submit>**

9) You will now successfully enter SPRK and the 2FA setup in SPRK is finished.
The next time you log in to SPRK, you will need to enter the Office ID, Agent ID, and your password and then click on **<Login>**. A dialog will then appear in which you need to enter the fresh 6-digit code from your authenticator app.

10) **IMPORTANT:** You need to finish the setup of your WinAuth Tool. Switch back to your WinAuth tool and click on the “OK” button



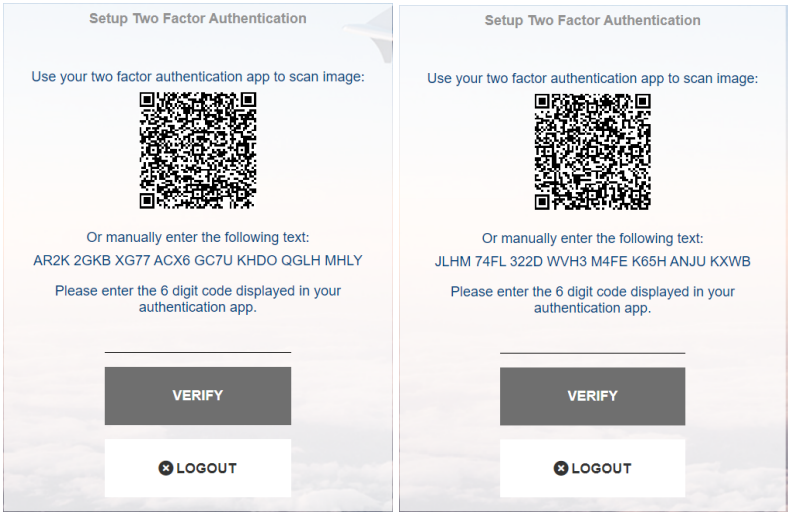
11) In the next WinAuth screen you can **optionally** specify a password for the WinAuth tool.



12) Finally, click on “OK” and the setup is completed. The WinAuth tool will start and show a fresh 6-digit code that can be used for login with SPRK.

1.2.5 Setting up the 2-Factor Authentication in multiple environments

The SPRK environments relevant for the Lufthansa Group and its partners are Sandbox, User Acceptance Testing and Production and SPRK users can have user accounts with identical Office ID (PCC) and Agent ID in different environments. This means that they enter the same Office ID and Agent ID when logging into Sandbox and Production environment.
However, with 2-Factor Authentication set for more SPRK user accounts of the same user, the user will receive more QR codes – e.g. a separate one for Sandbox and a separate one for Production environment:

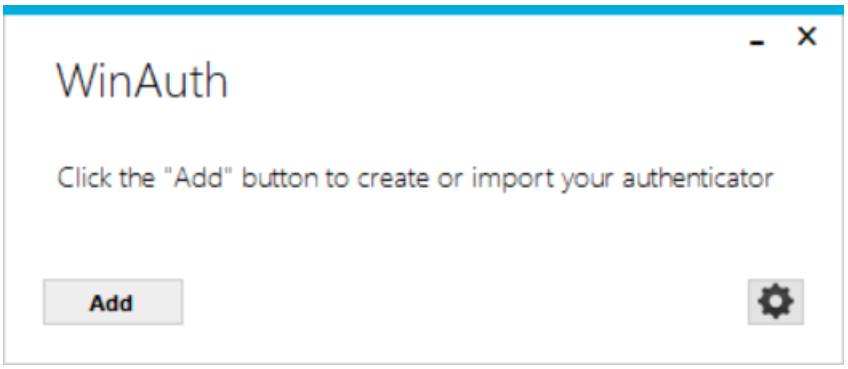


When adding the above copied 32-digit code from the SPRK setup screen the authenticator apps behave differently however the basic problem is the same: the QR code/32-digit code does not contain any information about which environment it belongs to.

In WinAuth this problem can be addressed by creating unique names for each Second Factor:

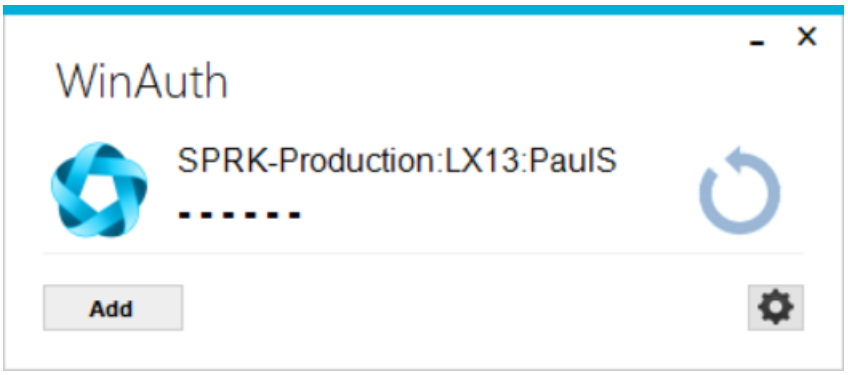
1) Open WinAuth .

2) Click the Add button in the main WinAuth window and choose “Authenticator” as the type of Authenticator you need.



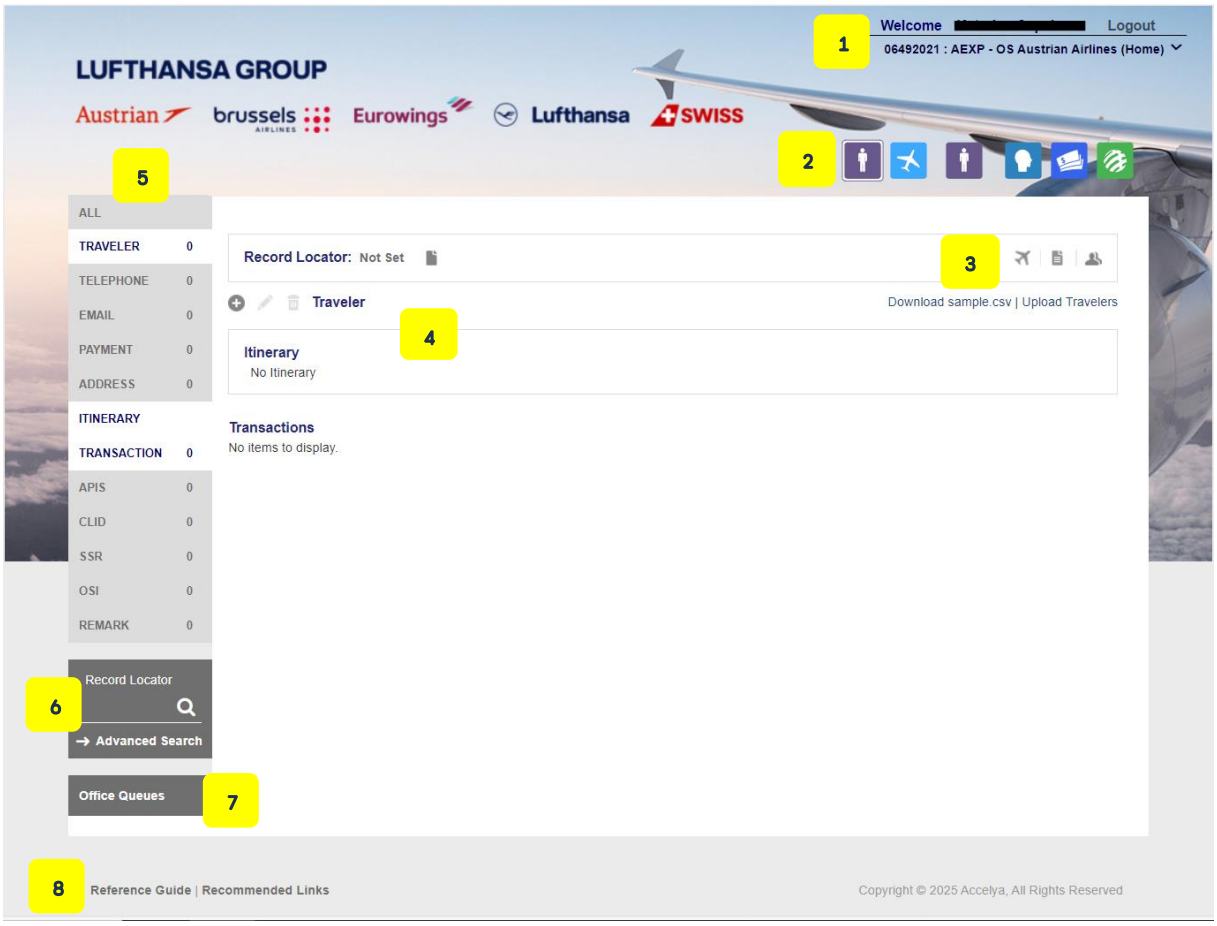
3) Enter a unique name by entering the environment, Office ID (PCC) and agent ID (e.g. “SPRK-Production: LX13: PaulS”) into the “Name” field as mentioned in chapter 1.2.4 (step 4) and continue with steps 5 – 11 for each Second Factor.

4) Click on the <OK> button to save the Authenticator. Your Second Factor has now a unique name.



1.3 *Reservation Screen*

Once logged in, the reservation screen is displayed. This is the main screen from which all other functions can be used.



(1) **Log-in information**, Log-out button, Agency IATA number, Office-ID (PCC)

(2) **Action icons** – see chapter 1.4

(3) **Quick-start options**
- Direct sell – usage not promoted
- Quick Traveler function – see chapter 2.1
- Traveler information from profile – see chapter 2.2

(4) Display of existing booking information in the PNR

(5) **PNR Toolbox** - see chapter 2.3
Add, modify or delete mandatory/optional PNR information. Click (dark background) to activate function to be displayed in the reservation. The number shown equals the quantity of items.

(6) **PNR Search** & **Advanced Search** – see chapter 3.2.2

(7) Work with **Office Queues** – see chapter 7

(8) Opens a new window, accessing the **Farelogix SPRK Reference Guide** or recommended links.

1.4 *Action Icons*

On the top right of the Reservation Screen, there are several action icons that allow you to navigate through SPRK.

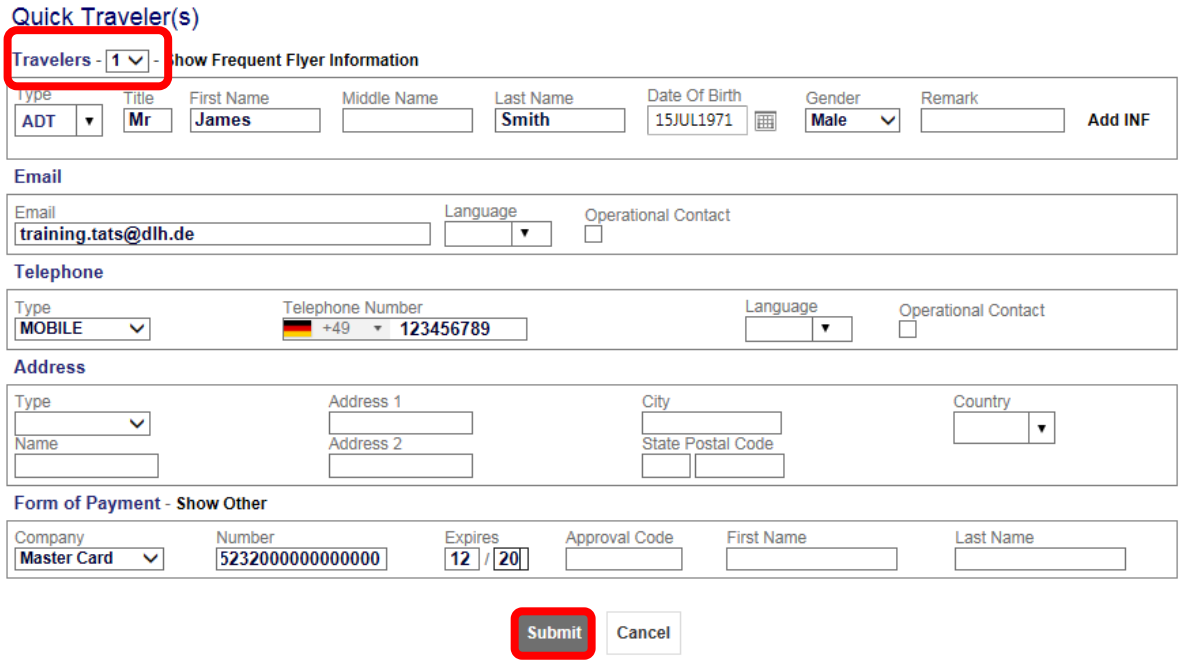
	Current Reservation	The default icon shows the current reservation (far left).
	Add Air	To be used to shop for flights and fares - see chapter 3.1
	Add Reservation	Start a new reservation. Five PNRs can be opened at the same time. For each itinerary, a “Current Reservation” icon will be created (far left).
	Profile Management	Work with traveler, agent or agency profiles - see chapter 9
	Reports	Download XML data files for usage in mid- and back-office systems and display sales reports - see chapter 10
	Settings	Changing language, time format, change/reset user password and e-mail, access to PCC Bridging - see chapter 11

2 Passenger Name Record (PNR)

2.1 *Adding passenger data with quick traveler*

Using the **Quick Traveler Icon** in the upper right of the reservation screen can save a lot of time as it allows all mandatory information to be added at the same time.

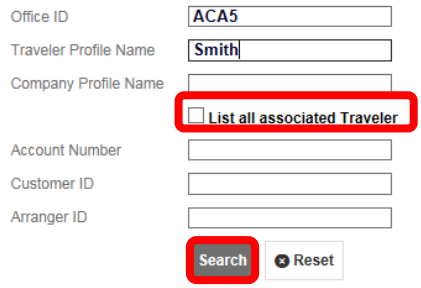
Use the drop-down menu to add more passengers.
When completing the form, **<submit>** all data to create a PNR.



2.2 *Adding passenger data using profiles*

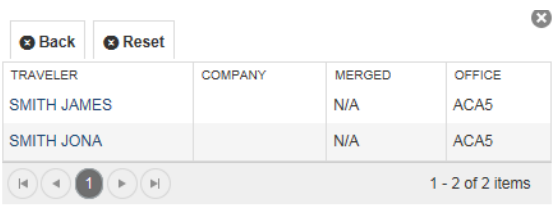
If you have an existing Traveler or Company profile, you can use the stored data to create a new booking. See chapter 9 for setting up profiles.

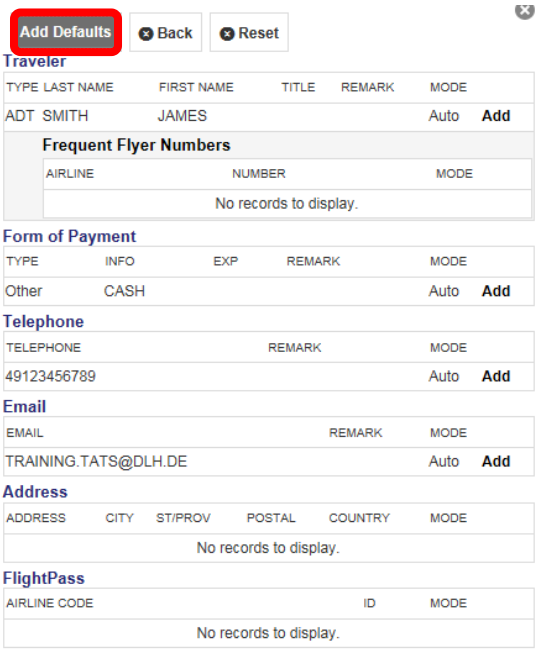
Click on the Profile Icon to start the quick profile search option.
You can search by traveler or company name. To view all travelers from one company, activate “List all associated Travelers”.



Click on the traveler’s name to select.

Select from the similar name list if the search shows more than one result.





All data showing “Auto” Mode will be transferred to the PNR using the **<Add Defaults>** button.

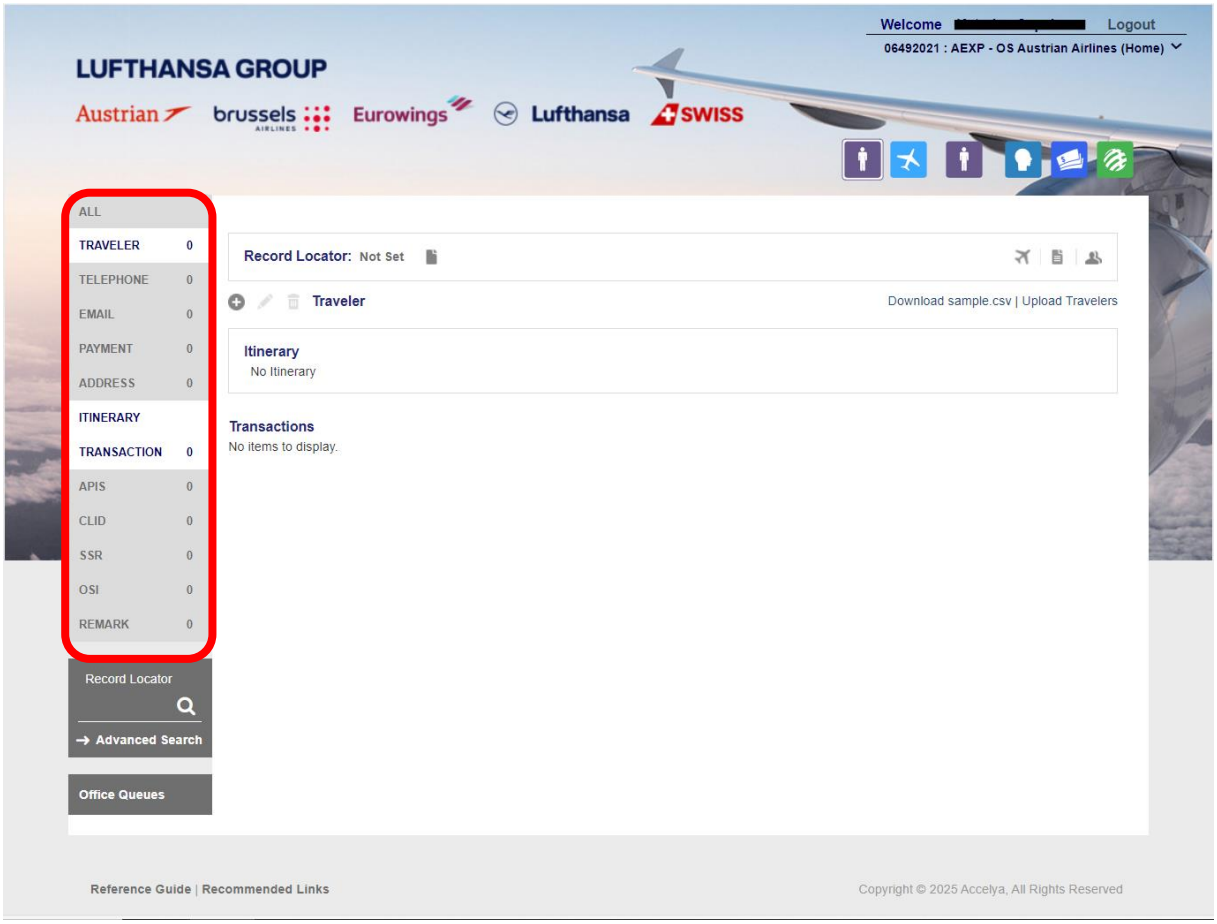
Alternatively, select a single item by clicking on the **<Add>** button.

<Back> returns to similar name list.

<Reset> returns to search screen.

2.3 *Adding passenger data with the toolbox*

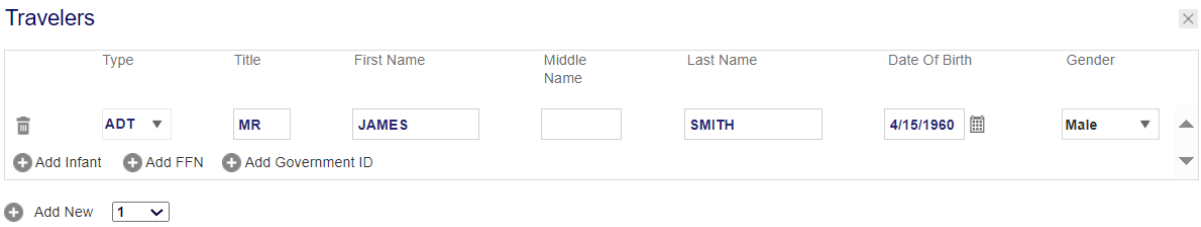
You can find the PNR toolbox on the left-hand side of the reservation screen.
Click data element (dark background = deactivated) to activate function to be displayed in the reservation (white background). The number is the quantity of items.



2.3.1 Adding passenger information: PTC, name, DOB, gender and frequent flyer number

Activate Traveler by clicking on it in the toolbox and click on the **Add Icon** to add a passenger.

Fill in the traveler's details.



You can select a passenger type code (PTC), add infants (with PTC INN and the date of birth) or children (with PTC CNN and the date of birth) and/or add a frequent flyer number.

For additional passengers, click on the **Add Icon** .
If you add the date of birth and gender, an SSR element with TSA information will be created automatically.

Click on **<Submit>** to enter the names into the PNR.

2.3.2 Change/Delete passenger data

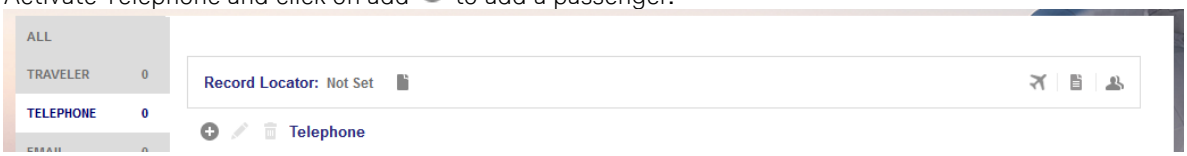
Please refer to the Lufthansa Group airlines booking & ticketing policy for the rules of a name correction and name changes. Name corrections (according to Lufthansa Group Booking & Ticketing Policy) can be conducted for unticketed PNRs with flights operated by Lufthansa Group airlines. For ticketed PNRs, please read *chapter* 4.5.

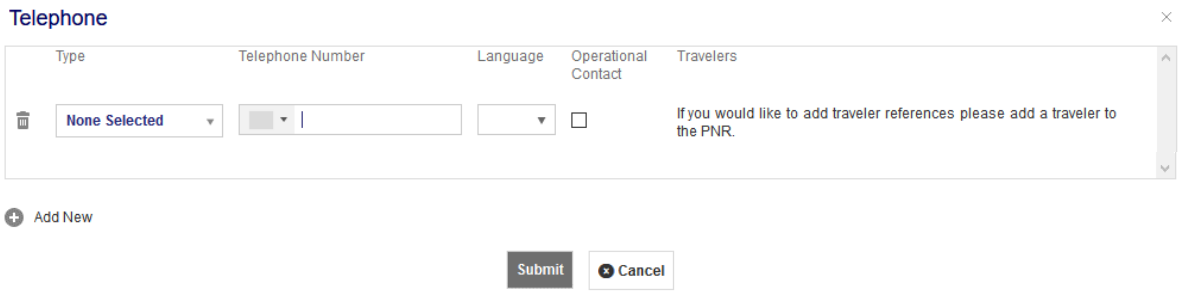
Choose the line with the name you want to change and click on the button above.

To delete a name (only possible before PNR creation), select the line and click on the button.

2.3.3 Telephone

Activate Telephone and click on add to add a passenger.

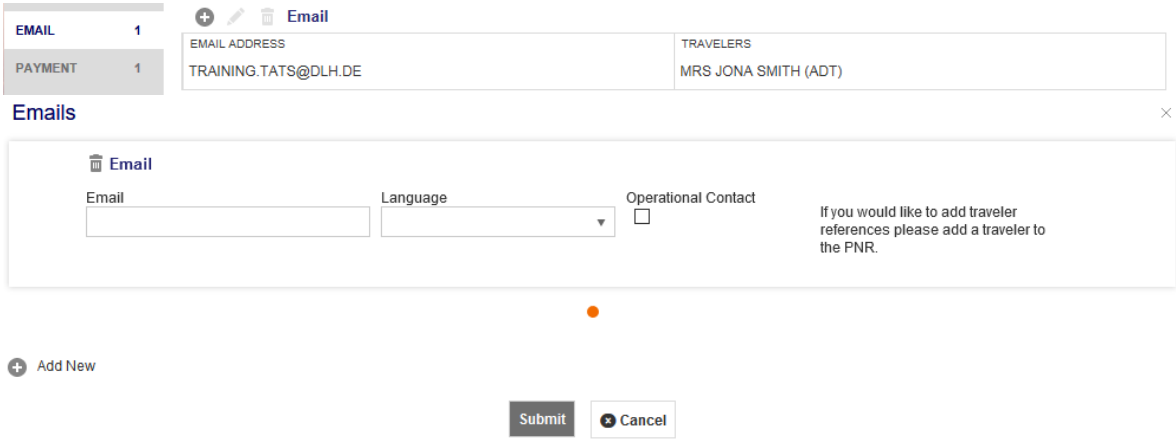




Select the phone type, add the phone number, select the contact language and click **<Submit>**.
On activating the operational contact tick box, **SSR CTCM** will be created for this passenger.
Back in the reservation screen, select an existing telephone entry and click to modify or to delete the existing phone number.

2.3.4 Email

Activate Email and click on to add an email address.

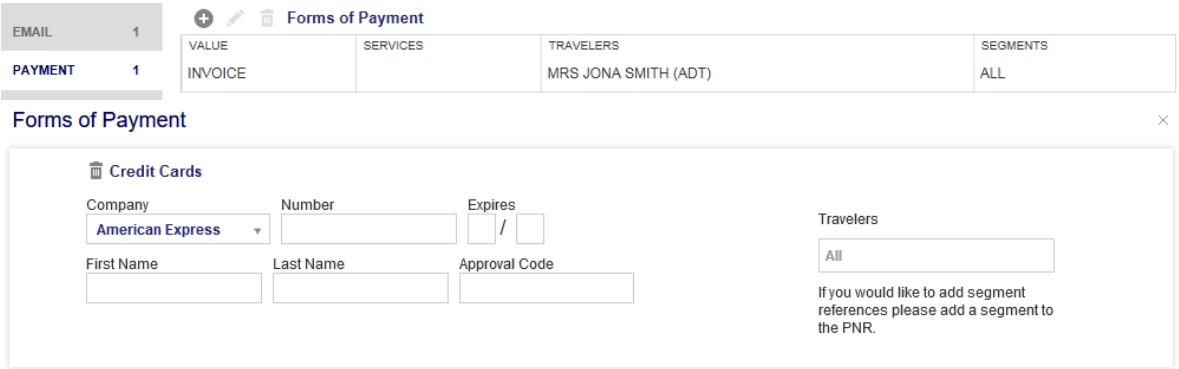


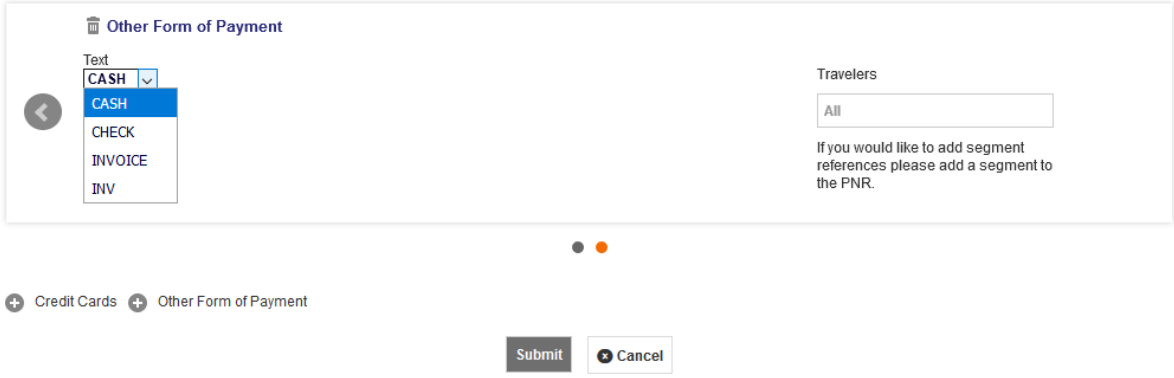
Add the email, select the contact language, and click **<Submit>**.
On activating the operational contact tick box, **SSR CTCE** will be created for this passenger.

Back in the reservation screen, select an existing email entry and click to modify or to delete the existing email.

2.3.5 Form of payment

Activate Payment and click on to add a form of payment. Choose between a credit card and other forms of payment (cash, cheque, invoice), fill in the requested data fields and click **<Submit>**.





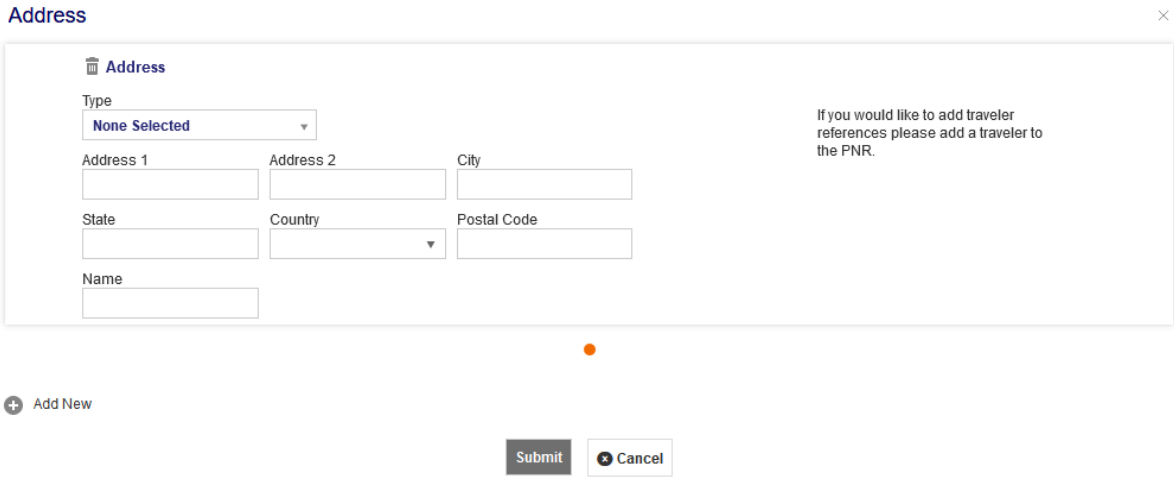
Back in the reservation screen, select the desired payment entry and click to modify or to delete the selected form of payment.

Important note for UATP cards (e.g. Air Plus):
The UATP card type does not require a CCV code when issuing documents; this differs from all other supported cards.

2.3.6 Address

Activate Address and click on to add an address element.

Select an existing address entry and click to modify or to delete the selected address.

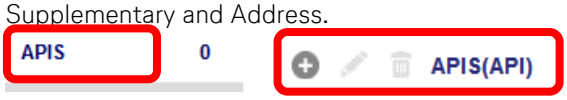


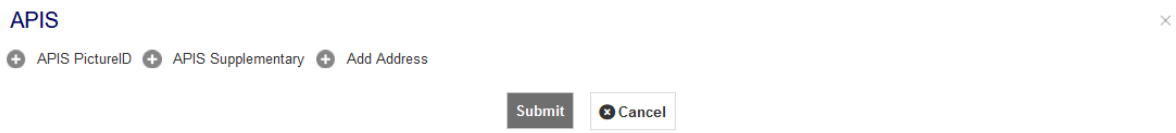
Back in the reservation screen, select the desired adress entry and click to modify or to delete the selected address.

2.3.7 APIS

Travelling to some countries requires APIS (Advance Passenger Information System) before issuing a ticket. If you have already included the date of birth and gender in the name element, the APIS element will be created automatically.

Activate APIS and click on to add an APIS element. You can then add an APIS PictureID, APIS Supplementary and Address.

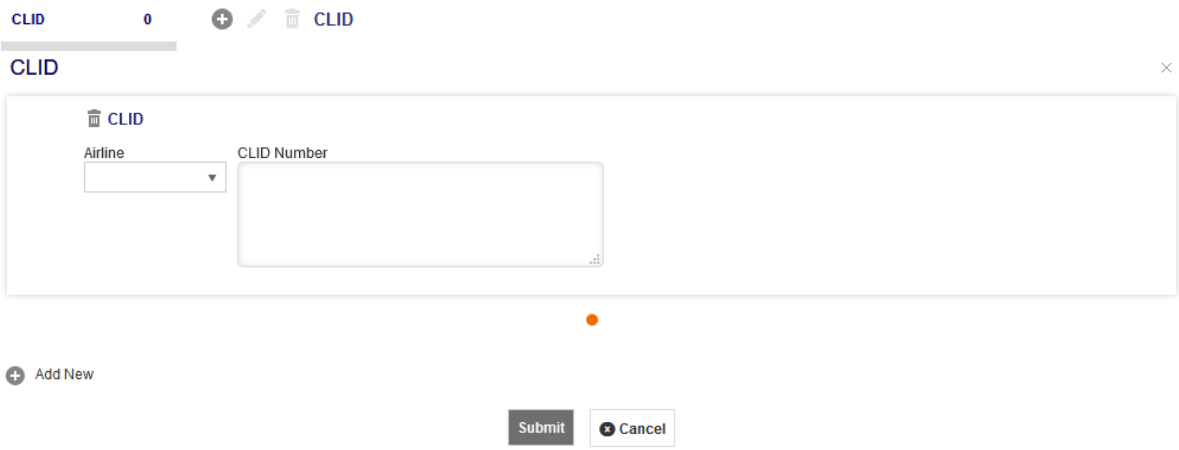




Select an existing APIS entry and click to modify or to delete the selected APIS element.

2.3.8 CLID

Activate CLID and click on to add a CLID.



Select an existing CLID entry in the reservation screen and click to modify or to delete the selected CLID.

2.3.9 SSR

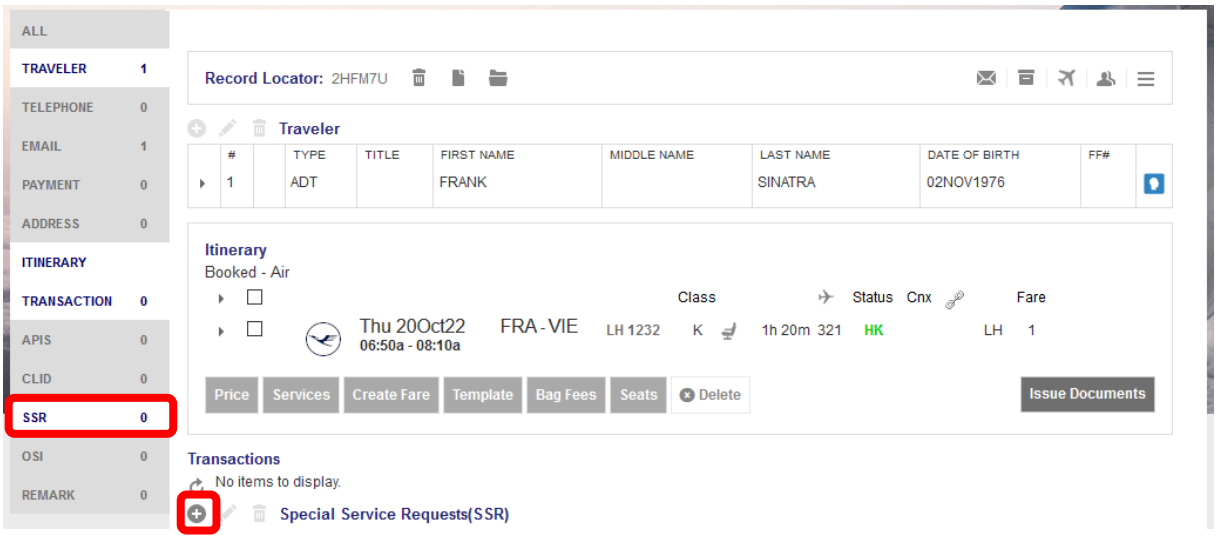
Important note:

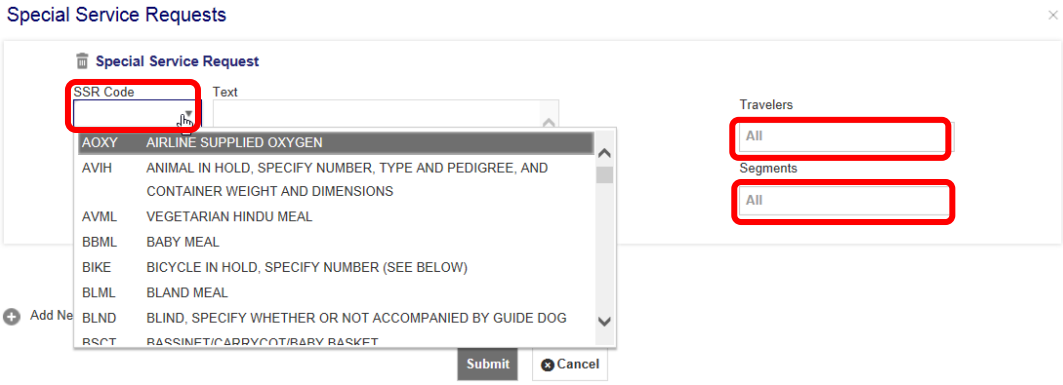
This feature is only supported for services that are **free of charge or paid for at check-in - no payment is made via SPRK**.

Unaccompanied minors should not be booked with this function, instead please refer to chapter 5.2.

2.3.9.1 Add SSRs during the booking process

To add an SSR during flight booking, activate the "SSR" panel in the tool box and click .

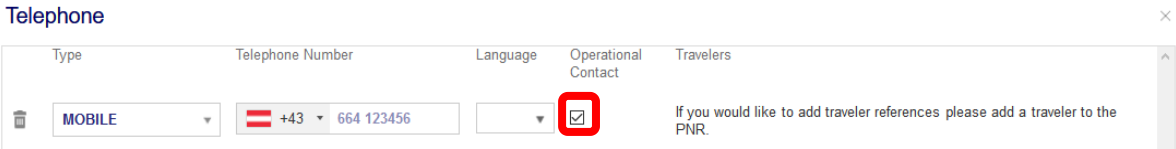




IATA SSR Code: Choose a (non-chargeable) SSR from the drop-down list.
Text: For some SSR requests, additional text is mandatory. A warning message will occur.
Travelers: Select a passenger or "All" for all passengers.
Segments: Select flight segments or "All" for all flight segments.

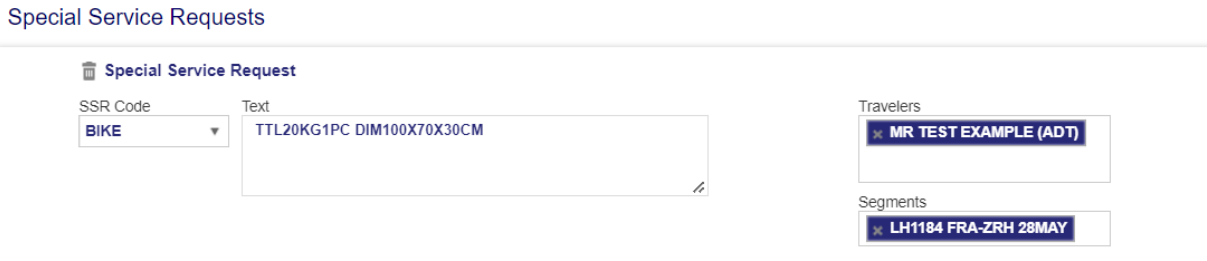
<Submit> your request and you will receive airline feedback on Queue.

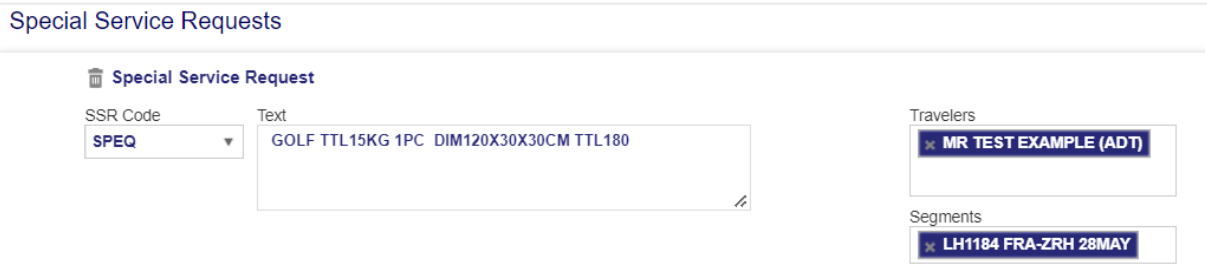
<u>Please note:</u>
When adding a telephone number or an email address, there is a little check box labelled "Operational Contact". By checking this box, an **SSR CTCM or CTCE** will be created in the PNR. Therefore, there is no separate SSR CTCM or SSR CTCE in the SSR drop-down menu as the same result can be achieved with the "Operational Contact" check-box:

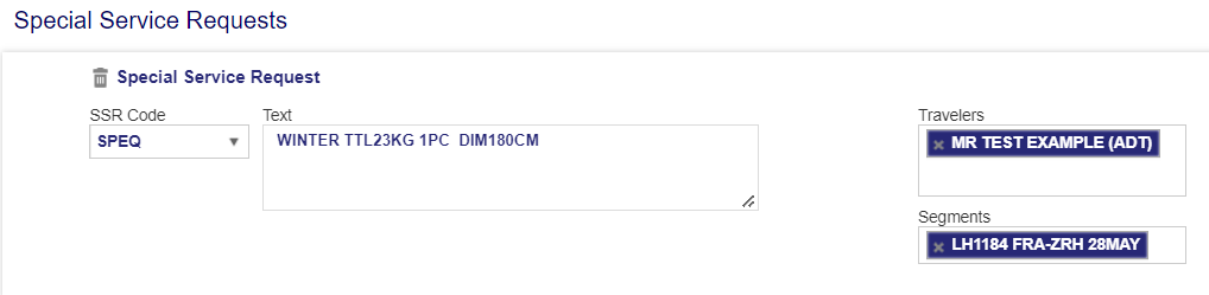


For SSRs that require weight and dimension specifications, please check the correct text format in the Lufthansa Experts portal.

For example, the SSR SPEQ or BIKE specifications need to be entered in the free text field:

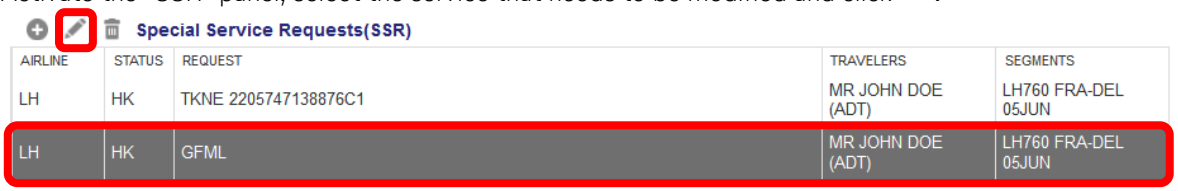






2.3.9.2 Change an existing SSR

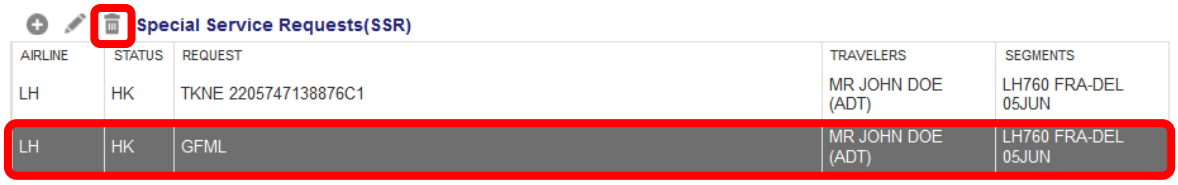
Activate the "SSR" panel, select the service that needs to be modified and click .



Make changes in the mask and **<Submit>**. The airline response will be given on Queue.

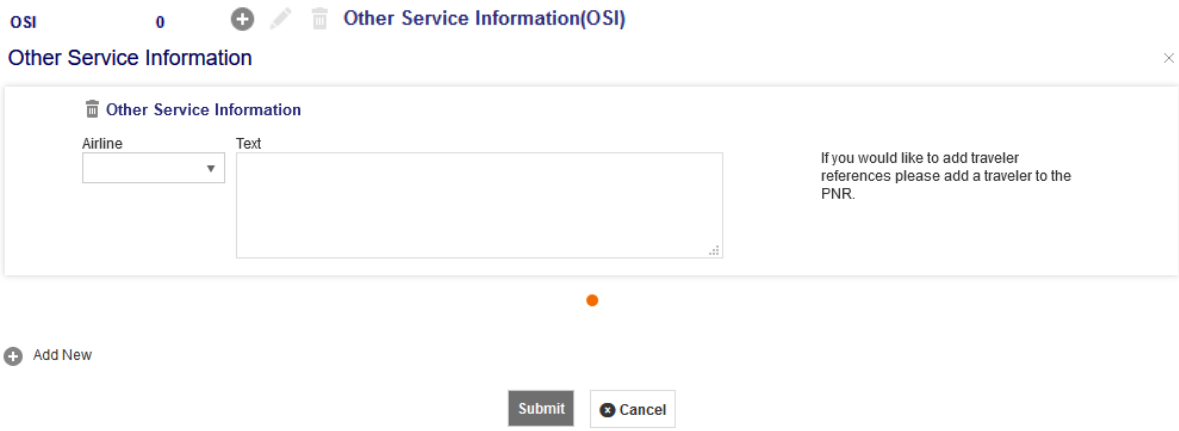
2.3.9.3 Cancel an SSR

Activate the "SSR" panel, select the service that needs to be deleted and click .



2.3.10 OSI

Activate OSI (other service information) and click on to add an OSI element.



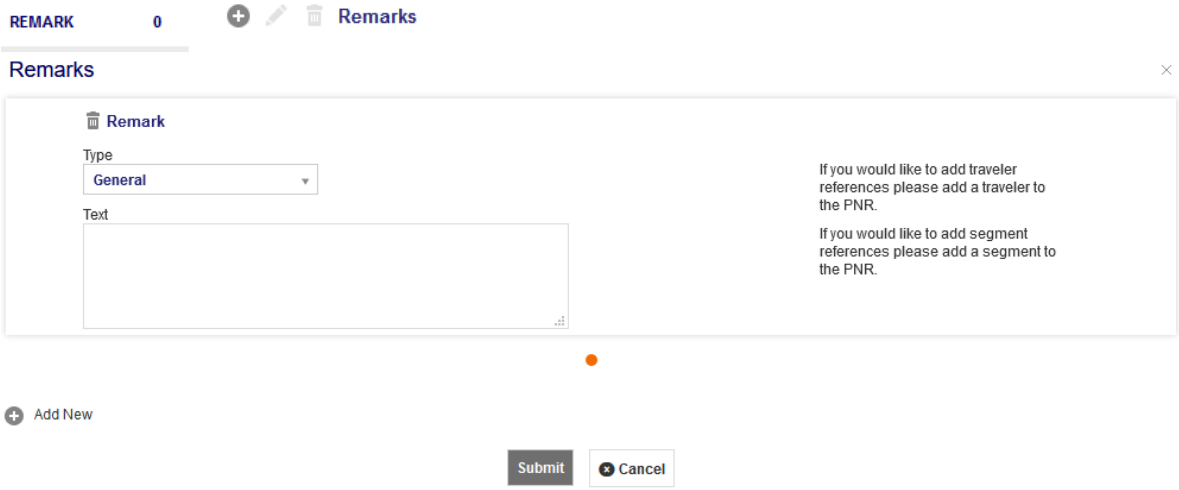
Add the airline code and additional information in the text box. Click **<Submit>**.

The input of the OSI-element for a corporate client number (such as Partner Plus Benefit) must follow the following format: **Airline = YY, Text = CP/LHxxxxxxxxxxx**, where CP means corporate program and the x's are the designated corporate client number.

Select an existing OSI entry in the reservation screen and click to modify or to delete the selected OSI.

2.3.11 Remark

Activate Remark and click on to add a Remark.



Use the drop-down menu to select one of the remark types and use the text box for entering text. Click **<Submit>**.

Select an existing Remark in the reservation screen and click to modify or to delete the selected remark.

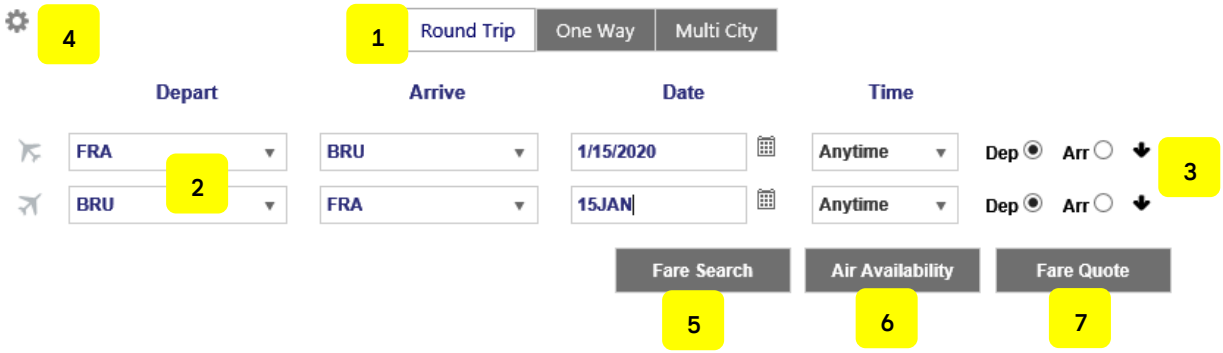
3 Itinerary

3.1 *Add Air / Flight Search*

With the implementation of ITA flights in our LHG NDC we want to inform you that LHG and ITA are determining prices independently for flights to or from US and JP.

3.1.1 Flight search interface

All flight and fare search functions are provided using the **"Add Air"** button .
There is **no need to enter PNR data** before using Add Air functions.



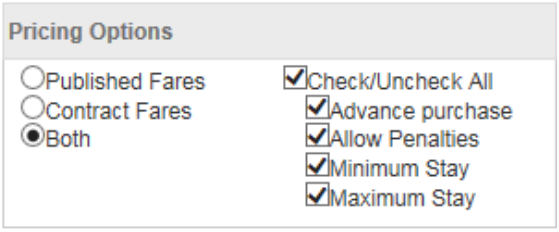
(1)	**Itinerary type:**	Choose the itinerary type for your search criteria. Round Trip, One Way, Multi City
(2)	**Search criteria:**	Depart/Arrive Enter 3-letter code or full city name to choose from name list. Date Add the date by choosing from the calendar or using one of the following formats: 15JUL DDMMM 15JUL19 DDMMMYY 15.07.19 DD.MM.YY (Date format not always the same, as it depends on the language chosen in Settings (see chapter 11.1).) Time Set time preference using the drop-down menu.
(3)	**Options:**	Apply more search criteria (e.g., airline, cabin, booking class)
(4)	**Search Settings:**	Opens a search setting panel. See chapter 3.1.2.
(5)	**Fare Search:**	Search for the available fares for selected routing. See chapter 3.1.3.
(6)	**Air Availability:**	Availability display for selected routing without fares. See chapter 3.1.4.
(7)	**Fare Quote:**	Fare display for selected routing without availability information. See chapter 3.1.5.

3.1.2 Flight search settings

Clicking the gear icon opens a search setting panel.
Clicking on one of the options will open the section to enter data:

Pricing Options

The first section allows the restriction of a fare search by type. The options are as follows:

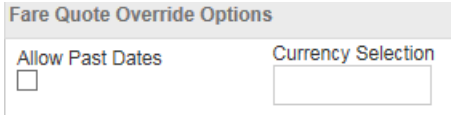


- **Published Fares:**
  Fares shown for all markets and agencies without any negotiation.
- **Contract Fares:**
  Also known as Private Fares. These rates are only available to certain groups of agents, markets or companies.
  When a FareSearch request is sent using the contract fare option including a Contract ID Qualifier (Account Code), then only offers attached to that specific account code are returned.

- **Both:** This is the default setting, which will search by both fare types.

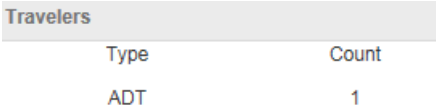
- **Advance Purchase:** Include fares with an advance purchase restriction.
- **Allow Penalties:** Include fares where penalties apply.
- **Allow Min. Stay:** Include fares that have a minimum stay requirement.
- **Allow Max. Stay:** Include fares that have a maximum stay requirement.

Fare Quote Override Options



Checking this box will retrieve a Fare Quote (only!) for a date that has already passed. Currency override can be used by entering the IATA currency code. The default is the local currency of the agency.
The historical pricing function is deactivated and not supported in SPRK.

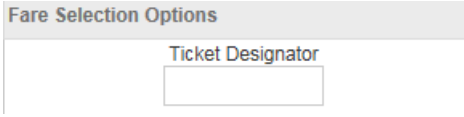
Travelers



- **Type:** Displays a list of Passenger Type Codes (PTC) that can be selected for the fare; click the arrow to display the list.
- **Count:** This field confirms the number of passengers with the same PTC included in the pricing request; click the spinner or enter the number to select.
- **Travelers Add/Remove:** Clicking the Plus allows one or more travelers with a different PTC to the default traveler to be added.

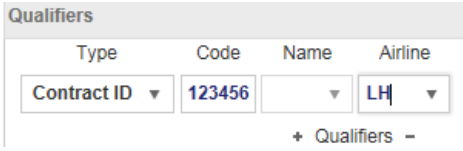
Fare selection Options:

Enter a ticket designator code to limit the fare search to that particular code.



Qualifiers:

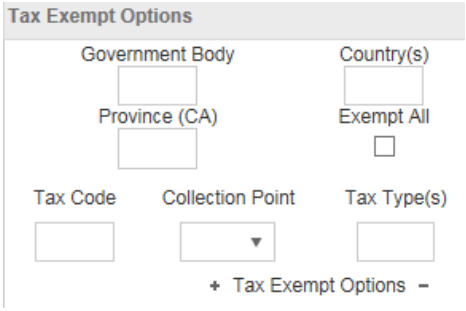
Pricing Qualifiers are codes associated with Airline-sponsored to select from the list of Qualifier options, click the drop-down menu labelled Type.



Tax Exemption Options:

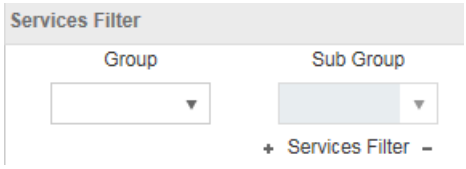
You can apply tax exemption by using one of the following options:

- **Apply Exemption to All:**
  Selecting Yes will apply exemption to all taxes
- **Government Body:**
  Free-form text box to enter taxing authority
- **Country:**
  Enter first letter to display a Country Code list
- **Province (CA):**
  Click the drop-down menu to display Canadian provinces
- **Tax Code:**
  Enter tax code
- **Collection Point:**
  Enter the first letter of an Airline Code to display a list
- **Tax Type:** Add tax type



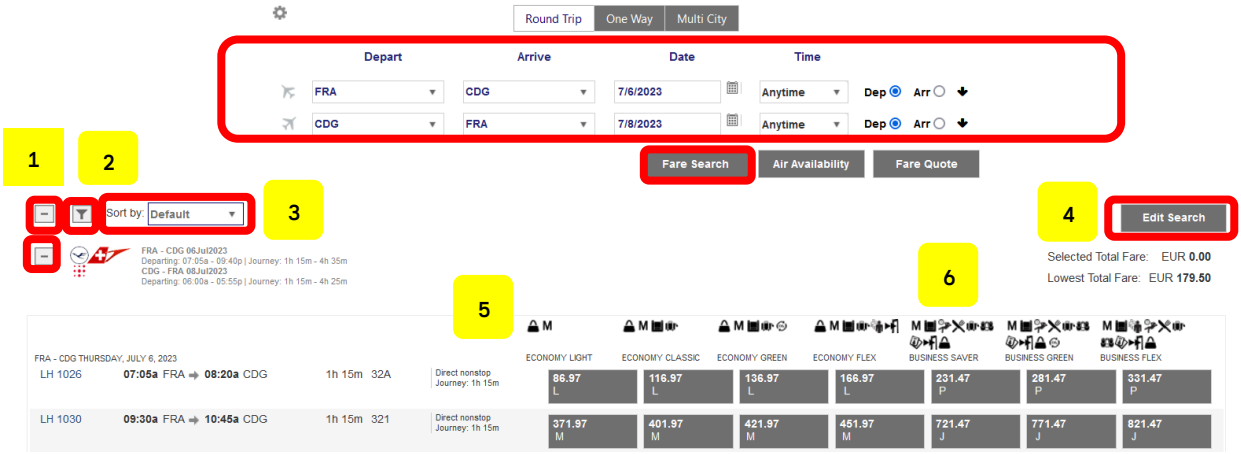
Service Filters:

The Services Filter option can be used to narrow the selection of flights based on the Services offered.



3.1.3 Add flights to shopping cart via Fare Search

Use **<Fare Search>** for the lowest available fares for a requested routing (Best Buy).



(1) Use [+] and [-] to open/close single fare displays with flight options.

(2) Use [▼] to select one of the airline options, departure/arrival time or connections.

(3) After running a successful Fare Search, the user is able to sort the results by Price, Duration, Departure Time and Arrival Time (Ascending or Descending) by selecting the

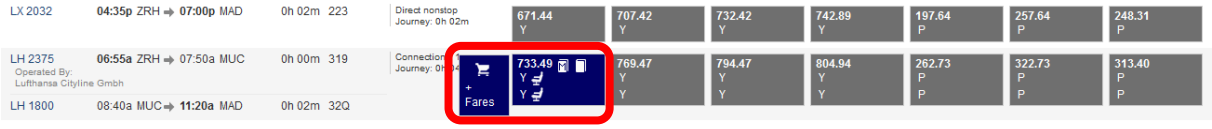
parameter in a dropdown list after clicking on the Sort By Icon. Price is set as default parameter, which can be changed by the user in Settings (see chapter 11.1).

(4) Modify your search options

(5) The top row shows the fare families for continental flights. Use the mouse-over function to receive a list of services included in the fare.

(6) The Symbols M show which services are included in the offered fare.
Use the mouse-over function to see a description.

Click on the fare to select. For a round-trip, scroll down as you need to select all flight segments.



Once selected, you can add the flights and fare to the shopping cart , open the seatmap or display all available fares by clicking on + Fares.
Afterwards, all fare details and tax calculations are displayed and a pop-up window informs about the time limits of base fare, taxes, fees and charges. These time limits inform about the length of time the price element of an offer item is guaranteed as long as there are no changes in availability. Beyond time limit expiration, a new shopping request will be required.

(LXA)
Base amount guaranteed until 2023-07-01 11:09:00
Tax summary guaranteed until 2023-06-30 23:59:59
Price guarantee will be recalculated at time of order/booking creation.
OB Fees of incl for OPC EXEMPT FDA may be applied for traveler T1.

Fare for selected Flights

Fare Information

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

Bag Fees

Passenger Type	Currency	ADT
Base Fare per Passenger	**CHF**	**141.00**
LH 1191: ZRH-FRA Class: Light (T) Cabin: Economy	EUR	
LH 1122: FRA-MAD Class: Light (T) Cabin: Economy	EUR	58.74
LX 2033: MAD-ZRH Class: Light (S) Cabin: Economy	EUR	79.31
Total Equivalent Fare (Rate used: 0.97917285, Table: BSR)	**EUR**	**138.00**
Taxes and Fees		
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	12.73
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	12.73
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	16.65
CH AIRPORT PASSENGER SECURITY AND NOISE CHARGE	EUR	34.28
RA PASSENGER SERVICE CHARGE INTERNATIONAL DEPARTURE	EUR	22.37
JD DEPARTURE CHARGE	EUR	14.48
OG AVIATION SAFETY AND SECURITY FEE	EUR	0.63
QV SECURITY TAX	EUR	3.27
Total Taxes and Fees	**EUR**	**117.14**
Total Airfare per Passenger - (Validated on LH)	**EUR**	**255.14**
Grand Total EUR - (ADT x 1)		**255.14**

Services priced in EUR

Options for flight LH 1191 from ZRH - FRA

MILEAGE ACCRUAL (ADT) Included

Options for flight LH 1122 from FRA - MAD

MILEAGE ACCRUAL (ADT) Included

Options for flight LX 2033 from MAD - ZRH

MILEAGE ACCRUAL (ADT) Included

SUMMARY OF ALL CHARGES	(ADT)
Selected Options per traveler	0.00
Basic Airfare per traveler (see above)	255.14
Grand Total per traveler	255.14

Add to Shopping Cart Cancel

Clicking on “Fare Information” will provide more information about the selected fares.
Clicking on the text boxes (Additional Fare Details, Itinerary Details, Bag Fees) will display further information regarding each respective category.
The calculation will be stored in the booking after confirming with **<Add to Shopping Cart>.**
The shopping cart itinerary is then displayed on the reservation screen.

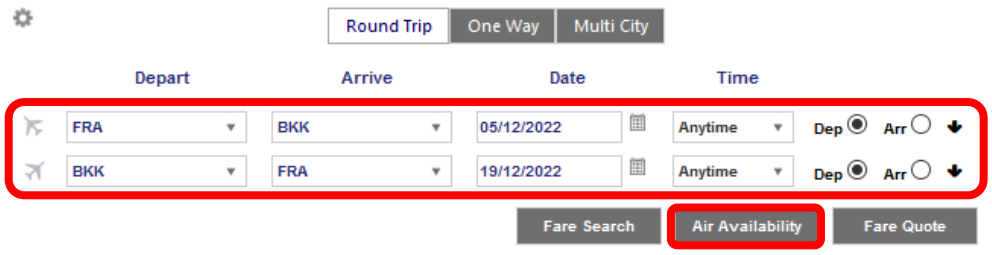
Continue with chapter 3.2.

3.1.4 Add flights to shopping cart via Air Availability

Please note that Continuous Pricing is not applied to searches and subsequent Pricing via Air Availability. Continuous Pricing will apply in subsequent Ticket Exchange transactions when using air availability according to chapter 4.6.1.

Click **<Air Availability>** to start and display a list of flights sorted by departure and travel time.

After running a successful Air Availability search, the user is able to sort the results by Duration, Departure Time and Arrival Time by selecting the parameter in a dropdown list after clicking on the Sort By Icon. Duration is set as default parameter, which can be changed by the user in Settings (see chapter 11.1).

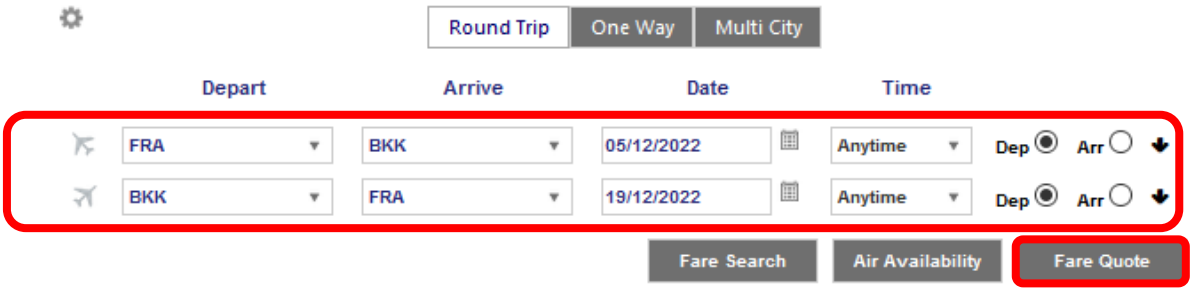


Choose the desired booking class and click on **<Select>.**

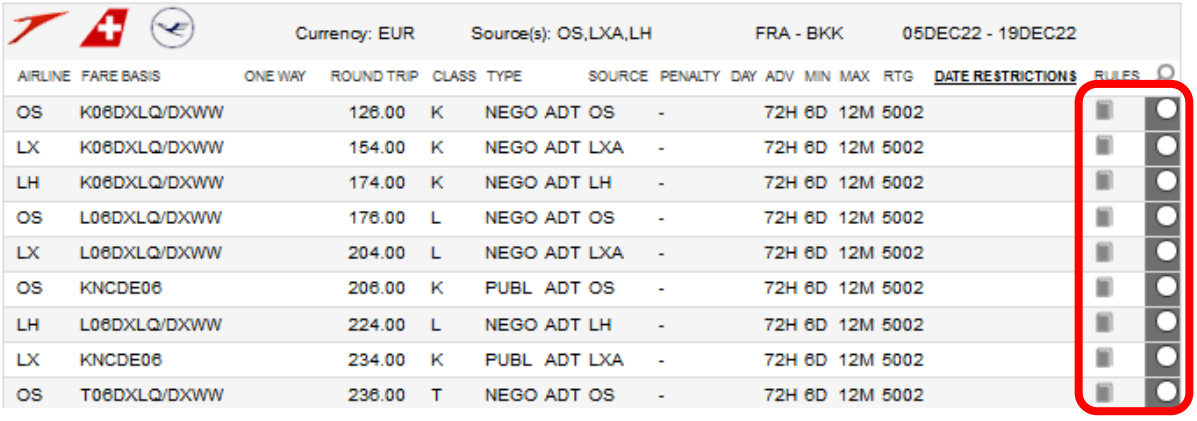
You can add the flight to the shopping cart, store the fare for selected booking class Price, display all available fares for the selected flight via + Fares or do a Best Buy Best Buy to create a booking with the lowest available fare.

3.1.5 Fare Quote

Using the Fare Quote button shows a list of fare details, including the fare basis, booking class and fare restrictions.



The radio button to the right (under the magnifying glass header) opens the corresponding Fare Search display, which will allow you to select a flight.



Currency: EUR Source(s): OS,LXA,LH FRA - BKK 05DEC22 - 19DEC22

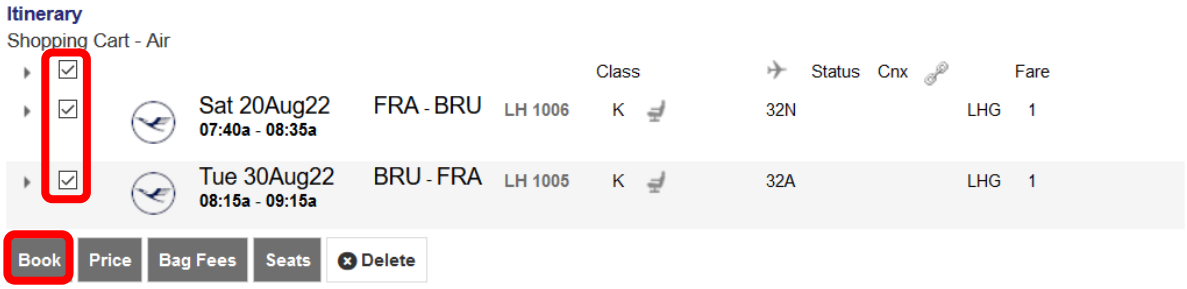
AIRLINE	FARE BASIS	ONE WAY	ROUND TRIP	CLASS	TYPE	SOURCE	PENALTY	DAY	ADV	MIN	MAX	RTG	DATE RESTRICTIONS	RULES
OS	K06DXLQ/DXWW		126.00	K	NEGO ADT	OS	-		72H	6D	12M	5002		
LX	K06DXLQ/DXWW		154.00	K	NEGO ADT	LXA	-		72H	6D	12M	5002		
LH	K06DXLQ/DXWW		174.00	K	NEGO ADT	LH	-		72H	6D	12M	5002		
OS	L06DXLQ/DXWW		176.00	L	NEGO ADT	OS	-		72H	6D	12M	5002		
LX	L06DXLQ/DXWW		204.00	L	NEGO ADT	LXA	-		72H	6D	12M	5002		
OS	KNCDE06		206.00	K	PUBL ADT	OS	-		72H	6D	12M	5002		
LH	L06DXLQ/DXWW		224.00	L	NEGO ADT	LH	-		72H	6D	12M	5002		
LX	KNCDE06		234.00	K	PUBL ADT	LXA	-		72H	6D	12M	5002		
OS	T06DXLQ/DXWW		236.00	T	NEGO ADT	OS	-		72H	6D	12M	5002		

The display provides basic fare information. You can display the corresponding fare notes display using .

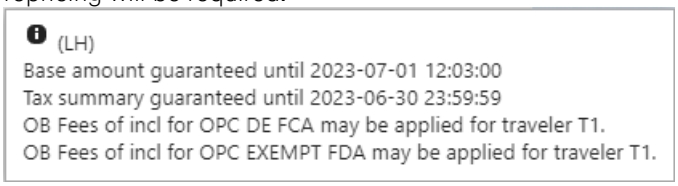
3.2 *Book a flight segment*

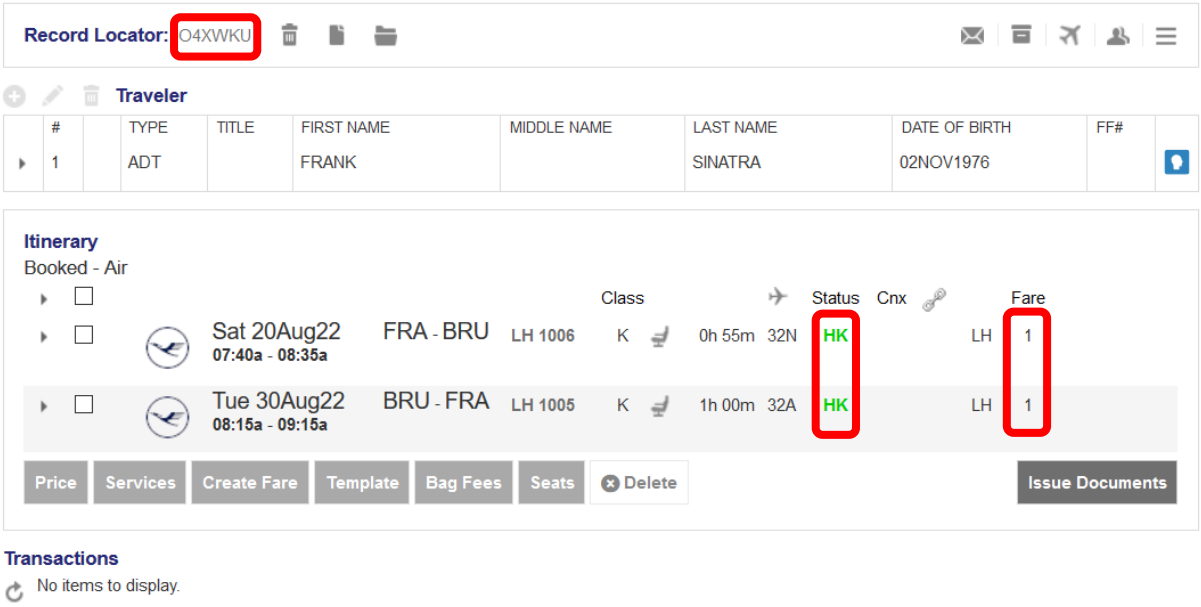
3.2.1 Store a booking

To save the flights shown in the shopping cart in the airline system, select one or all segments and click **<Book>**.



Now the Farelogix filekey (Record locator) is displayed and the flight segments show the actual booking status (HK, HL, etc.).
A pop-up window informs about the time limits of base fare, taxes, fees and charges. After Order Creation, these time limits inform about the length of time an offer item is guaranteed. Beyond time limit expiration, repricing will be required.



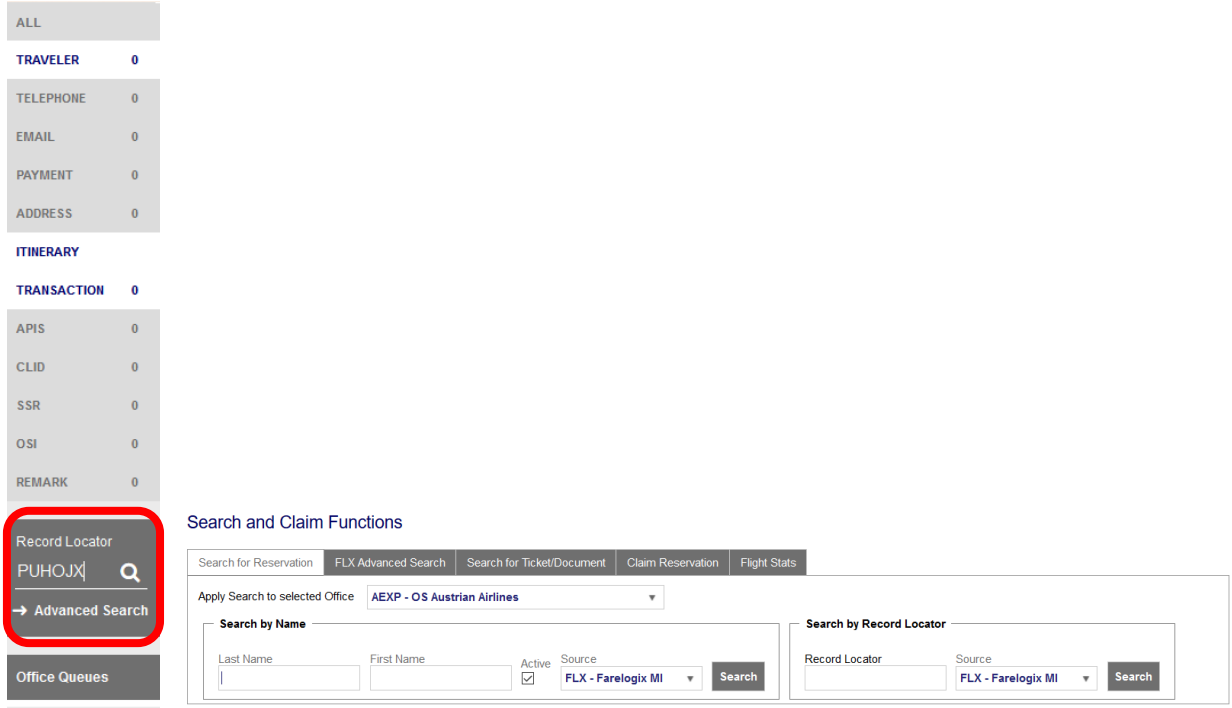


The Airline Vendor Locator will be shown as reference when hovering the mouse over the fare number (here: 1).

To close the booking or start a new reservation click .

3.2.2 Search and display booking

Allows the entry of a known six-character code that identifies a PNR. Enter the **Farelogix Record Locator** and click on the Magnifying Glass. Searching for the Airline Vendor Locator via this field will display an error, you can **search for an Airline Vendor Locator via Advanced Search**.



If you do not know the Farelogix record locator, use the **"Advanced Search"** option.
"Advanced Search" provides a wide range of search options.

Search for Reservation: Entering the traveler name will display a list of PNRs matching the criteria entered. Search by Record Locator will allow the search for the Airline Vendor Locator if Amadeus is selected as Source.

FLX Advanced Search: Provides an advanced feature to search for bookings with a flight number, date range or frequent traveler number.

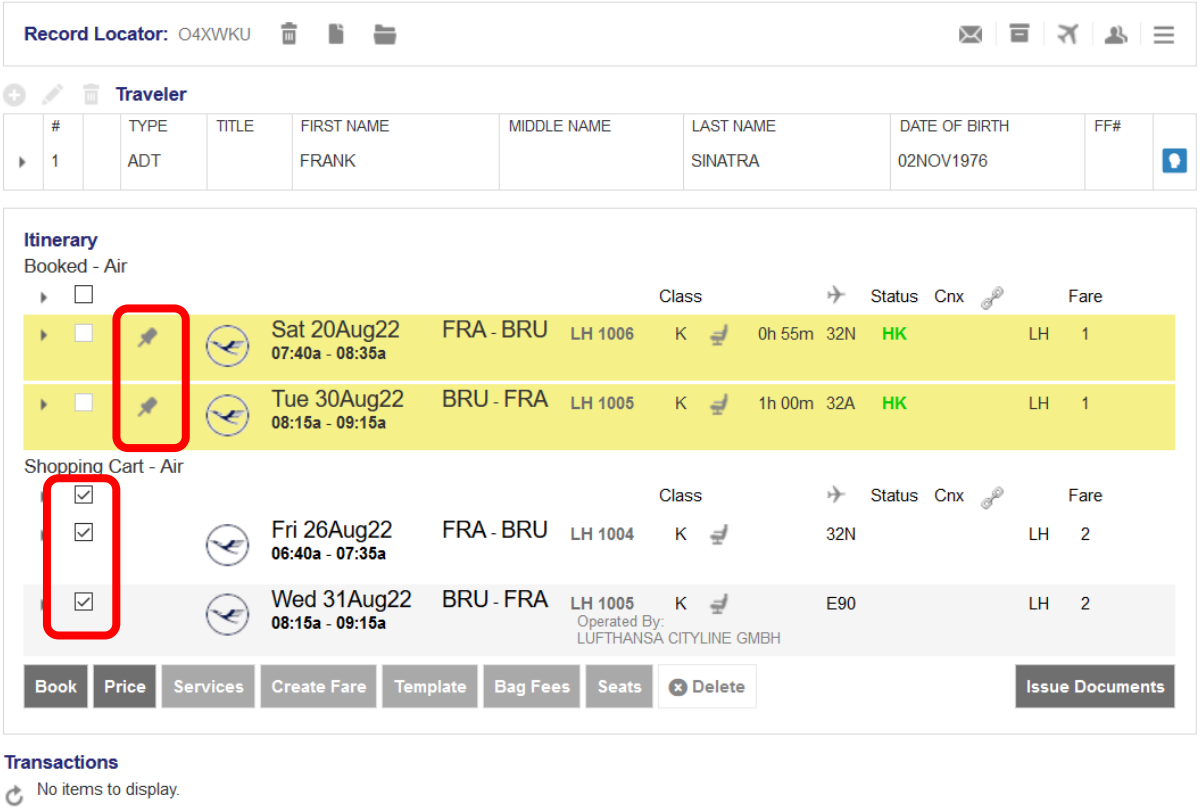
Search for Ticket/Document: Provides the ability to search for the PNR using the ticket/Document number.

Claim Reservation: To claim a booking for ticketing. The PNR must be created in "Book-a-group".

Flight Stats: Provides the ability to check the status of the flight.

3.2.3 Change a booked flight segment

Display the booking, then add the new flights to the shopping cart according to chapter 3.1.3.



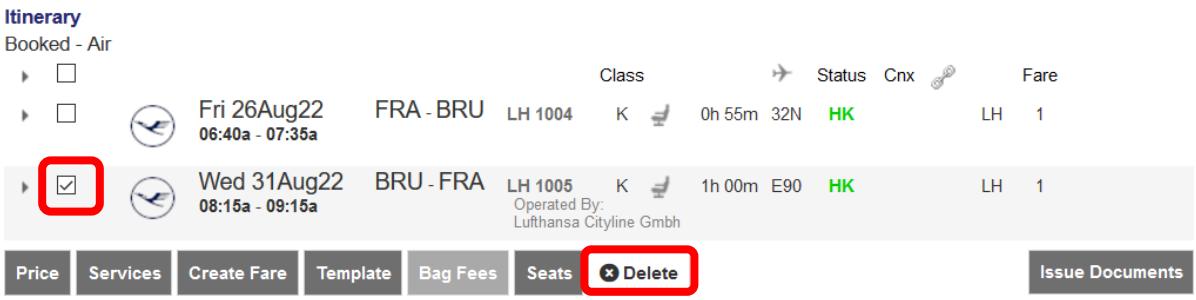
The Itinerary screen is now split into two parts: **"Booked – Air"** and **"Shopping Cart – Air"**

Use the pin to select the segments you want to cancel, then activate the check box for the segments you want to keep. Then click **<Book>** to process the change.
If no fare calculation number is shown in the column "Fare", it will be necessary to reprice the booking. For this follow chapter 3.4.3.

3.3 *Delete a flight segment or booking*

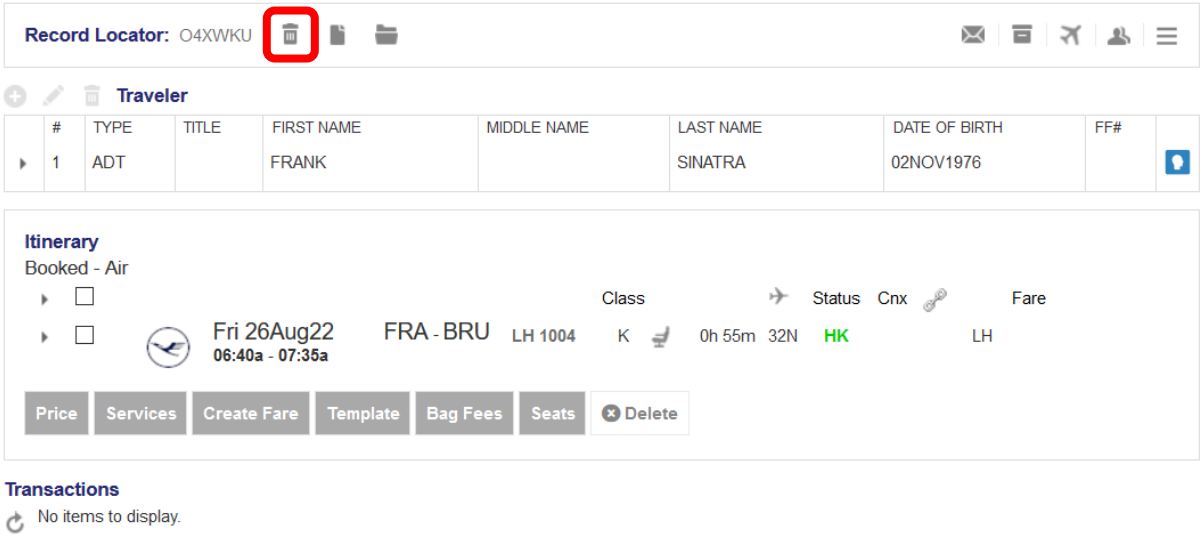
3.3.1 Delete flight segments

Select the segments you want to cancel and click **<Delete>.**
Please note that you cannot delete FLOWN flight segments.



3.3.2 Delete the booked itinerary

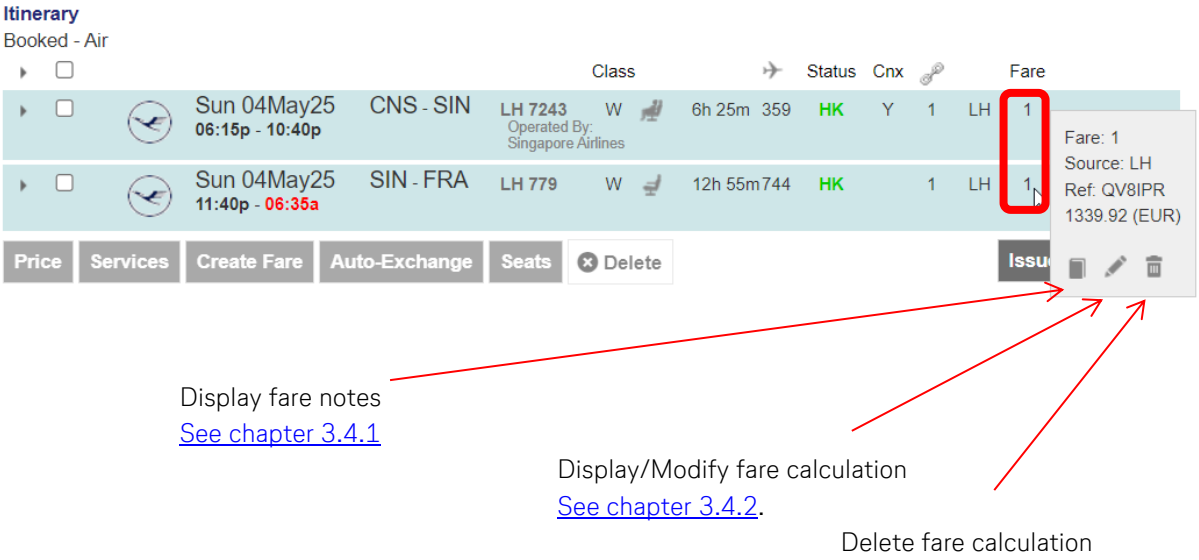
To cancel the whole itinerary, use the **"bin icon"** . This will disable the PNR and you cannot add new flights to that booking.



Confirm the warning message and you will receive a confirmation that the booking has been cancelled successfully.

3.4 *Display/Delete/Recalculate a stored fare and review fare notes*

If a fare is stored, the fare number is displayed in the column "Fare" of the Itinerary section.
Using the mouse-over function provides the Airline Record Locator, the price of the stored fare including taxes and the possibility to review the fare notes.



3.4.1 Display fare notes of stored fare

You can display the fare notes for a stored fare using .
If more than one fare exists, you will receive a list to select the fare note you want to display.
Choose "View" or "Mini" to display fare note/mini-rules.

Fare Information

FARE TYPE	TOTAL TRAVELERS	SOURCE
NEGO	1	LH

Traveler Group(s)

REQUESTED	PRICED	TRAVELERS
ADT	ADT	1

DEPARTURE	AIRPORT CODES	FARE BASIS CODE	AIRLINE	CABIN	BOOKING CLASS	BAGS	NOT VALID BEFORE/AFTER	
20AUG	FRA - BRU	KEULGTX8	LH	Y	K	0PC	20AUG/20AUG	View Mini
30AUG	BRU - FRA	KEULGTX8	LH	Y	K	0PC	30AUG/30AUG	View Mini

Close

Once the display of all categories is shown, a filter can be set to retrieve only single categories.

3.4.2 Display/Modify fare calculation and endorsements

If you have saved a fare, you can use the pen symbol to call up and change the associated fare calculation and endorsements.

Stored Fare

OFFICE ID AEXP AGENT ID SPRKAGENT ORIGIN DESTINATION FRAFRA VALIDATING CARRIER LH

Passenger Type ADT Last Date/Time to ticket: 2022-05-05 04:28 PM

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	FRA	BRU	LH	1006	K	20AUG22	07:40 AM	HK	KEULGTX8		20AUG2022	20AUG2022	0PC
O	BRU	FRA	LH	1005	K	30AUG22	08:15 AM	HK	KEULGTX8		30AUG2022	30AUG2022	0PC

FARE DETAILS

Base Fare	EUR	48.00
Equivalent Fare		
Taxes	EUR	103.60
Tax Details		
Total	EUR	151.60

COMMISSION AND INFORMATION

Commission Percent 0.00

Reason FIRST TICKET

Tour Code

Endorsements FARE RESTRICTION MAY APPLY

FARE CALCULATION LINE

FRA LH BRU26.30 LH FRA26.30 NUC52.60END ROE0.912448

RECEIVED FROM SPRKAGENT

Submit Cancel

Use the “Tax Details” drop-down menu to display all taxes included in the calculation.

3.4.3 Auto Pricing/Recalculation of fare

Retrieve the booking and select the flights you want to calculate.
Click on **<Price>** to start the calculation.

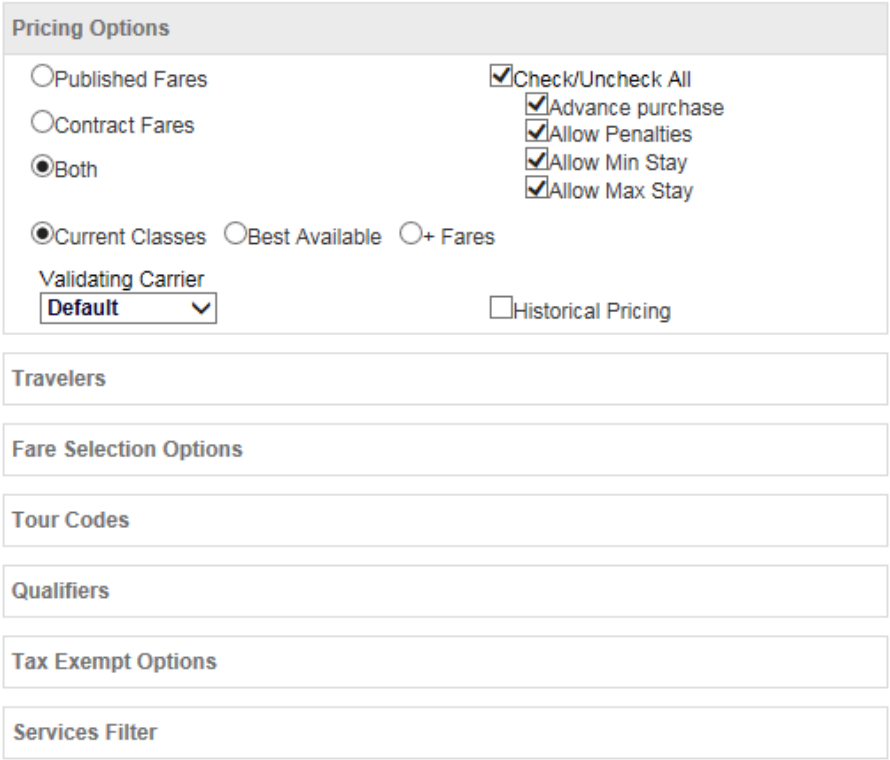
Itinerary

Booked - Air

				Class			Status	Cnx		Fare
Sat 20Aug22 07:40a - 08:35a	FRA - BRU	LH 1006	K	0h 55m	32N	HK			LH	1
Tue 30Aug22 08:15a - 09:15a	BRU - FRA	LH 1005	K	1h 00m	32A	HK			LH	1

Price Services Create Fare Template Bag Fees Seats Delete Issue Documents

Choose from the pricing options (see chapter 3.1) and **<Continue>**.



If optional services are offered on the flight, you can add them to the booking. Afterwards, you will receive the calculated fare. To open the calculation, bags fee details, etc., click on the topic of each line.

Fare Information

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

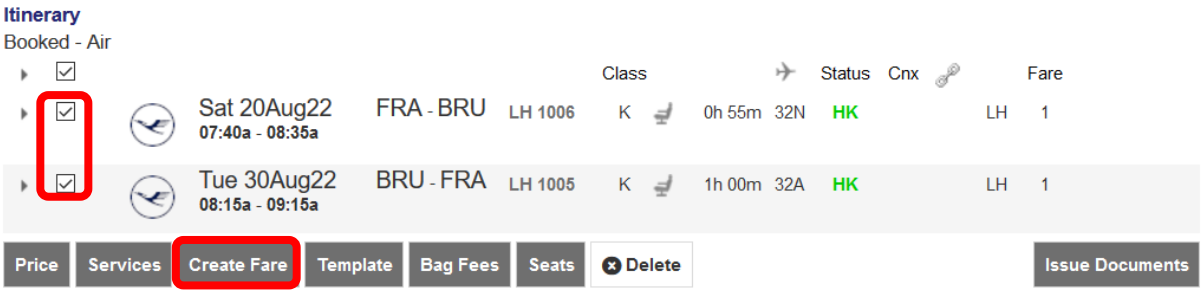
Bag Fees

Passenger Type	Currency	ADT
Base Fare per Passenger		
LH 400: FRA-JFK Class: Economy Best Buy (V) Cabin: Economy	EUR	202.50
LH 401: JFK-FRA Class: Economy Best Buy (V) Cabin: Economy	EUR	227.50
Total Base Fare per Passenger	**EUR**	**430.00**
Taxes and Fees		
XY United States Immigration User Fee	EUR	5.98
YC United States Customs User Fee	EUR	4.83
XA United States APHIS Passenger Fee Passengers	EUR	3.38
DE Germany Airport Security Charge	EUR	9.00
RA Germany Passenger Service Charge International Departure	EUR	33.48
OY Germany Air Transport Tax	EUR	41.97
YQ LH YQ surcharge	EUR	141.00
US US International Arrival Tax	EUR	15.63
YQ LH YQ surcharge	EUR	141.00
US US International Departure Tax	EUR	15.63
AY US September 11th Security Fee	EUR	4.79
XF US Passenger Facility Charge	EUR	3.85
Total Taxes and Fees	**EUR**	**420.54**
Total airfare per passenger - (Validated on LH)	**EUR**	**850.54**
Grand Total EUR - (ADT x 1)		**850.54**

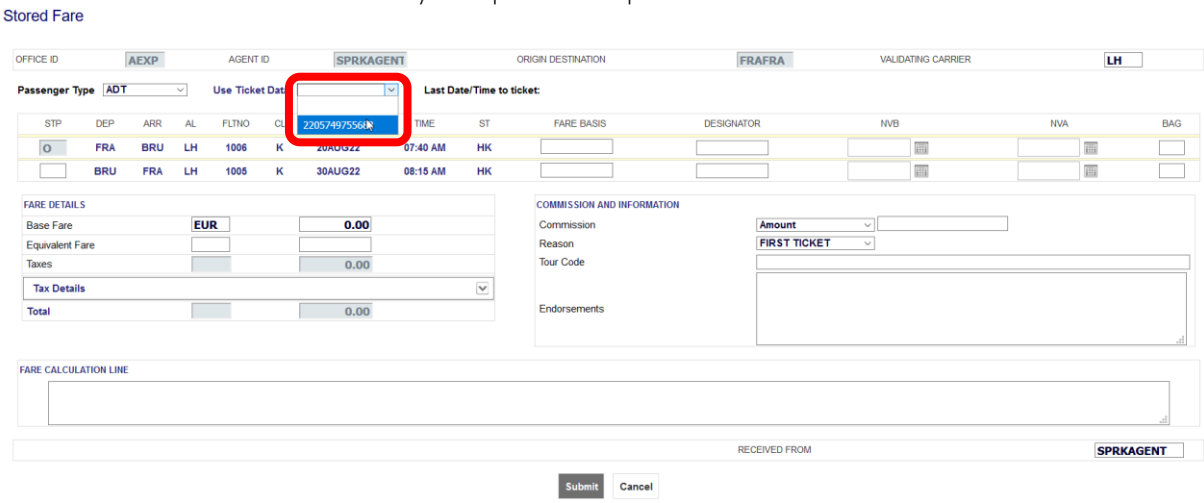
If rebooking (another booking class) is required, use the **<Rebook>** button to process or **<Store fare>** without rebooking.

3.4.4 Manually create a fare

A manual fare can be stored by selecting the flights and using **<Create Fare>** to receive the fare calculation mask.



All ticket data can be filled in manually or copied from a previous ticket.



Use the arrow to view all tax details and to add, delete or modify taxes.

Once the mask has been completed, use **<Submit>** to store the fare in the reservation.

3.4.5 Pricing Special Fares with Wildcards

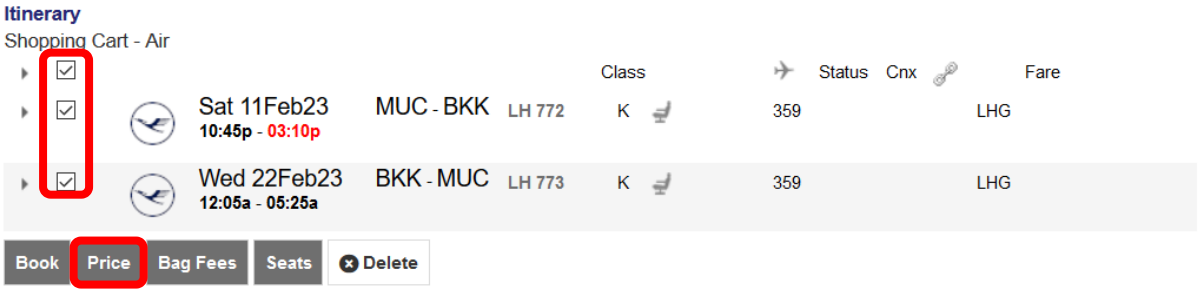
Sometimes it is difficult to price a fare via the general Fare Search or via Air Availability. If you experience issues with retrieving a special fare such as TOs or any other fares, you can force them by using the wildcard functionality by entering fare basis elements as Wildcards:

- **C-FLEX wildcard** "-SFX"
- **EU-Cont wildcards** "-LGT" for Light/ "-CLS" for Classic/"-CLC" for Economy Green / "-FLX" for Flex" / "-BXX" for Business Saver /"-BXC" for Business Green / "-BUZ" for Business
- **Intercont wildcards** "-LQ" or "-BQ" for Light Fares / "-NN" for non-refundable and non-changeable / "-NC" for non-refundable and changeable with fee / "-RC" for refundable and changeable with fee / "-FF" for Fully Flexible
- **Tour operator wildcard** "-TO"/"-TD"

1) Click Add Air .

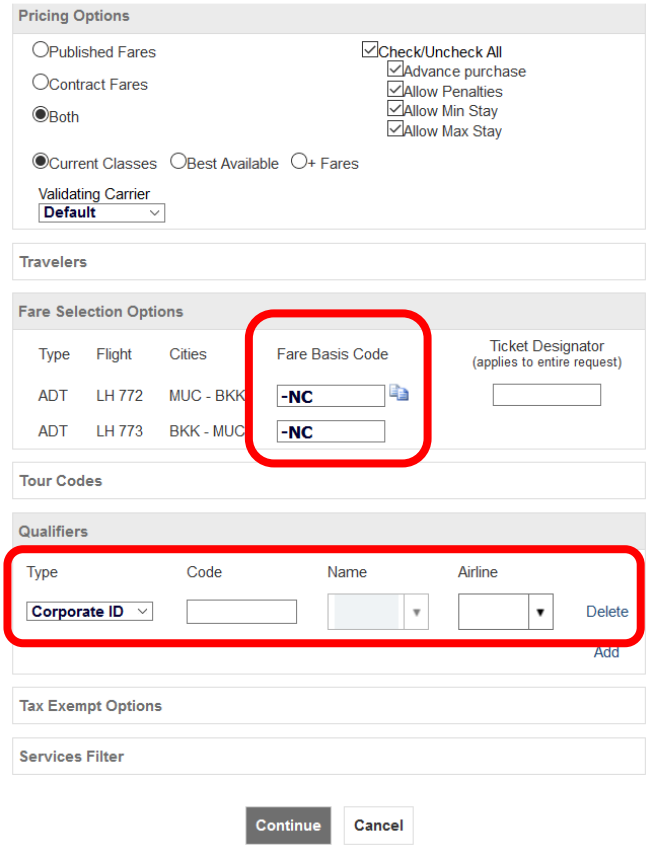
2) Add the desired flight segments to the shopping cart via Air Availability (see chapter 3.1.4).

3) Select flight segments and click on price.



4) Add a fare base identifier such as "-TO" or "-CLS" to each Fare Basis Code field as a wildcard, select the corporate ID or leave the field blank depending on the fare type, and enter the corporate account code if applicable.

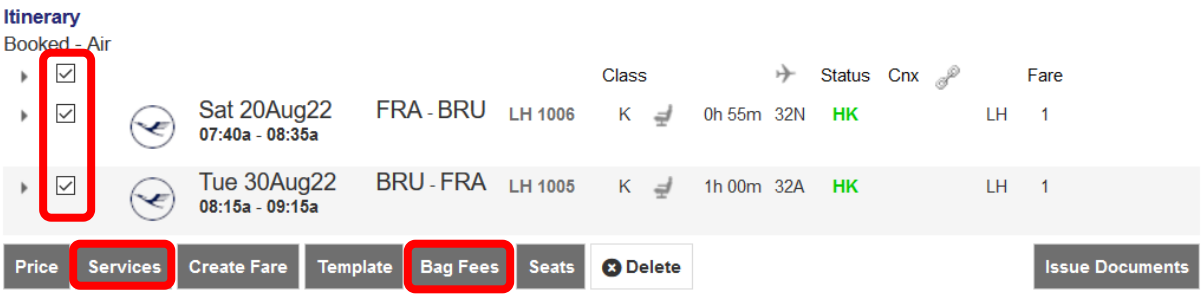
Fare for selected Flights



5) The specific fare type can then be revised in the fare information section

3.4.6 Baggage Allowance

The **<Bag Fees>** button can be used to show the industry standard for calculating excess baggage. However, please note that Lufthansa Group airlines have their own baggage policy.
Please check the **<Services>** button for information on booking optional additional baggage.

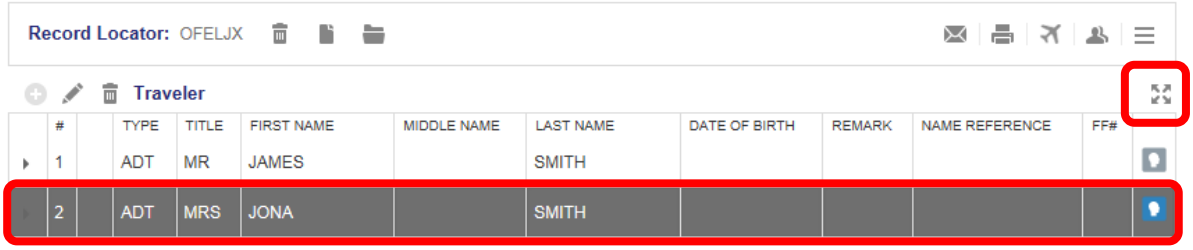


3.5 *PNR Split*

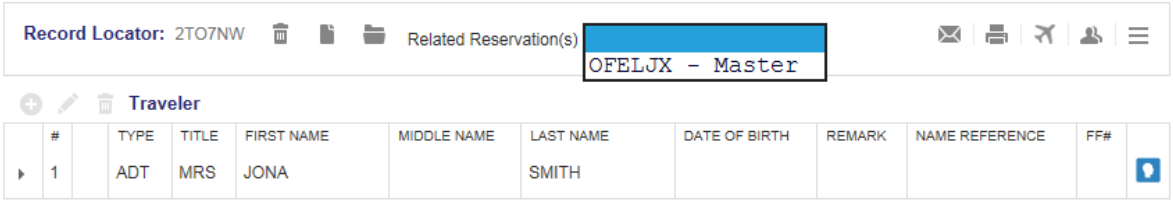
Note: A PNR split is only possible if the PNR contains at least one active flight and contact information was added for each passenger (review chapter 2.3.3 for telephone and chapter 2.3.4 for email).

This procedure allows to divide a booking containing multiple passengers. A separate Split action must be performed for each traveler. The traveler named in the request will receive the new Record Locator associated with the split PNR. The two reservations will be linked as related reservations, and should be available via a link.

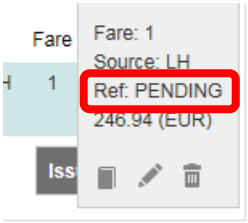
Select a traveler as the person receiving a new filekey and click on the split icon.



Confirm the warning message and you will receive a new filekey for the previously selected person.
The original (Master) filekey is available at the top of the reservation screen.



You can easily switch to the corresponding reservation selecting the filekey in the drop-down list.
Note: The split process is only completed once you have received a new airline filekey. Use the mouseover function on the fare number.

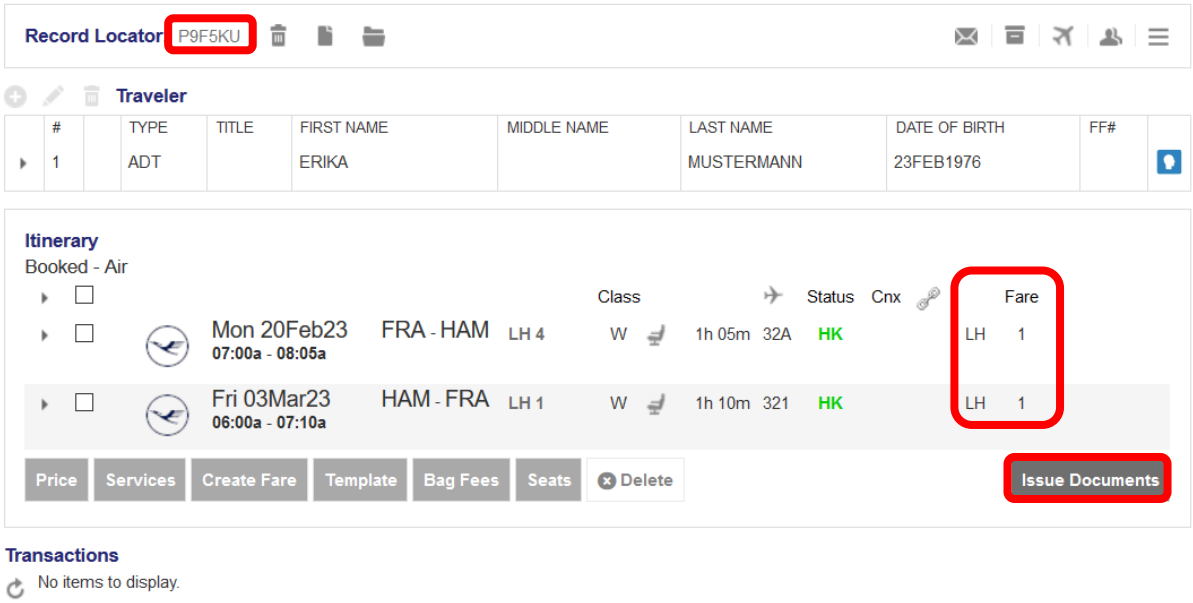


If the reference is “PENDING”, please wait until you have received the new airline filekey. You can reload the booking by clicking on the Farelogix Filekey on top of the reservation screen.

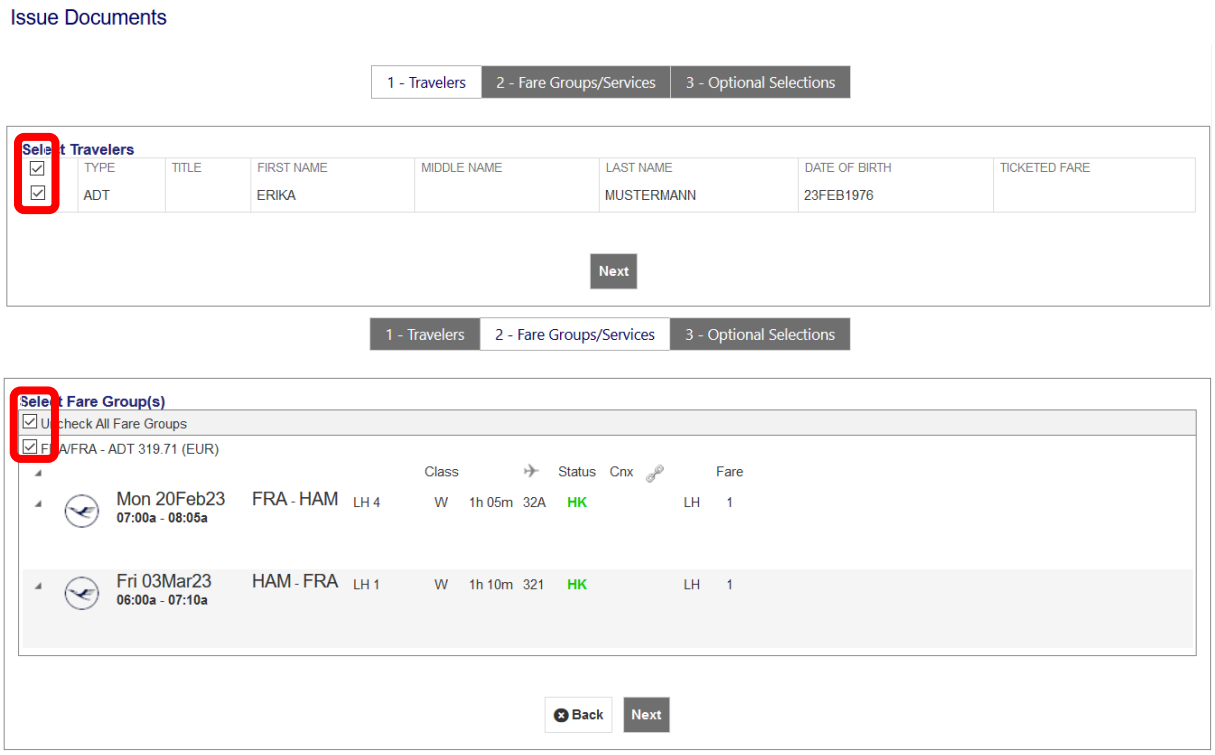
4 Ticketing and Post-Ticketing Actions

4.1 *Issue a ticket*

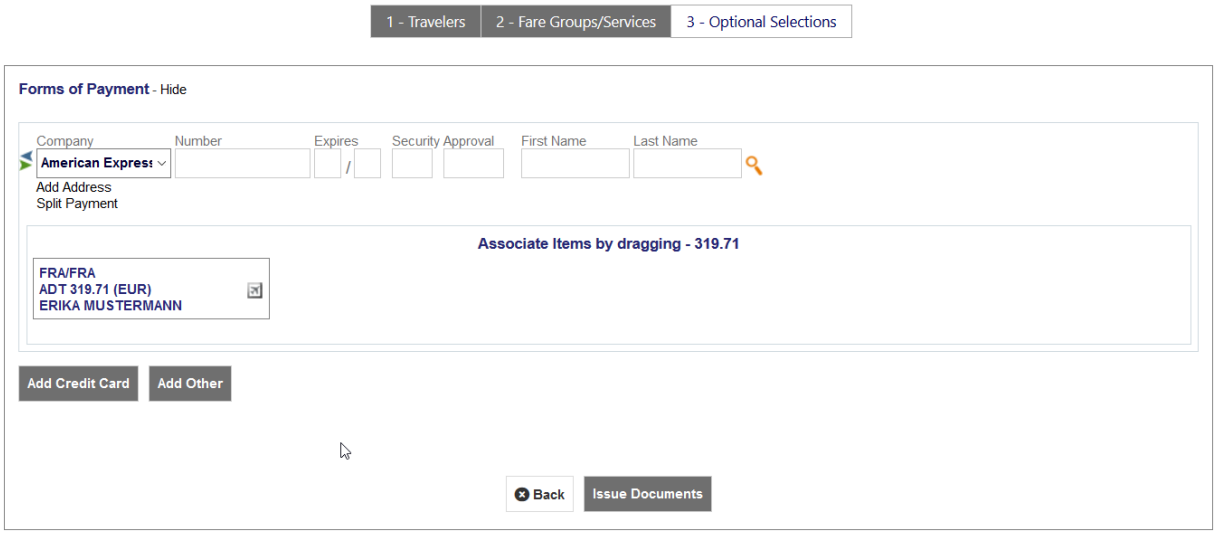
To start the ticketing process, a booking with a stored fare needs to be open.



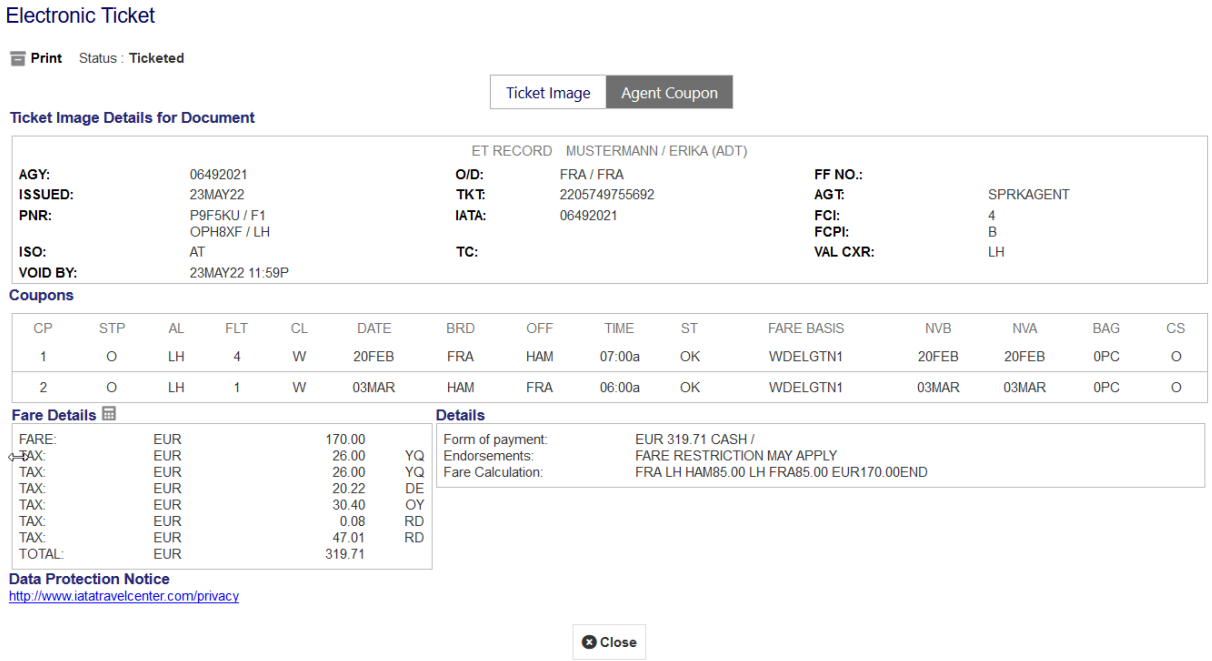
<Issue Documents> starts the ticketing process. If you do not see the button, the booking is incomplete (e.g., missing filekey, itinerary not booked and in shopping cart only, no fare stored, etc.).
First select the passenger, then the stored fare.



The next window is the form of payment display. It allows the addition or modification (when added already in the "payment" panel in the reservation screen – see chapter 2.3.5) of the form of payment used to pay for the ticket.



Use **<Issue Documents>** to issue ticket and the ticket image will be displayed:



Electronic Ticket

Print Status : Ticketed

Ticket Image | Agent Coupon

Ticket Image Details for Document

ET RECORD MUSTERMANN / ERIKA (ADT)

AGY:	06492021	**O/D:**	FRA / FRA	**FF NO.:**	
ISSUED:	23MAY22	**TKT:**	2205749755692	**AGT:**	SPRKAGENT
PNR:	P9F5KU / F1 OPH8XF / LH	**IATA:**	06492021	**FCI:** **FCPI:**	4 B
ISO:	AT	**TC:**		**VAL CXR:**	LH
VOID BY:	23MAY22 11:59P				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	4	W	20FEB	FRA	HAM	07:00a	OK	WDELGTN1	20FEB	20FEB	0PC	O
2	O	LH	1	W	03MAR	HAM	FRA	06:00a	OK	WDELGTN1	03MAR	03MAR	0PC	O

Fare Details

FARE:	EUR	170.00	
TAX:	EUR	26.00	YQ
TAX:	EUR	26.00	YQ
TAX:	EUR	20.22	DE
TAX:	EUR	30.40	OY
TAX:	EUR	0.08	RD
TAX:	EUR	47.01	RD
TOTAL:	EUR	319.71	

Details

Form of payment:	EUR 319.71 CASH /
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	FRA LH HAM85.00 LH FRA85.00 EUR170.00END

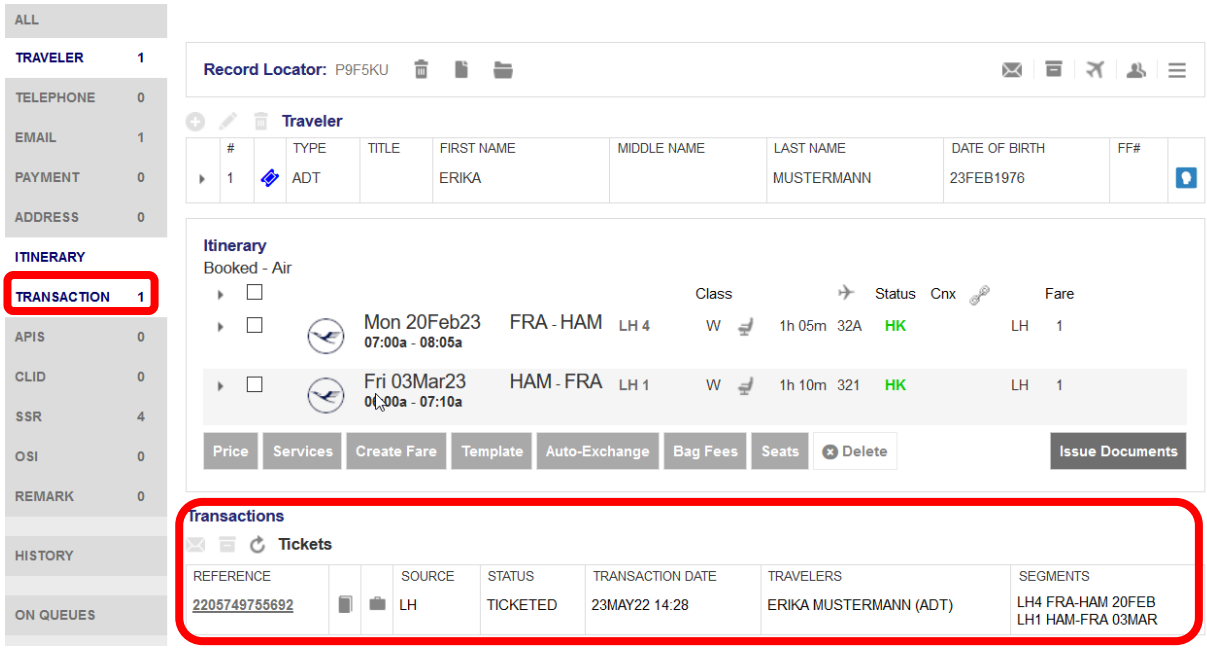
Data Protection Notice

http://www.iatatravelcenter.com/privacy

Close

4.2 *Display Ticket Image*

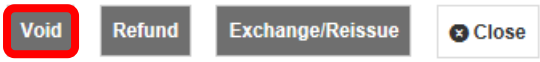
The reservation must be activated on the reservation screen. View the “Transactions” panel for all issued documents.



Click on the ticket number to display the ticket image.

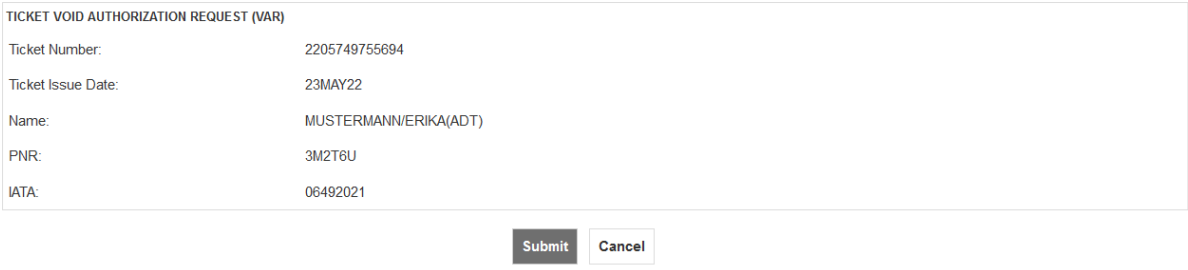
4.3 *Void ticket*

You can only void a ticket within the void period given in the ticket image. Review the void period by displaying the ticket image (see chapter 4.2). If still within void period, click on **<Void>** to process the void.



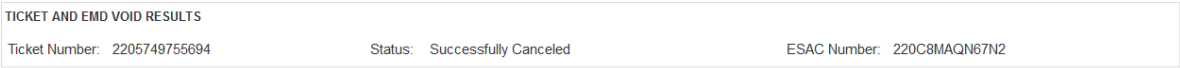
<Submit> the Void Authorisation Request (VAR) screen.

Void



You will receive a confirmation.

Void Confirmation



The status on the reservation screen will change to “Voided”.

Transactions

Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205749755694			LH	VOIDED	23MAY22 15:27	ERIKA MUSTERMANN (ADT)	LH1 HAM-FRA 20FEB LH2 FRA-HAM 03MAR

Please note that associated EMDs (EMD-As) will be voided together with the ticket.

4.4 *Refund*

Please note that the refund function can only be used **after the void period has expired**. Otherwise please use the void function from chapter 4.3.

4.4.1 Automated Refund

Therefore, display the ticket image (see chapter 4.2).

Void | Refund | Exchange/Reissue | Close

Use **<Refund>** and the ticket refund screen will be displayed.

Ticket Refund

Auto | Manual

Ticket Information

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
MRS JONA SMITH (ADT)	2202120001530	EUR	26Jul18	2TO7NW	05661655	

Coupons

TKT	CP	AL	FLT	CL	DATE	BRD	OFF	FARE BASIS	ST	Used
530	1	LH	1182	L	15DEC	FRA	ZRH	LDEFLXP9	O	N

Calculation of Refund

Base Fare	195.00
Base Fare Used	- 0.00
Base Fare Refund	195.00
Tax Original	51.94
Tax Used	- 0.00
Tax Refund	51.94
Ticket Refund	246.94
Penalty	- 69.20
Penalty Taxes to Pay	- 0.00
Total Refund	**177.74**

Commission

No Commission due 0.00

Waiver Code

Enter waiver code here if applicable

Monetary Settlement

	Charged To		Refunded To
INVOICE	246.94	INVOICE	177.74
Total Amount	246.94	**Refund/Credit**	**177.74**

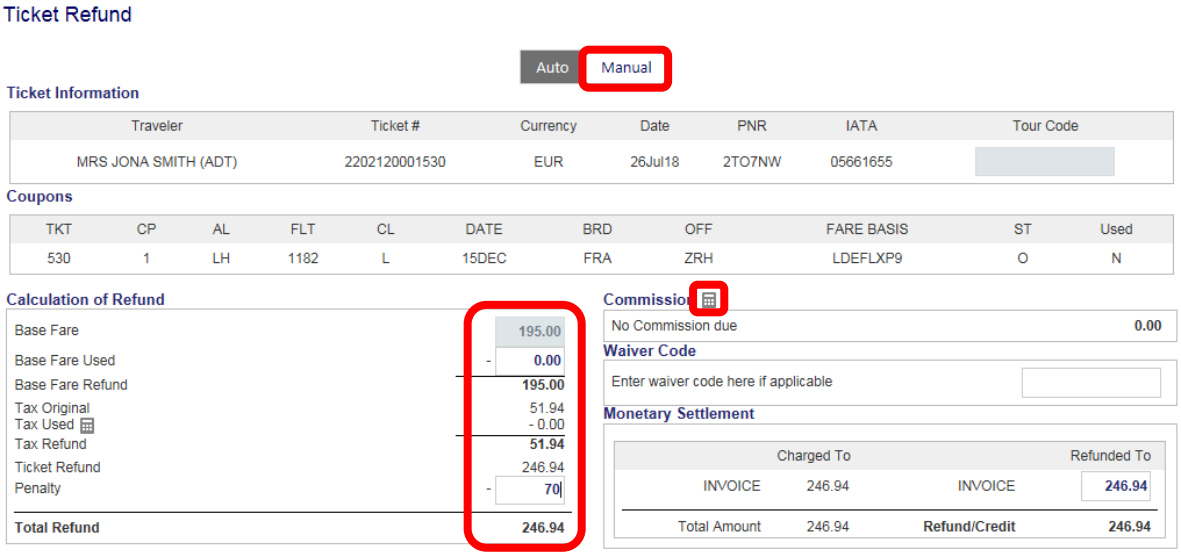
The refund amount is calculated automatically, respecting unused flight segments, taxes and the cancellation fee.

<Submit> and confirm warning message to process the refund.
A refund confirmation will appear and the status in the “Transaction” panel will change to “Refunded”.

If the system cannot calculate automated refunds, the user will be automatically taken to the Manual Refund panel.

4.4.2 Manual Refund

Display the ticket image (see chapter 4.2) and click **<Refund>** as in the previous chapter.
Click on "**Manual**" to open the manual refund form.



Base Fare Used: To be used when processing a partial refund

Tax Used: Unused tax can be selected by using . Enter used taxes; the refunded amount is then calculated automatically.

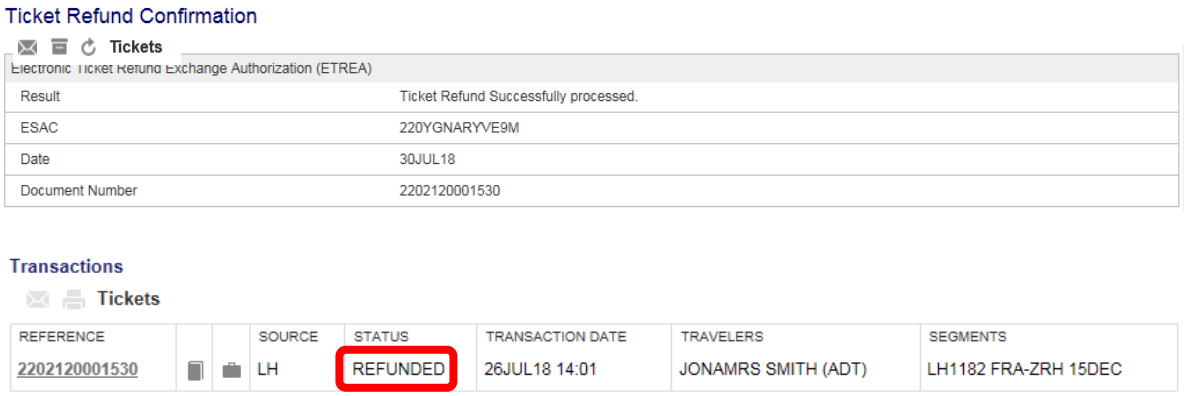
Commission: Click the icon to edit the commissions to be returned.

Waiver Code: Enter a waiver code if applicable

<Submit> and confirm the warning message to process the refund.

In case a waiver code is added to request full refund, please be aware this waiver code is not visible for audit anywhere on the ticket/reservation/history.

A refund confirmation will appear and the ticket status in the "Transaction" panel will change to "Refunded".



4.4.3 Cancel Refund

The refund transaction can be reversed by reopening the Electronic Ticket Record and clicking **<Cancel Refund>**.

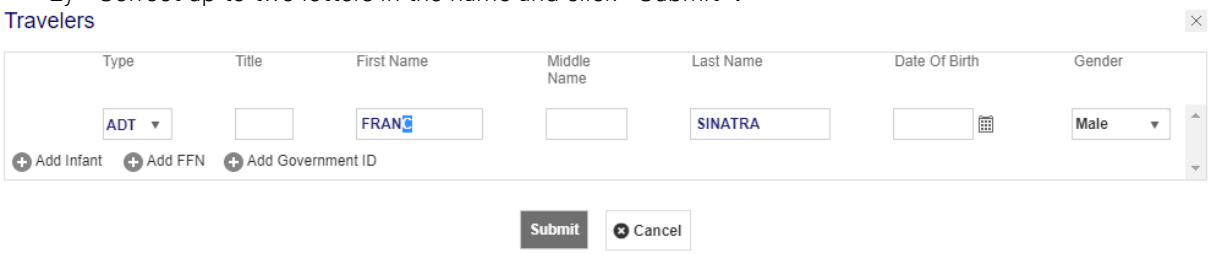
4.5 *Name correction after ticketing*

The Lufthansa Group Airlines Booking & Ticketing Policy for Travel Agents & Name Correction Guideline apply. In case of changing the name of one passenger in a multi-passenger booking, a PNR split will be required (see chapter 3.5). For name correction before ticketing please review chapter 2.3.2.

SPRK supports the name correction of up to two letters with the process described below for the following ticket conditions: OS, SN LH, LX ticket stock / OS, SN, LH, LX, EN, 4Y flight number / operated by OS, SN, LH, LX, EN, 4Y. For the remaining scenarios, please review the Lufthansa Group Name Correction Guideline found on eXperts.

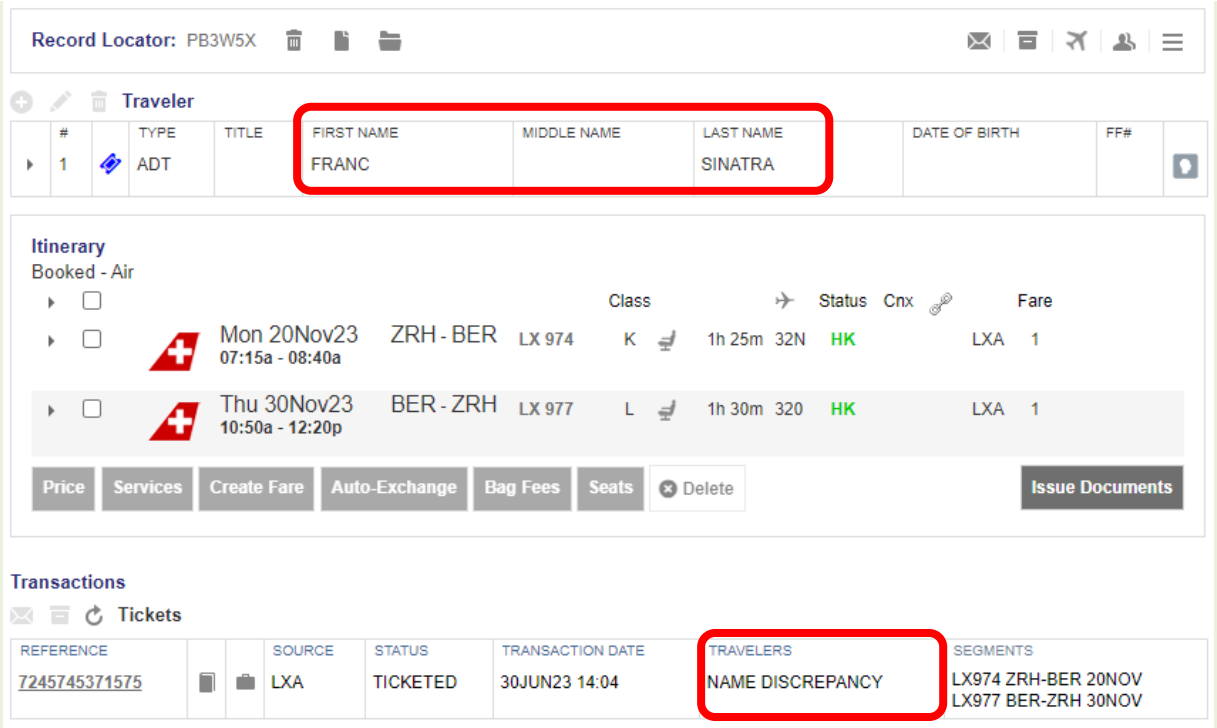
1) Update the name field in SPRK by clicking on the respective traveler and then on the pencil icon:

2) Correct up to two letters in the name and click <Submit>.

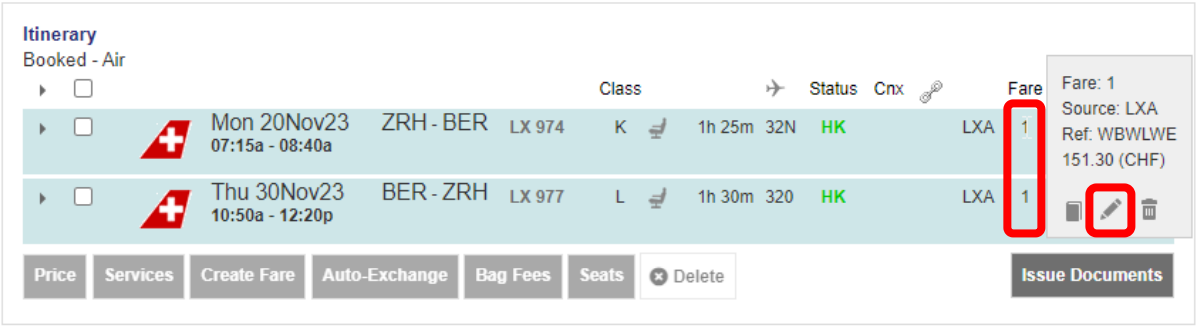


3) The name will be changed in the reservation name field, the following warning will pop up and the traveler name in the Transactions field will change to "Name Discrepancy"

(OS)
Warning: Passenger 1 Please perform exchange to reissue the tickets and correct the name in all documents.



4) Prepare the ticket reissue in SPRK by editing the stored fare. Hover the mouse over the fare number to click the pencil icon to edit the stored fare:



5) Change the status of the original taxes to “Paid (PD)” by ticking the check box.
6) Insert the following into the Endorsement Box "NAME CORRECTION FARE RESTRICTIONS MAY APPLY". Click on **<Submit>**.

Stored Fare

OFFICE ID AEXP | AGENT ID Katarina | ORIGIN DESTINATION VIEVIE | VALIDATING CARRIER OS

Passenger Type ADT | Last Date/Time to ticket: 2025-01-16 01:45 PM

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	VIE	ZRH	OS	561	Q	11MAR25	07:00 AM	HK	QEUCLSP1		11MAR2025	11MAR2025	1PC
O	ZRH	VIE	LX	1574	V	14MAR25	07:20 AM	HK	VEUCLSP1		14MAR2025	14MAR2025	1PC

FARE DETAILS

Base Fare	EUR	525.00
Equivalent Fare		
Taxes	EUR	156.48

Tax Details

Designator	Amount	Nature	Collection Point	Airport Currency	Airport Amount	Paid (PD)
AT	10.75	AT				☑
QD	12.00	AT				☑
ZY	23.47	AT				☑
CH	37.26	CH				☑
YQ	2.00					☑
YQ	2.00					☑
YQ	39.00					☑
YQ	30.00					☑
Taxes Paid	156.48					
Taxes to be Collected	0.00					

Add Row | Delete Row

Total EUR 681.48

COMMISSION AND INFORMATION

Commission: Percent 0.00

Reason: FIRST TICKET

Tour Code:

Endorsements: NAME CORRECTION FARE RESTRICTIONS MAY APPLY

FARE CALCULATION LINE

VIE OS ZRH305.05 LX VIE247.62 NUC552.67END ROE0.948998

RECEIVED FROM KATARINA

Submit | Cancel

7) Back in the reservation screen, click on the ticket number to be reissued.

Transactions

Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
7245745371575			LXA	TICKETED	30JUN23 14:04	NAME DISCREPANCY	LX974 ZRH-BER 20NOV LX977 BER-ZRH 30NOV

8) Click on **<Exchange/Reissue>**

Electronic Ticket

Print Status : TICKETED

Ticket Image | Agent Coupon

Ticket Image Details for Document

ET RECORD SINATRA / FRANK (ADT)

AGY:	81496962	O/D:	ZRH / ZRH	FF NO.:	
ISSUED:	30JUN23	TKT:	7245745371575	AGT:	DAMS
PNR:	PB3W5X / F1 WBWLWE / LXA	IATA:	81496962	FCI: FCPI:	4 B
ISO:	CH	TC:		VAL CXR:	LX
VOID BY:	30JUN23 11:59P				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	974	K	20NOV	ZRH	BER	07:15a	OK	KEULGTX3 / DXEU	20NOV	20NOV	0PC	O
2	O	LX	977	L	30NOV	BER	ZRH	10:50a	OK	LEULGTX3 / DXEU	30NOV	30NOV	0PC	A

Fare Details

FARE:	CHF	72.00	
TAX:	CHF	5.00	YQ
TAX:	CHF	9.00	YQ
TAX:	CHF	35.00	CH
TAX:	CHF	8.95	DE
TAX:	CHF	12.50	OY
TAX:	CHF	0.50	RA
TAX:	CHF	8.35	RA
TOTAL:	CHF	151.30	

Details

Form of payment:	CHF 151.30 CASH
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	ZRH LX BER29.80 LX ZRH50.61 NUC80.41END ROE0.888996

Data Protection Notice
http://www.iatatravelcenter.com/privacy

Void | Refund | Exchange/Reissue | Close

9) Select the traveler and fare group & click on **<Submit>**.

Ticket Exchange

Select a Traveler

	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
◉	ADT		FRANC		SINATRA	

Select a Fare Group

◉ CHF 176.30

			Class			Status	Cnx	
Mon 20Nov23 07:15a - 08:40a	ZRH - BER	LX 974	K	1h 25m	32N	HK		LXA
Thu 30Nov23 10:50a - 12:20p	BER - ZRH	LX 977	L	1h 30m	320	HK		LXA

Submit Cancel

10) Check the recalculation and click on **<Continue>**.

Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket		Refund	Refundable
AT	10.75	10.75	PD	10.75		
QD	12.00	12.00	PD	12.00		
ZY	23.47	23.47	PD	23.47		
CH	37.26	37.26	PD	37.26		
YQ	73.00	73.00	PD	73.00		
	156.48	156.48	PD A/C Total	156.48 +0.00 156.48	0.00	

Continue Close

11) Set the value in field “Penalty” to “0.00” and click on **<Submit>**.

Ticket Exchange

Auto Manual

Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	FRANK SINATRA (ADT)	2575749756781	1, 2	EUR	CASH	13JAN25 13:41:04	RSTUTY		06492021
New	FRANC SINATRA (ADT)			EUR		13Jan25	RSTUTY		06492021

Calculation of Exchange

Equivalent Fare New		660.00
Equivalent Fare Original Ticket	-	660.00
Equivalent Fare Difference		0.00
Add Collect Taxes		0.00
Residual Taxes		0.00
Penalty		0.00
Even Exchange	EUR	0.00

New Fare Information

Reason for Issuance

REISSUE

Endorsements

NAME CORRECTION FARE RESTRICTIONS MAY APPLY

Fare Calculation Line

EWR OS VIE365.00 OS EWR315.00 NUC680.00END ROE1.000000 XF EWR4.50

Commission

No Commission due 0.00

Submit Cancel

12) The new ticket with the corrected name will be issued.

Electronic Ticket

Print Status : TICKETED

Ticket Image | Agent Coupon

Ticket Image Details for Document

ET RECORD SINATRA / FRANC (ADT)

AGY:	06492021	O/D:	EWR / EWR	FF NO.:	
Agency Name:	OS AUSTRIAN AIRLINES				
ISSUED:	13JAN25 14:44:33	TKT:	2575749756783	AGT:	KATARINA
PNR:	RSTUTY / F1 MCE5FT / OS	IATA:	06492021	FCI: FCPI:	4 G
ISO:	AT	TC:		VAL CXR:	OS
VOID BY:	13JAN25 11:59P	ESAC:	257S2YN4W0VHP	ORIG ISSUE:	2575749756781 VIE 13JAN25 06492021
EXCH FOR:	2575749756781				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	OS	90	S	13FEB	EWR	VIE	05:55p	OK	SL387NCV	13FEB	13FEB	1PC	O
2	O	OS	89	S	21FEB	VIE	EWR	10:30a	OK	SL287NCV	21FEB	21FEB	1PC	O

Fare Details

FARE:	USD		680.00	
EQUIV:	EUR		660.00	
TAX:	EUR	PD	10.75	AT
TAX:	EUR	PD	12.00	QD
TAX:	EUR	PD	23.47	ZY
TAX:	EUR	PD	5.44	AY
TAX:	EUR	PD	44.46	US
TAX:	EUR	PD	3.60	XA
TAX:	EUR	PD	6.80	XY
TAX:	EUR	PD	6.99	YC
TAX:	EUR	PD	397.93	YQ
TAX:	EUR	PD	4.37	XF
TOTAL:	EUR		NO ADC	

Details

Form of payment:	NO ADC EUR 0.00 CASH Exch Doc 2575749756781
Endorsements:	NAME CORRECTION FARE RESTRICTIONS MAY APPLY
Fare Calculation:	EWR OS VIE365.00 OS EWR315.00 NUC680.00END ROE1.000000 XF EWR4.50

Data Protection Notice
http://www.iatatravelcenter.com/privacy

Close

4.6 *Exchange*

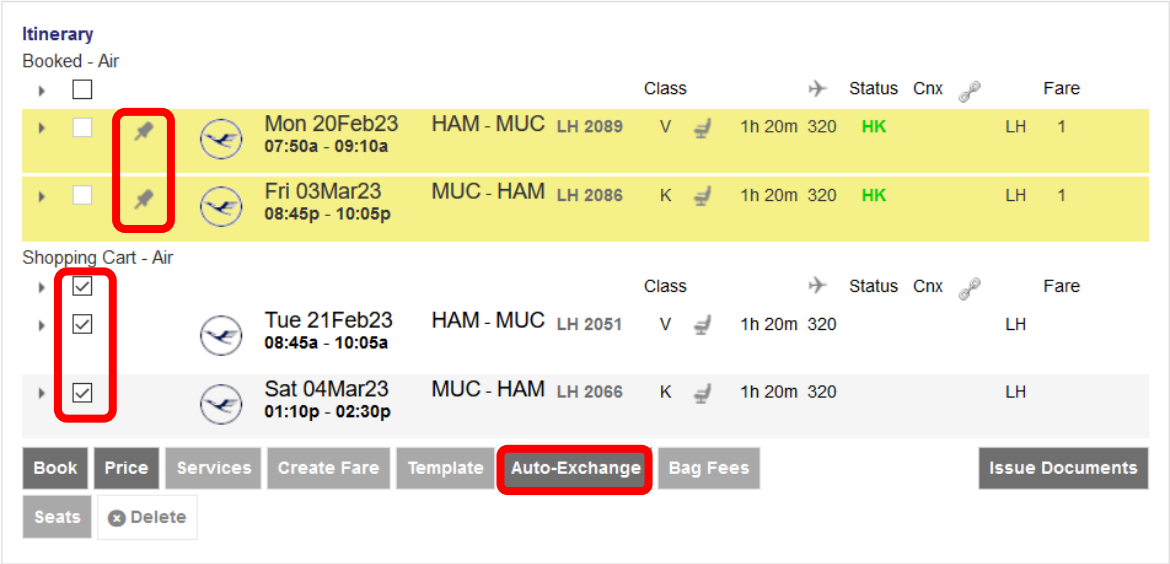
4.6.1 Auto-Exchange

4.6.1.1 Auto-Exchange with Additional Collection and Penalties

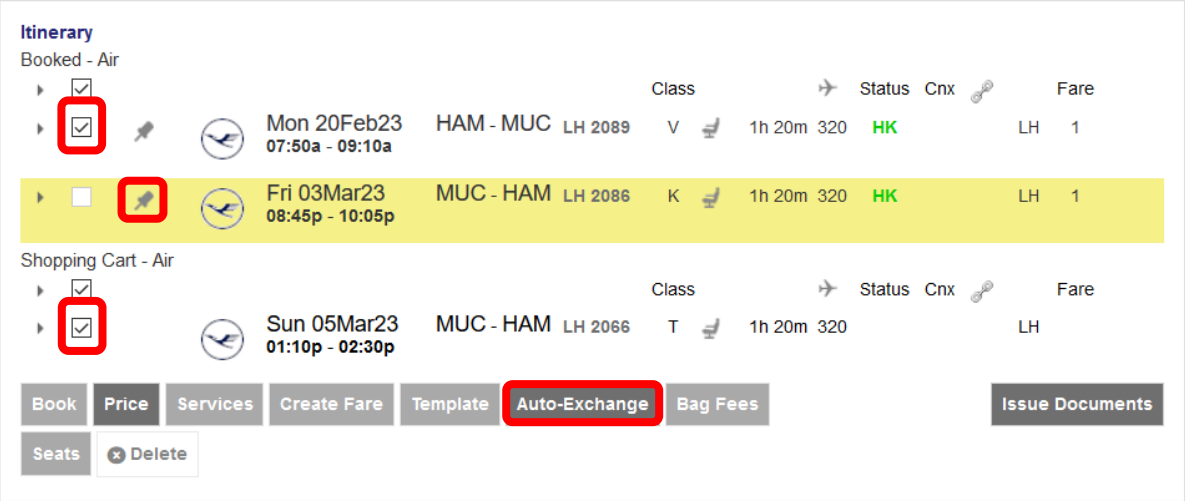
First, display the booking on the reservation screen (see chapter 4.2).
Then, **add the new flight segments via Air Shopping** (see chapter 3.1.4) that will then appear in the shopping cart.

Pin the Booked flight segments you want to exchange using (highlighted in yellow if pinned) and **activate the check box for the flight segments that you want to price** for the ticket exchange.

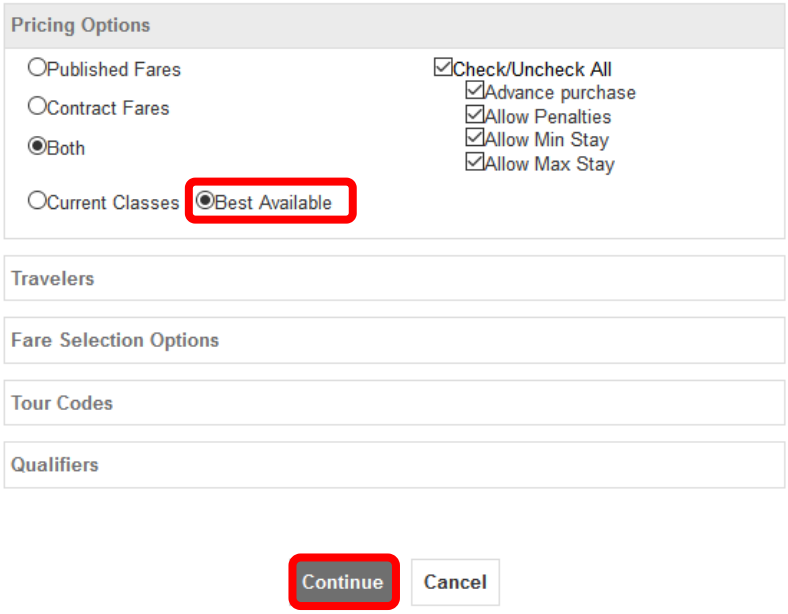
If you want to **exchange all flight segments of a round-trip ticket**, please add the desired substitute flights to the shopping cart **via Air Availability**, pin the old flight segments to be exchanged and mark the new flights in the shopping cart before you click on **<Auto-Exchange>**.



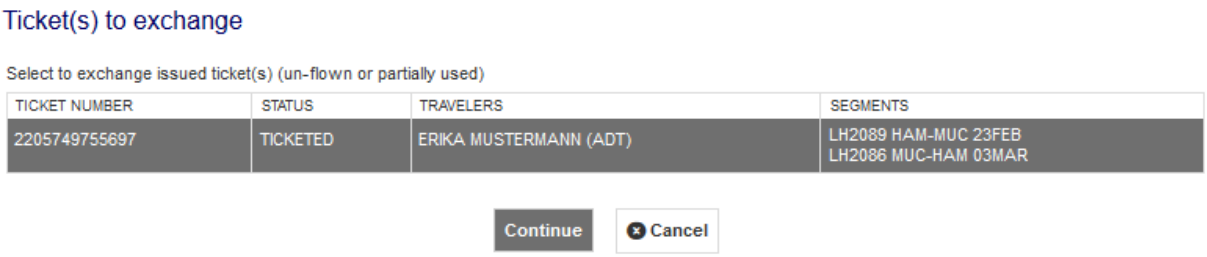
If you want to **exchange one leg of a round-trip ticket (also if the outbound flight segments have been flown already)**, please **only add a new one-way flight to the shopping cart**. Then, pin the flight to be exchanged and mark the ones you would like to keep in the booking before you click on **<Auto-Exchange>** (proceed with chapter).



To start the exchange process click **<Auto-Exchange>**.
Choose from the pricing options **– it is important to select "Best Available" for the Automatic Exchange to work -** to store a new fare and click **<Continue>**.



Select the ticket number you want to use for the exchange and click **<Continue>**.



The difference between old and new pricing is calculated. If a rebooking fee is filed, it will be integrated to the calculation and has to be confirmed with a checkbox.
If no penalty applies, the row "Applicable Change Fee/Penalty" is omitted.

Fare for selected Flights

Fare Information

Forms Of Payment used on tickets.

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

Bag Fees

Passenger Type		Currency	ADT
Base Fare per Passenger			
LH 2089: HAM-MUC Class: Light (V)	Cabin: Economy	EUR	74.00
LH 2066: MUC-HAM Class: Light (K)	Cabin: Economy	EUR	19.00
Total Base Fare per Passenger		**EUR**	**93.00**
Taxes and Fees			
YQ YQI LH CARRIER IMPOSED MISC FEE		EUR	30.00
DE AIRPORT SECURITY CHARGE		EUR	8.38
OY AIR TRANSPORT TAX		EUR	15.20
RD PASSENGER SERVICE CHARGE DOMESTIC DEPARTURE		EUR	13.34
YQ YQI LH CARRIER IMPOSED MISC FEE		EUR	5.00
DE AIRPORT SECURITY CHARGE		EUR	10.36
OY AIR TRANSPORT TAX		EUR	15.20
RD PASSENGER SERVICE CHARGE DOMESTIC ARRIVAL		EUR	0.08
RD PASSENGER SERVICE CHARGE DOMESTIC DEPARTURE		EUR	27.62
Total Taxes and Fees		**EUR**	**125.18**
Total New Airfare		**EUR**	**218.18**
Applicable Change Fee/Penalty	◉ Check to accept Change Fee/Penalty	**EUR**	**70.00**
	○ Select to enter Waiver Code to waive Change Fee/Penalty		
less Value of Old Ticket		**EUR**	**-218.18**
Amount to be refunded		**EUR**	**0.00**
Amount to be collected		**EUR**	**70.00**

Services priced in EUR

Options for flight LH 2089 from HAM - MUC

MILEAGE ACCRUAL	MUSTERMANN/E Included

Options for flight LH 2066 from MUC - HAM

MILEAGE ACCRUAL	MUSTERMANN/E Included

SUMMARY OF ALL CHARGES	MUSTERMANN/E
Selected Options per traveler	0.00
Basic Airfare per traveler (see above)	218.18
Grand Total per traveler	218.18

Exchange Cancel

Fare for selected Flights

Fare Information

Forms Of Payment used on tickets.

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

Bag Fees

Passenger Type	Currency	ADT
Base Fare per Passenger		
LH 2089: HAM-MUC Class: Classic (V) Cabin: Economy	EUR	89.00
LH 2066: MUC-HAM Class: Classic (K) Cabin: Economy	EUR	34.00
Total Base Fare per Passenger	**EUR**	**123.00**
Taxes and Fees		
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	30.00
DE AIRPORT SECURITY CHARGE	EUR	8.38
OY AIR TRANSPORT TAX	EUR	15.20
RD PASSENGER SERVICE CHARGE DOMESTIC DEPARTURE	EUR	13.34
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	5.00
DE AIRPORT SECURITY CHARGE	EUR	10.36
OY AIR TRANSPORT TAX	EUR	15.20
RD PASSENGER SERVICE CHARGE DOMESTIC ARRIVAL	EUR	0.08
RD PASSENGER SERVICE CHARGE DOMESTIC DEPARTURE	EUR	[illegible]
Total Taxes and Fees	**EUR**	**125.18**
Total New Airfare	**EUR**	**248.18**
less Value of Old Ticket	**EUR**	**-248.18**
Amount to be refunded	**EUR**	**0.00**
Amount to be collected	**EUR**	**0.00**

Services priced in EUR

Options for flight LH 2089 from HAM - MUC

MILEAGE ACCRUAL	MUSTERMANN/E Included
Seat Reservation	MUSTERMANN/E Included

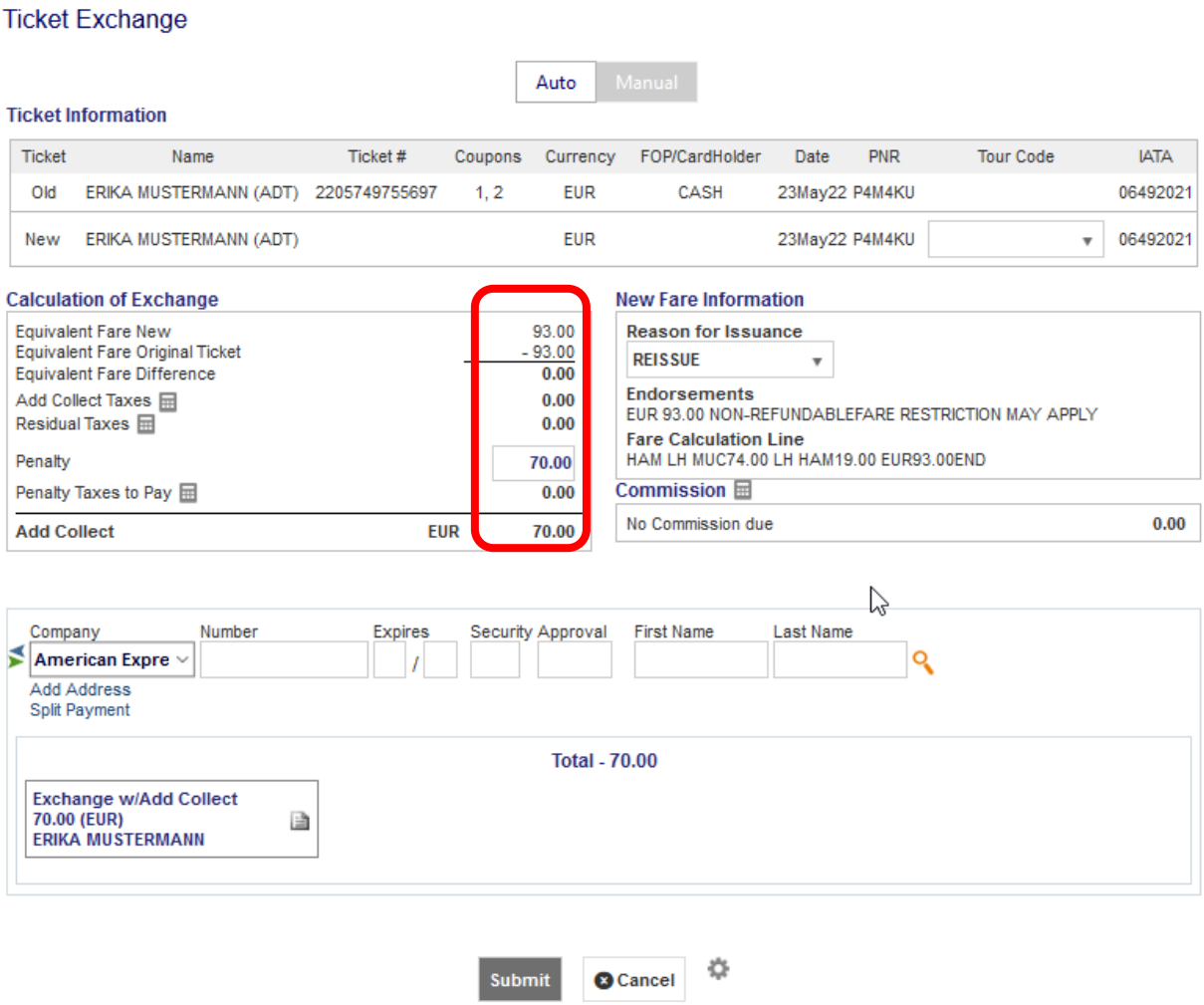
Options for flight LH 2066 from MUC - HAM

MILEAGE ACCRUAL	MUSTERMANN/E Included
Seat Reservation	MUSTERMANN/E Included

SUMMARY OF ALL CHARGES	MUSTERMANN/E
Selected Options per traveler	0.00
Basic Airfare per traveler (see above)	248.18
Grand Total per traveler	248.18

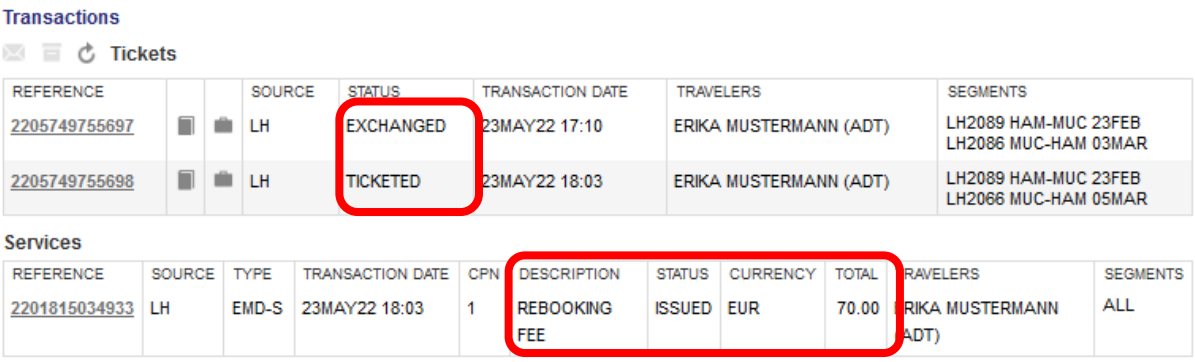
Exchange Cancel

The exchange template is displayed and auto-exchange is selected by default.



Enter the form of payment. Add credit card details or click to switch to cash/invoice. After clicking <**Submit**>, the new ticket image will be displayed.

Close the window to return to the reservation screen. The transaction and itinerary panels will be updated accordingly. The status of the original ticket has changed to “Exchanged” and the status of the new tickets shows “Ticketed”. An EMD-S has been issued automatically to collect the rebooking fee.



4.6.1.2 Auto-Exchange with refundable amount

Following the initial process of chapter 4.6.1.1, the difference between old and new pricing results in a refund to be issued. The refund amount will be transferred to an EMD-S, which will be issued automatically during the exchange process.

Ticket Exchange

Auto | Manual

Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	MR JAMES SMITH (ADT)	2202120001541	1	EUR	CASH	27Jul18	2PU5NW		05661655
New	MR JAMES SMITH (ADT)			EUR		27Jul18	2PU5NW		05661655

Calculation of Exchange

Equivalent Fare New		759.00
Equivalent Fare Original Ticket		- 908.00
Equivalent Fare Difference		-149.00
Add Collect Taxes		0.00
Residual Taxes		0.00
Penalty		0.00
Refund	EUR	149.00

New Fare Information

Reason for Issuance
REISSUE

Endorsements
Not Set

Fare Calculation Line
FRA LH MAN889.79CDEBUZP9 NUC889.79END ROE0.853007 XT EXEMPT YR

Commission

No Commission due 0.00

Refund

☑ Issue Residual MCO/EMD/Other Document 149.00

In reference to original document: 22021200015415

Transactions

Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2202120001541			LH	EXCHANGED	27JUL18 12:47	JAMESMR SMITH (ADT)	LH940 FRA-MAN 15SEP
2202120001542			LH	TICKETED	27JUL18 12:56	JAMESMR SMITH (ADT)	LH948 FRA-MAN 15SEP

Services

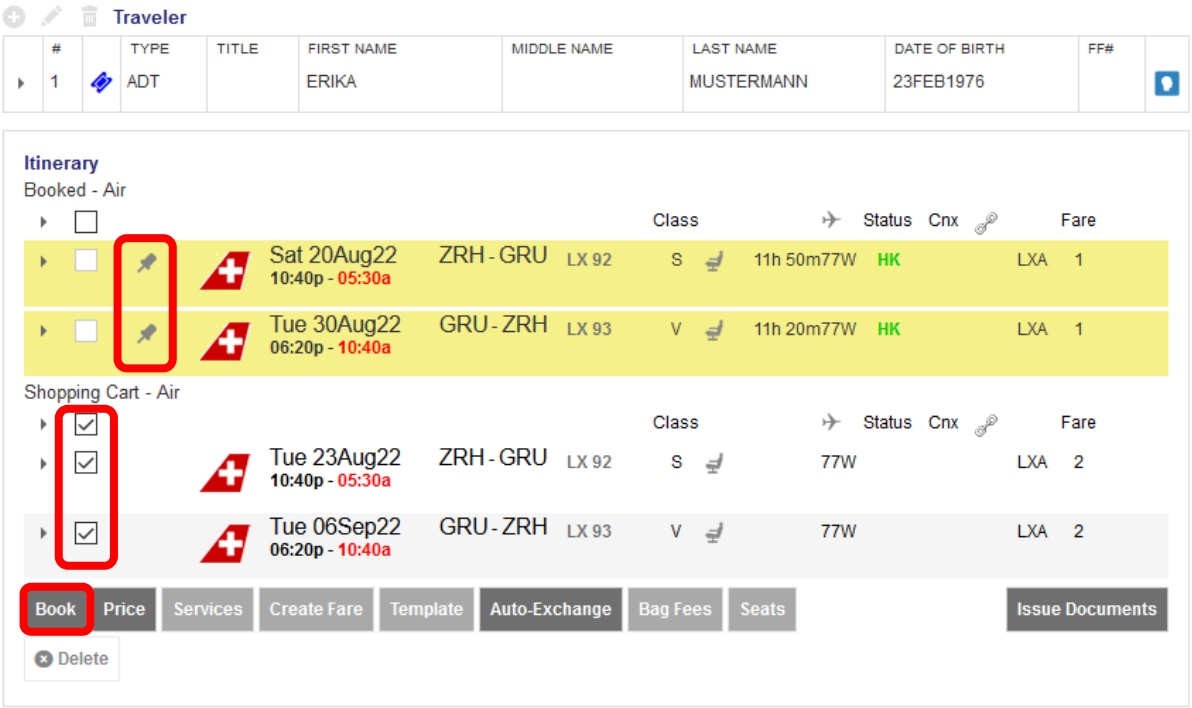
REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
2204550010675	LH	EMD-S	27JUL18 12:56	1	RESIDUAL VALUE FOR REFUND	ISSUED	EUR	149.00	MR JAMES SMITH (ADT)	ALL

4.6.2 Manual Exchange

If documents cannot be exchanged automatically, you have to use the **Manual Exchange**. This function provides an automated fare calculation, but the exchange process is done manually.

Pin the Booked flight segments you want to exchange using (highlighted in yellow if pinned) and **activate the check box for the flight segments that you want to price** for the ticket exchange.

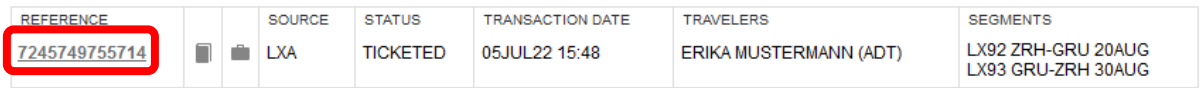
If you want to **exchange all flight segments of a round-trip ticket**, please add the desired substitute flights to the shopping cart **via Air Availability**, pin the old flight segments to be exchanged and mark the new flights in the shopping cart before you click on **<Book>**.



If you want to **exchange one leg of a round-trip ticket (also if the outbound flight segments have been flown already)**, please **only add a new one-way flight to the shopping cart**. Then, pin the flight to be exchanged and activate the check box for the flight segments that you want to price (including flown segments) for the ticket exchange.

Before starting the manual exchange process, make sure that there is a fare stored for the new itinerary. Otherwise quote the new booking with the **<Price>** button. Make sure to use "Best Available" pricing. See chapter 3.4.3. Please note that if the outbound flight segment(s) are already flown, the pricing option should not be used. The fare for the new itinerary must be manually priced and stored. If you require assistance with the recalculation, please contact your agency support.

Click **<Book>** to start the manual exchange process.
Display the ticket by clicking the ticket number in the transaction panel.



<Exchange/Reissue> will start the Exchange process.

Electronic Ticket

Print Status : TICKETED

Ticket Image | Agent Coupon

Ticket Image Details for Document

ET RECORD MUSTERMANN / ERIKA (ADT)

AGY:	06492021	O/D:	ZRH / ZRH	FF NO.:	
ISSUED:	05JUL22	TKT:	7245749755714	AGT:	SPRKAGENT
PNR:	O56LHW / F1 VTOMK8 / LXA	IATA:	06492021	FCI: FCPI:	4 B
ISO:	AT	TC:		VAL CXR:	LX
VOID BY:	05JUL22 11:59P				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	92	S	20AUG	ZRH	GRU	10:40p	OK	SNCSR07	20AUG	20AUG	1PC	O
2	O	LX	93	V	30AUG	GRU	ZRH	06:30p	OK	VNCSR03	30AUG	30AUG	1PC	O

Fare Details

FARE:	CHF	585.00	
EQUIV:	EUR	585.00	
TAX:	EUR	249.92	YQ
TAX:	EUR	249.92	YQ
TAX:	EUR	11.35	BR
TAX:	EUR	34.99	CH
TOTAL:	EUR	1131.18	

Details

Form of payment:	EUR 1131.18 CASH Rate used: 0.99967733, Table: BSR
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	ZRH LX SAO236.78 LX ZRH365.47 NUC602.25END ROE0.971333

Data Protection Notice

http://www.iatatravelcenter.com/privacy

Void | Refund | Exchange/Reissue | Close

Select the passenger(s) and stored fare you would like to exchange and **<Submit>**.

Ticket Exchange

Select a Traveler

	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
◉	ADT		ERIKA		MUSTERMANN	23Feb1976

Select a Fare Group

◉ EUR 1131.18

			Class		Status	Cnx	
Tue 23Aug22 10:40p - 05:30a	ZRH - GRU	LX 92	S	11h 50m77W	HK		LXA
Tue 06Sep22 06:20p - 10:40a	GRU - ZRH	LX 93	V	11h 20m77W	HK		LXA

Submit | Cancel

The system will calculate the difference between taxes and fare of the original ticket and the new ticket.

Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket		Refund	Refundable
YQ (ZRH)	499.84	499.84	PD	499.84		
BR	11.35	11.35	PD	11.35		
CH	34.99	34.99	PD	34.99		
	546.18	**546.18**	**PD** **A/C** **Total**	**546.18** **+0.00** **546.18**	**0.00**	

Continue | Close

If a rebooking fee is applicable, the penalty has to be included in the calculation.
Enter the form of payment.

Ticket Exchange

Auto | Manual

Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	ERIKA MUSTERMANN (ADT)	7245749755714	1, 2	EUR	CASH	05Jul22	O56LHW		06492021
New	ERIKA MUSTERMANN (ADT)			EUR		05Jul22	O56LHW		06492021

Calculation of Exchange

Equivalent Fare New	585.00
Equivalent Fare Original Ticket	- 585.00
Equivalent Fare Difference	0.00
Add Collect Taxes	0.00
Residual Taxes	0.00
Penalty	230.00
Penalty Taxes to Pay	0.00
Add Collect	EU 230.00

New Fare Information

Reason for Issuance
REISSUE

Endorsements
FARE RESTRICTION MAY APPLY

Fare Calculation Line
ZRH LX SAO236.78 LX ZRH365.47 NUC602.25END ROE0.971333

Commission

No Commission due 0.00

Other
CASH

Total - 230.00

Exchange w/Add Collect
230.00 (EUR)
ERIKA MUSTERMANN

Submit | Cancel

The new ticket image is displayed after clicking <**Submit**>.

Electronic Ticket

Print Status : TICKETED

Ticket Image | Agent Coupon

Ticket Image Details for Document

ET RECORD MUSTERMANN / ERIKA (ADT)

AGY:	06492021	**O/D:**	ZRH / ZRH	**FF NO.:**	
ISSUED:	05JUL22	**TKT:**	7245749755715	**AGT:**	SPRKAGENT
PNR:	O56LHW / F1 VTOMK8 / LXA	**IATA:**	06492021	**FCI:** **FCPI:**	4 G
ISO:	AT	**TC:**		**VAL CXR:**	LX
VOID BY:	05JUL22 11:59P	**ESAC:**	724IZS671FOLE	**ORIG ISSUE:**	7245749755714 VIE 05JUL22 06492021
EXCH FOR:	7245749755714				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	92	S	23AUG	ZRH	GRU	10:40p	OK	SNCSR07	23AUG	23AUG	1PC	O
2	O	LX	93	V	06SEP	GRU	ZRH	06:20p	OK	VNCSR03	06SEP	06SEP	1PC	O

Fare Details

FARE:	CHF		585.00	
EQUIV:	EUR		585.00	
TAX:	EUR	PD	499.84	YQ
TAX:	EUR	PD	11.35	BR
TAX:	EUR	PD	34.99	CH
TOTAL:	EUR		NO ADC	

Details

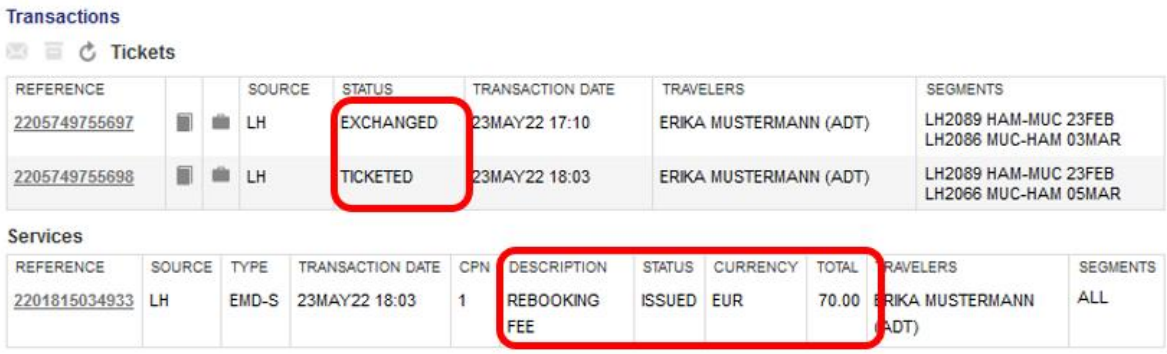
Form of payment:	NO ADC EUR 0.00 CASH Exch Doc 7245749755714
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	ZRH LX SAO236.78 LX ZRH365.47 NUC602.25END ROE0.971333

Data Protection Notice
http://www.iatatravelcenter.com/privacy

Close

The system automatically issues an EMD-S to collect the rebooking fee.

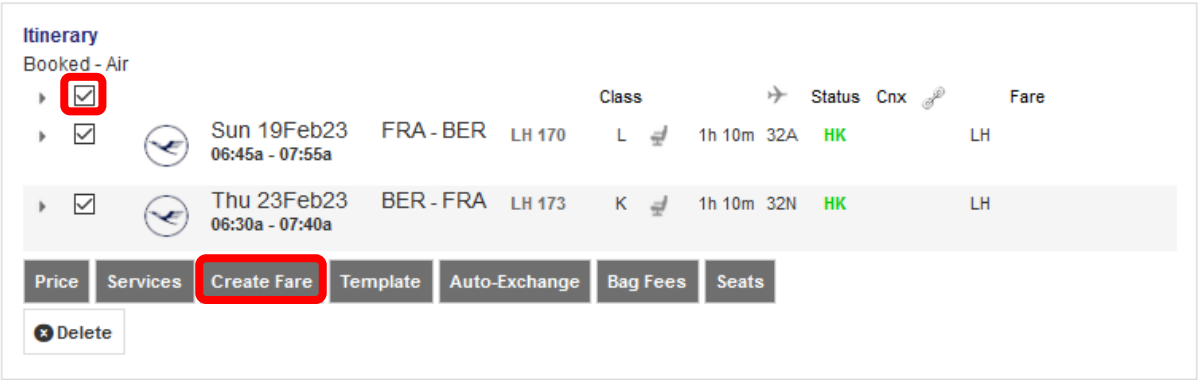
The status of the original ticket has changed to “Exchanged”; the new ticket shows “Ticketed”.



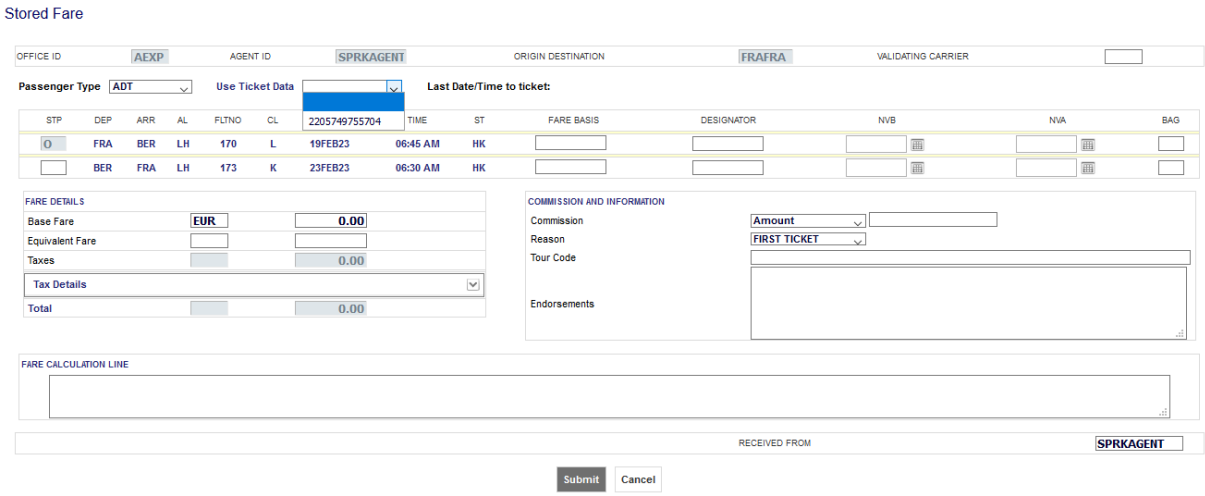
4.6.2.1 Exchange with manual pricing

The exchange with manual pricing requires manual fare calculation by the agent. Please get all information from the new fare before starting the reissue (e.g. fare basis, taxes, fare, fare calculation, valid from, valid until).

Please proceed from chapter 4.6.2, but do not yet proceed to the exchange step.
Click **<Book>** to delete the original flight segment and book a new flight segment from the shopping cart.
Now the booking is updated showing only the new flight segment.



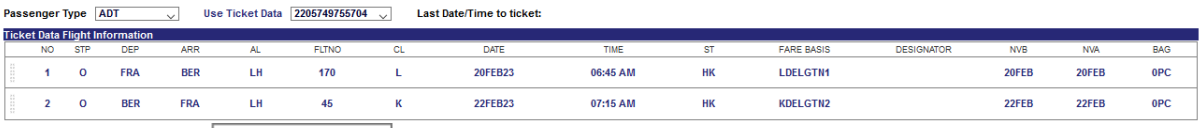
Select the new flight segments and click the <**Create Fare**> button.

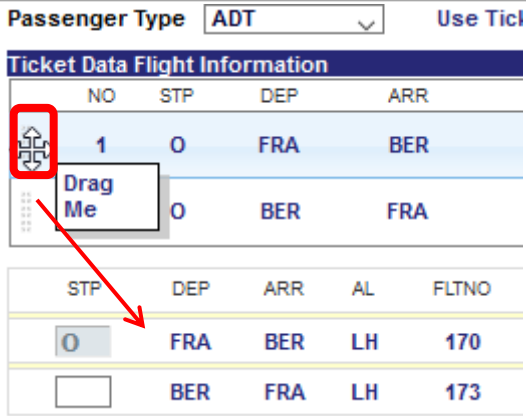


You can enter all required fare information in the appropriate boxes or you can copy the original ticket data and modify them afterwards.

To copy the ticket data from the original ticket on the screen, select the ticket number from the drop-down menu.

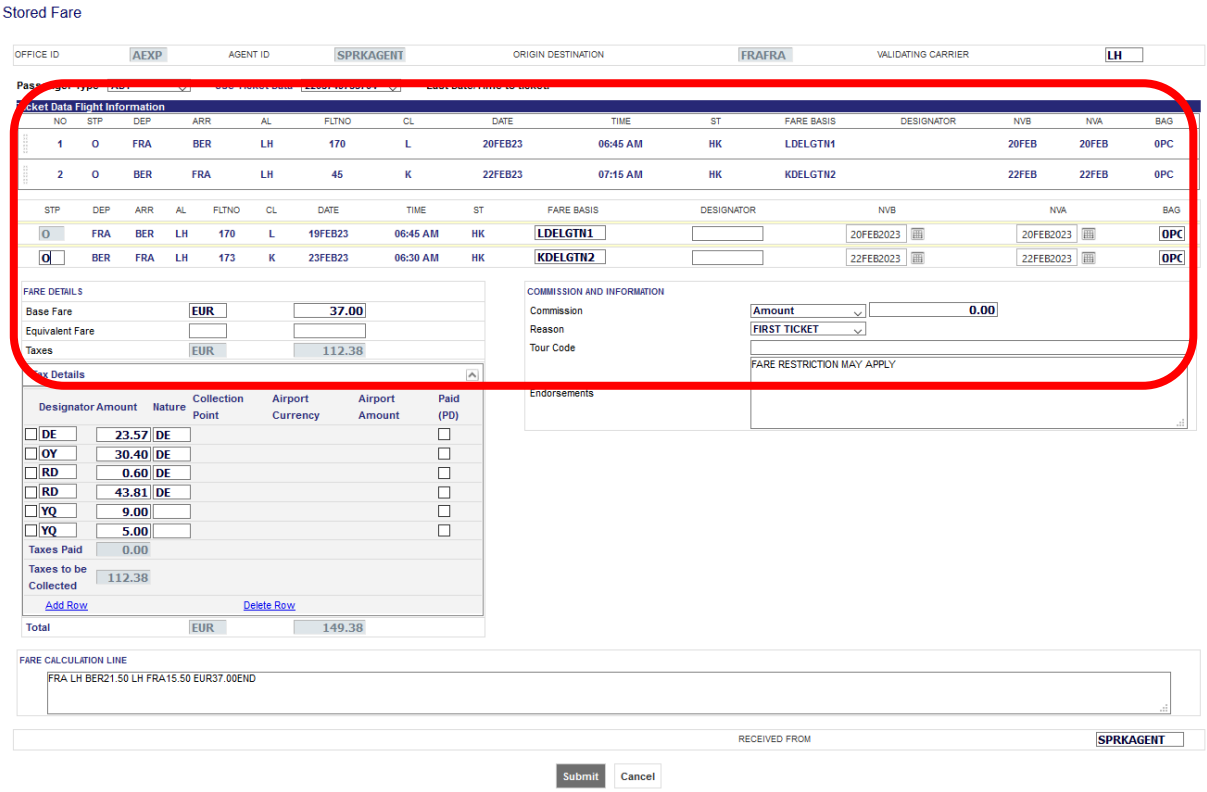
The original ticket information is displayed highlighted in yellow.





Use the drag and drop function to transfer the original ticket information into the new filed fare.

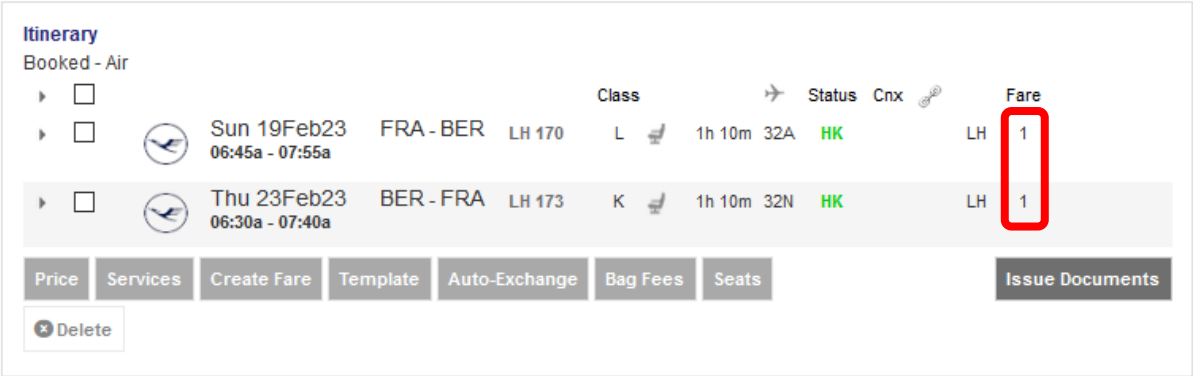
Override the incorrect data with the new information and enter missing details where applicable.



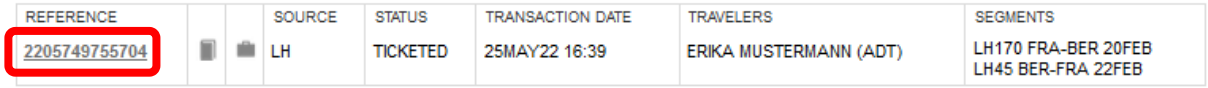
To modify tax information, open tax details.

Once complete, use <**Submit**> to store the fare.

Redisplay your reservation screen. The fare is stored successfully when a fare number is shown next to your flight.



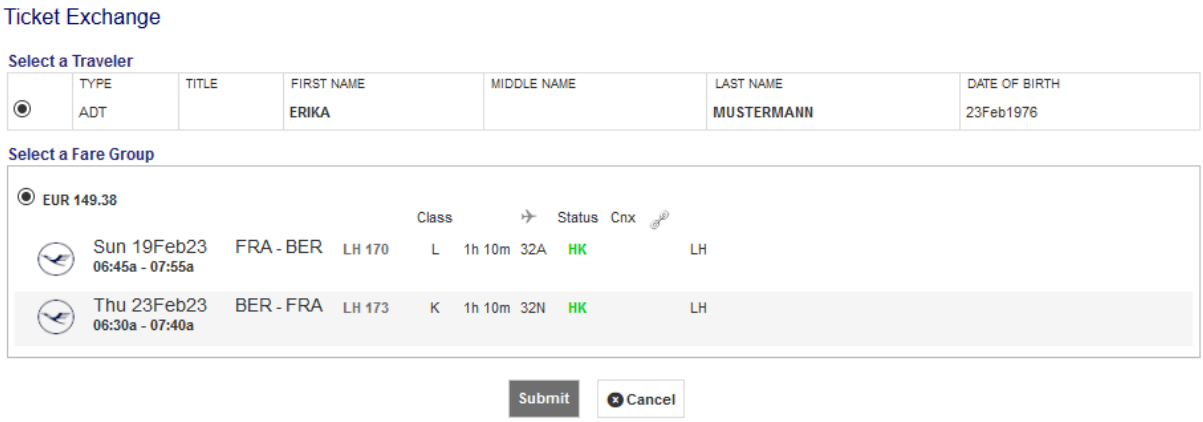
Click on the ticket number in the transaction panel to open the ticket image.



REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205749755704			LH	TICKETED	25MAY22 16:39	ERIKA MUSTERMANN (ADT)	LH170 FRA-BER 20FEB LH45 BER-FRA 22FEB

<Exchange/Reissue> will start the Exchange process.

Select the passenger(s) and stored fares you would like to exchange and <**Submit**>.



The system calculates the difference between the new fare and the fare from the original ticket.
The display shows this calculation for paid and new taxes.

Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket		Refund	Refundable
DE	23.57	23.57	PD	23.57		
OY	30.40	30.40	PD	30.40		
RD	44.41	44.41	PD	44.41		
YQ	14.00	14.00	PD	14.00		
	112.38	112.38	PD A/C Total	112.38 +0.00 112.38	0.00	

Continue Close

<**Continue**> to the exchange screen.

Ticket Exchange

Auto Manual

Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	ERIKA MUSTERMANN (ADT)	2205749755704	1, 2	EUR	CASH	25May22	PJX2KU		06492021
New	ERIKA MUSTERMANN (ADT)			EUR		25May22	PJX2KU		06492021

Calculation of Exchange

Equivalent Fare New		37.00
Equivalent Fare Original Ticket		- 37.00
Equivalent Fare Difference		0.00
Add Collect Taxes		0.00
Residual Taxes		0.00
Penalty		70.00
Penalty Taxes to Pay		0.00
Add Collect	EUR	70.00

New Fare Information

Reason for Issuance

REISSUE

Endorsements

FARE RESTRICTION MAY APPLY

Fare Calculation Line

FRA LH BER21.50 LH FRA15.50 EUR37.00END

Commission

No Commission due 0.00

Other

CASH

Total - 70.00

Exchange w/Add Collect
70.00 (EUR)
ERIKA MUSTERMANN

Submit Cancel

Enter the penalty amount to be collected or enter “0” to continue if no rebooking fee is required.
Enter the form of payment for the additional collection.
The new ticket image is displayed after clicking <**Submit**>.

Electronic Ticket

Print Status : Ticketed

Ticket Image | Agent Coupon

Ticket Image Details for Document

ET RECORD MUSTERMANN / ERIKA (ADT)

AGY:	06492021	O/D:	FRA / FRA	FF NO.:	
ISSUED:	25MAY22	TKT:	2205749755705	AGT:	SPRKAGENT
PNR:	PJX2KU / F1 P3GJ6E / LH	IATA:	06492021	FCI: FCPI:	4 G
ISO:	AT	TC:		VAL CXR:	LH
VOID BY:	25MAY22 11:59P	ESAC:	220IL9HFIZOZC	ORIG ISSUE:	2205749755704 VIE 25MAY22 06492021
EXCH FOR:	2205749755704				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	170	L	19FEB	FRA	BER	06:45a	OK	LDELGTN1	20FEB	20FEB	0PC	O
2	O	LH	173	K	23FEB	BER	FRA	06:30a	OK	KDELGTN2	22FEB	22FEB	0PC	O

Fare Details

FARE:	EUR		37.00	
TAX:	EUR	PD	23.57	DE
TAX:	EUR	PD	30.40	OY
TAX:	EUR	PD	44.41	RD
TAX:	EUR	PD	14.00	YQ
TOTAL:	EUR		NO ADC	

Details

Form of payment:	NO ADC EUR 0.00 CASH Exch Doc 2205749755704
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	FRA LH BER21.50 LH FRA15.50 EUR37.00END

Data Protection Notice

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Close

The status of the original ticket has been changed to “Exchanged”. The new ticket shows up as “Ticketed”. If a rebooking fee applies, the system issues an EMD-S.

Transactions

Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205749755704			LH	EXCHANGED	25MAY22 16:39	ERIKA MUSTERMANN (ADT)	LH170 FRA-BER 20FEB LH45 BER-FRA 22FEB
2205749755705			LH	TICKETED	25MAY22 16:48	ERIKA MUSTERMANN (ADT)	LH170 FRA-BER 19FEB LH173 BER-FRA 23FEB

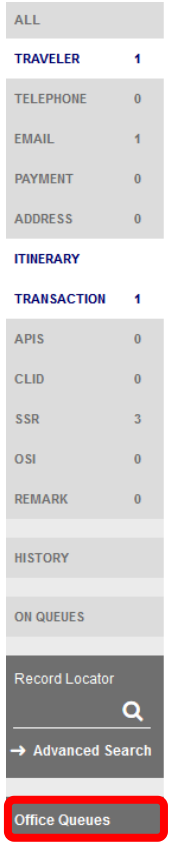
Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
2201815034940	LH	EMD-S	25MAY22 16:48	1	REBOOKING FEE	ISSUED	EUR	70.00	ERIKA MUSTERMANN (ADT)	ALL

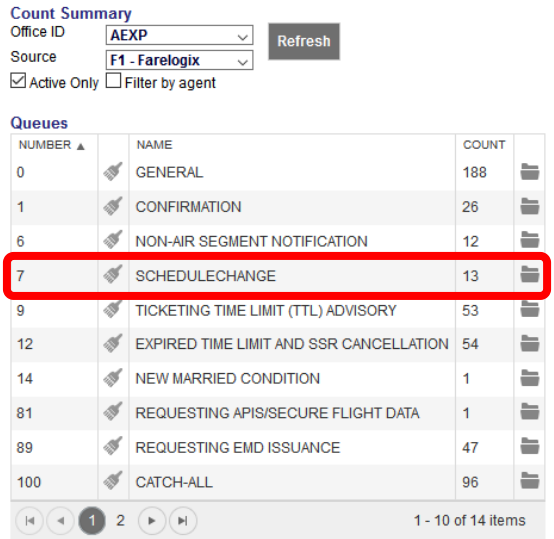
4.6.2.2 Manual Exchange due to Irregular Operations (SKCHG & INVOL)

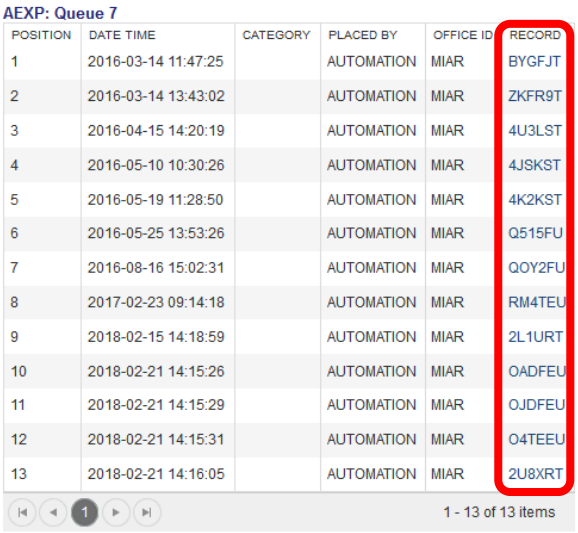
The following process only guides through the technicalities of the ticket exchange in Irregular Operations (IROPs) - Schedule Change and Involuntary scenarios. Please always refer to the Lufthansa Group airlines Flight irregularities policy for Business Partners for the conditions, rules and processes that need to be adhered.

Access **<Office Queues>** from the reservation screen.



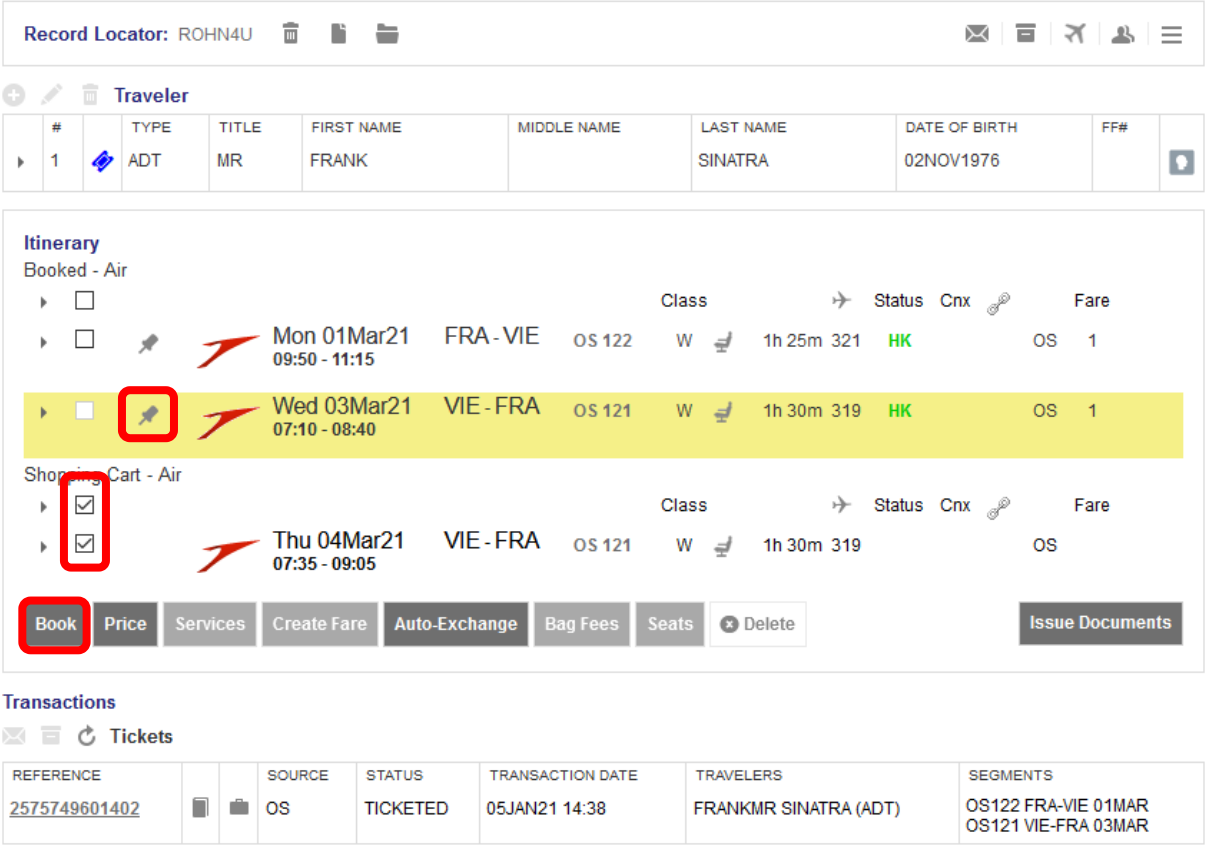
Access Queue 7 Schedule Change by clicking on the folder and retrieve the affected PNR.



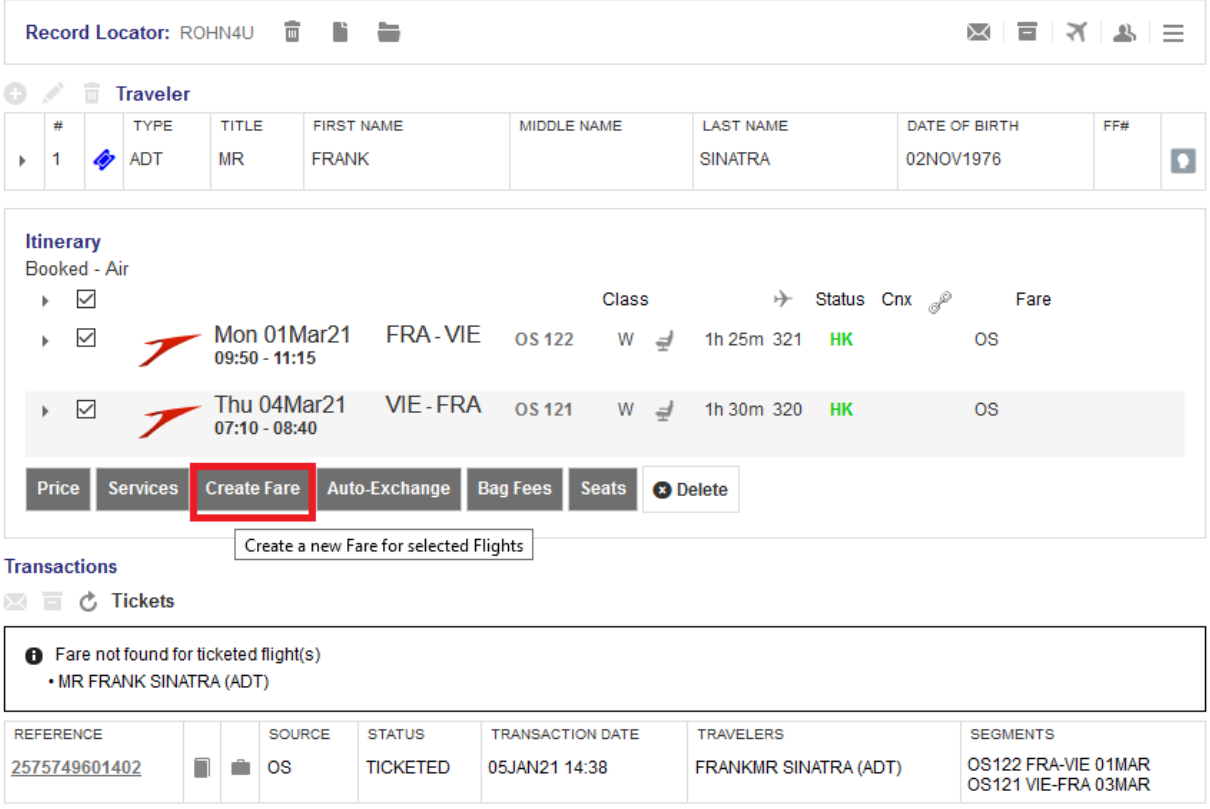


Search and book the new flight according to chapter 3.2.
Pin the flight to be replaced for deletion and select the new flight from shopping cart.

Click **<Book>** to execute the flight exchange.



Then, select all booked flights and click **<Create Fare>** to store a fare in the PNR.



Select the original ticket via **<Use Ticket Data>** and copy the ticket data in the new fare using the option **<Drag Me>**. Fare basis code, fare and tax information remain unchanged unless a new routing with via point has been applied.
Insert the correct stopover indicator ("O" for stopover, "X" for transfer) and correct NVB and NVA data if needed.
The endorsement box must start with "SKCHG" or "INVOL" followed by the affected flight number and date (according to the Lufthansa Group airlines Flight irregularities policy for Business Partners).
It is important that the format of the endorsement box and fare calculation line follows as per policy:

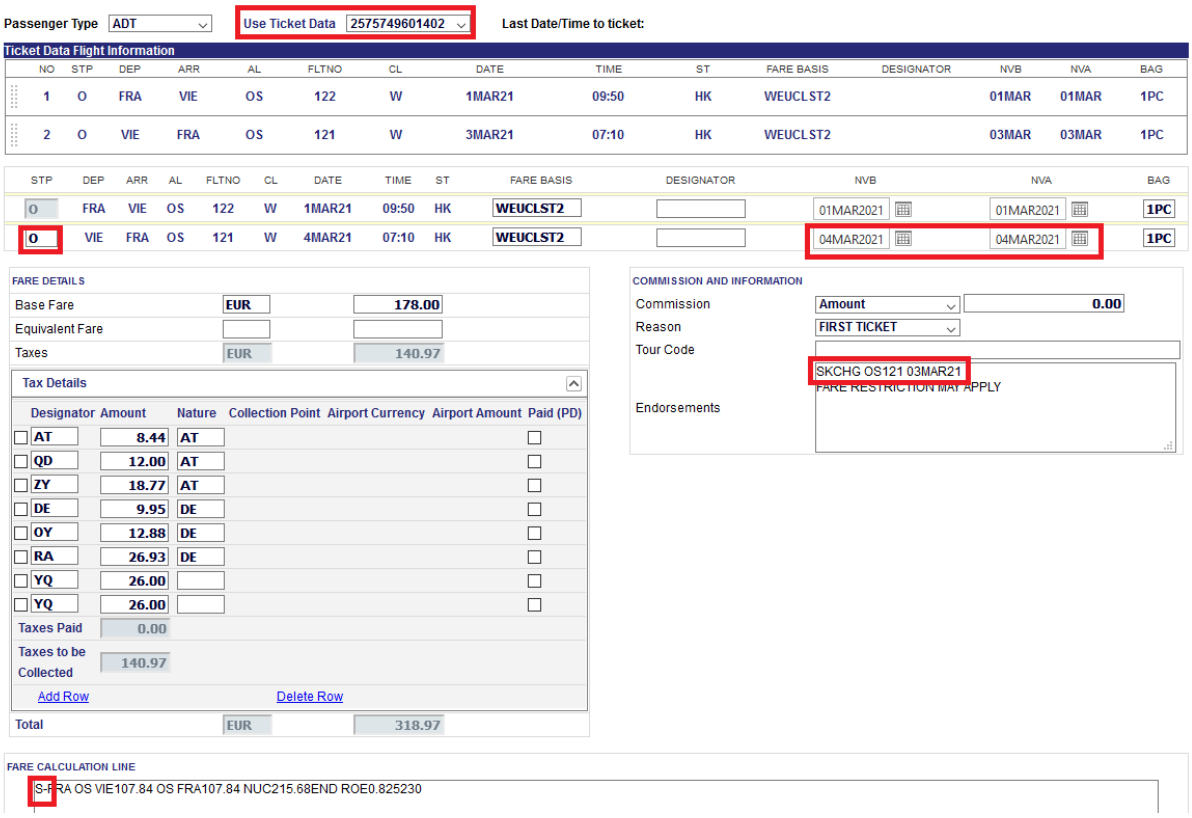
- Endorsement box format: [SKCHG or INVOL] [flight number] [date] - [Original Endorsement box content]
- Endorsement box example: SKCHG OS121 03MAR21 - FARE RESTRICTION MAY APPLY

The original endorsement box should stay as it is.

Insert the indicator "S-" or "I-" (according to the Lufthansa Group airlines Flight irregularities policy for Business Partners) on the beginning of the fare calculation line and do not change the original fare calculation that follows the indicator.

- Fare calculation line format: S-[Original Fare calculation line]
- Fare calculation line example: S-FRA OS VIE107.84 OS FRA107.84 NUC215.68END ROE0.825230

Please do not add more content to the endorsement box or fare calculation line and avoid double spaces.
In case of more passenger types in the PNR, prepare the fare for each passenger type – the procedure is the same.



Click **<Submit>** and confirm the stored fare with **<Continue>**.
In the reservation screen, open the ticket to be exchanged by clicking on the ticket number and then click on **<Exchange/Reissue>**.

Then select Traveler and Fare Group to be exchanged and click on **<Submit>**.

Ticket Exchange

Select a Traveler

	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
◉	ADT	MR	FRANK		SINATRA	02Nov1976

Select a Fare Group

◉ EUR 318.97

			Class			Status	Cnx
Mon 01Mar21 09:50 - 11:15	FRA - VIE	OS 122	W	1h 25m	321	HK	OS
Thu 04Mar21 07:10 - 08:40	VIE - FRA	OS 121	W	1h 30m	320	HK	OS

Submit Cancel

If the information is correct, neither an additional collection (A/C) nor a refund should apply. If it does, check the steps on the previous page again. Click on **<Continue>**.

Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket		Refund	Refundable
AT	8.44	8.44	PD	8.44		
QD	12.00	12.00	PD	12.00		
ZY	18.77	18.77	PD	18.77		
DE	9.95	9.95	PD	9.95		
OY	12.88	12.88	PD	12.88		
RA	26.93	26.93	PD	26.93		
YQ	52.00	52.00	PD	52.00		
	140.97	140.97	PD	140.97	0.00	
			A/C	+0.00		
			Total	140.97		

Continue Close

On the last page, Set the penalty to “0”, check if the new fare information is correct and click **<Submit>** and **<Continue>**.

Ticket Exchange

Auto Manual

Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	MR FRANK SINATRA (ADT)	2575749601402	1, 2	EUR	CASH	05Jan21	ROHN4U		00951753
New	MR FRANK SINATRA (ADT)			EUR		06Jan21	ROHN4U		00951753

Calculation of Exchange

Equivalent Fare New		178.00
Equivalent Fare Original Ticket	-	178.00
Equivalent Fare Difference		0.00
Add Collect Taxes		0.00
Residual Taxes		0.00
Penalty		0.00
Even Exchange	EUR	0.00

New Fare Information

Reason for Issuance

REISSUE

Endorsements

SKCHG OS121 03MAR21 FARE RESTRICTION MAY APPLY

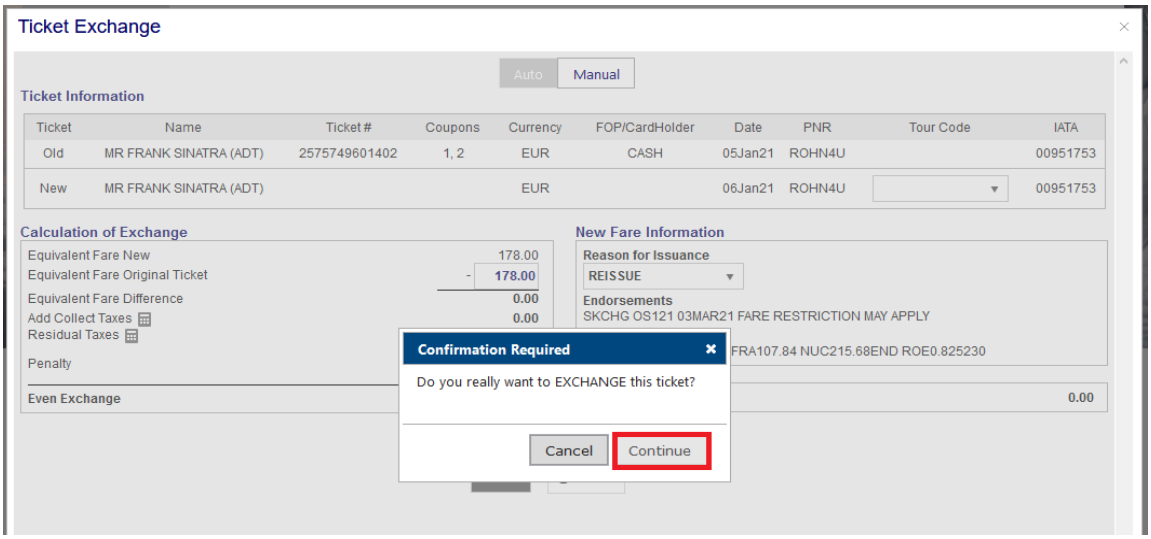
Fare Calculation Line

S-FRA OS VIE107.84 OS FRA107.84 NUC215.68END ROE0.825230

Commission

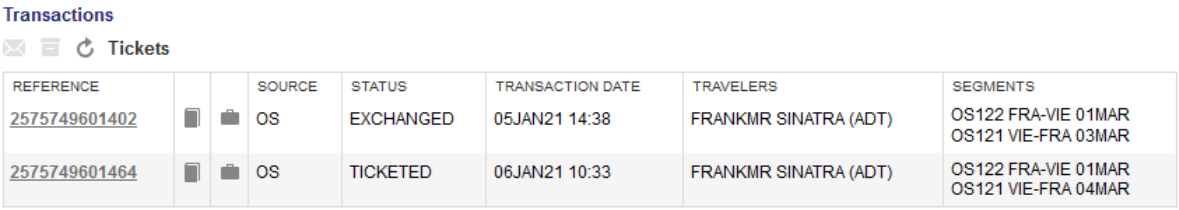
No Commission due 0.00

Submit Cancel



The new ticket is issued and will be shown in the next window.

The exchanged and the newly issued ticket will be shown in the transaction section of the reservation screen.



Transactions

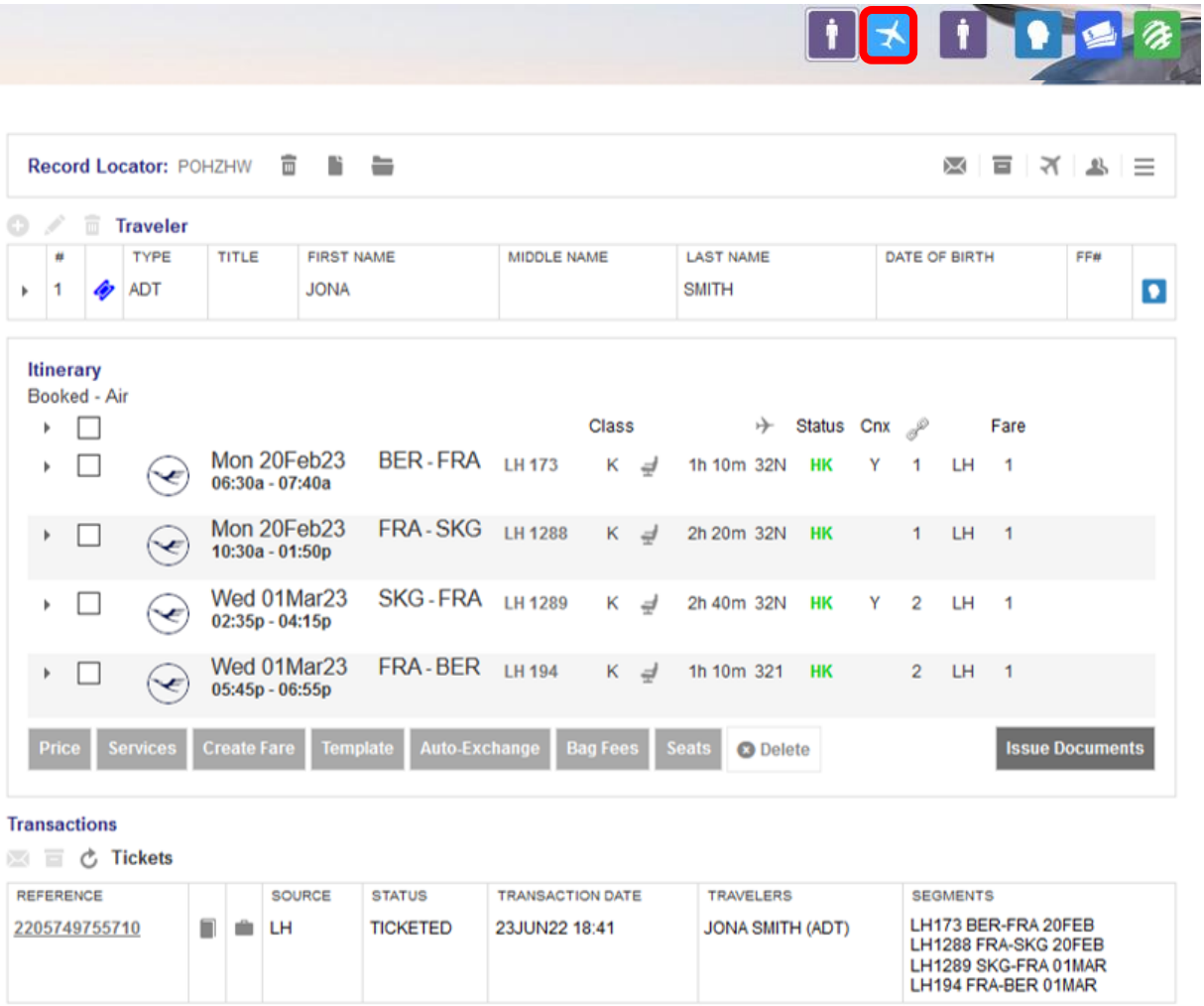
Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2575749601402			OS	EXCHANGED	05JAN21 14:38	FRANKMR SINATRA (ADT)	OS122 FRA-VIE 01MAR OS121 VIE-FRA 03MAR
2575749601464			OS	TICKETED	06JAN21 10:33	FRANKMR SINATRA (ADT)	OS122 FRA-VIE 01MAR OS121 VIE-FRA 04MAR

4.6.2.3 Manual exchange in accordance with Travel Waiver Policies (TWPs)

First, display the booking on the reservation screen by searching the PNR or ticket number in advanced search. If the flights have been deleted from the PNR, the itinerary will be empty.

Use **Add Air** to add the new flight segments with new fare according to the applicable goodwill policy to the shopping cart.



The new flight segments will appear in the itinerary below *Shopping Cart – Air*.

In case that the itinerary was empty before adding the new flights, you can skip the following step by selecting the new flights and directly clicking **<Book>** without pinning the old flights.

Pin the original flight using (highlighted in yellow) and activate the check box for the flight in the shopping cart. Click **<Book>** to exchange the flights.

*Before exchanging the flights, make sure that there is a fare stored. Otherwise quote the new booking with selecting the new flights and clicking **<Price>**.*

Record Locator: POHZHW

Traveler

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		JONA		SMITH		

Itinerary

Booked - Air

		Class		Status	Cnx		Fare
Mon 20Feb23 06:30a - 07:40a	BER - FRA	LH 173	K	1h 10m 32N	HK	Y 1	LH 1
Mon 20Feb23 10:30a - 01:50p	FRA - SKG	LH 1288	K	2h 20m 32N	HK	1	LH 1
Wed 01Mar23 02:35p - 04:15p	SKG - FRA	LH 1289	K	2h 40m 32N	HK	Y 2	LH 1
Wed 01Mar23 05:15p - 06:25p	FRA - BER	LH 168	K	1h 10m 321	HK	2	LH 1

Shopping Cart - Air

		Class		Status	Cnx		Fare
Wed 08Mar23 07:45a - 08:55a	BER - FRA	LH 175	L	321		Y	LH 2
Wed 08Mar23 10:30a - 01:50p	FRA - SKG	LH 1288	L	32N			LH 2
Mon 20Mar23 02:35p - 04:15p	SKG - FRA	LH 1289	L	32N		Y	LH 2
Mon 20Mar23 06:45p - 07:55p	FRA - BER	LH 198	L	321			LH 2

Book | Price | Services | Create Fare | Template | Auto-Exchange | Bag Fees | Issue Documents

Seats | Delete

Transactions

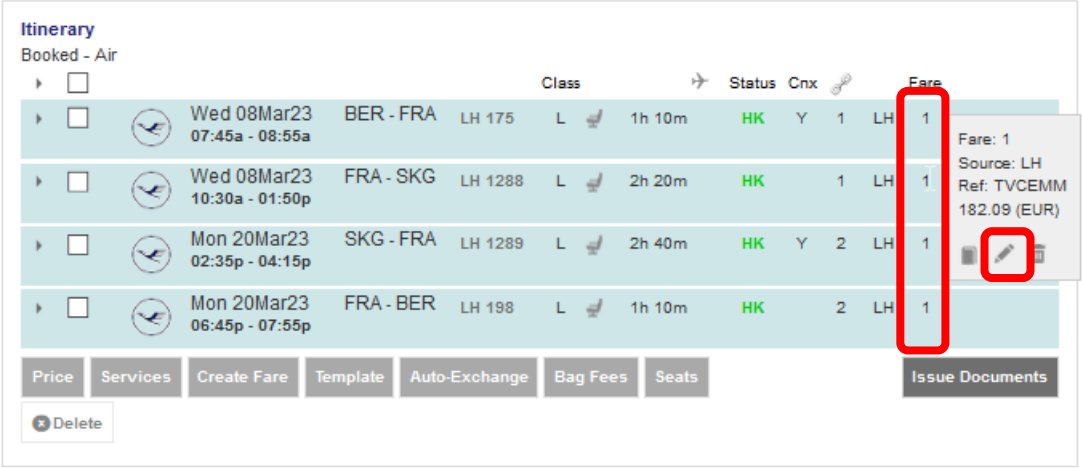
Tickets

Traveler(s) not Ticketed
- JONA SMITH (ADT)

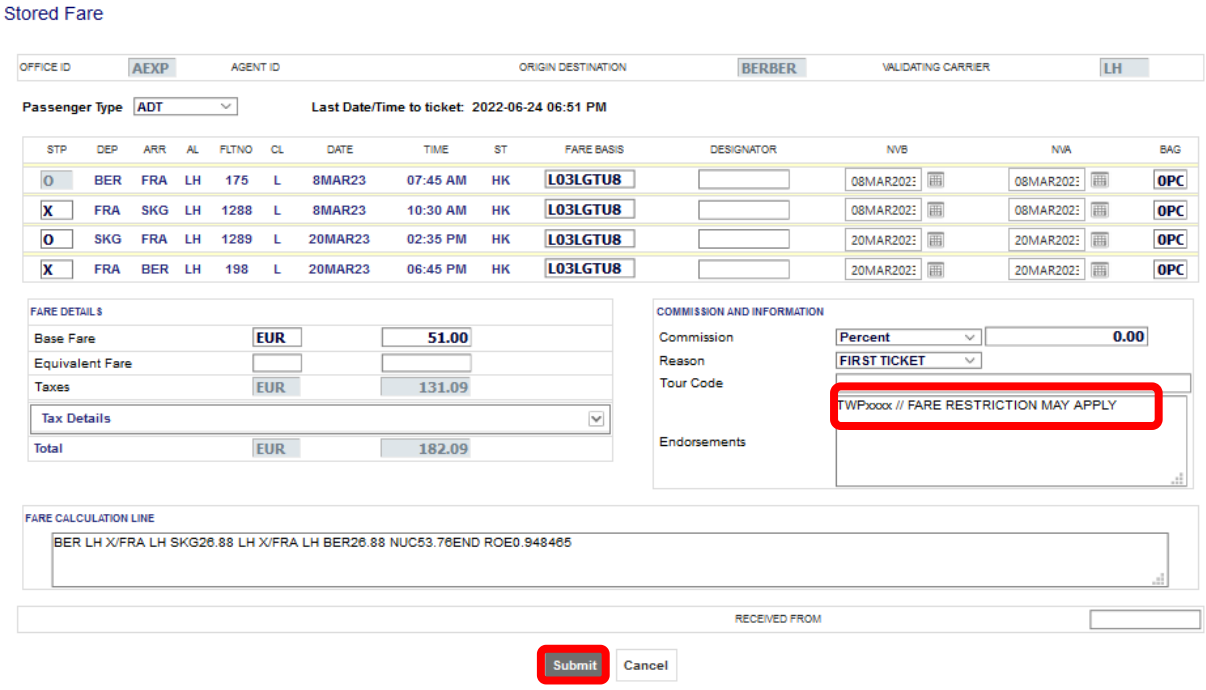
Fare not found for ticketed flight(s)
- JONA SMITH (ADT)

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205749755710	LH	TICKETED	23JUN22 18:41	JONA SMITH (ADT)	LH173 BER-FRA 20FEB LH1288 FRA-SKG 20FEB LH1289 SKG-FRA 01MAR LH194 FRA-BER 01MAR

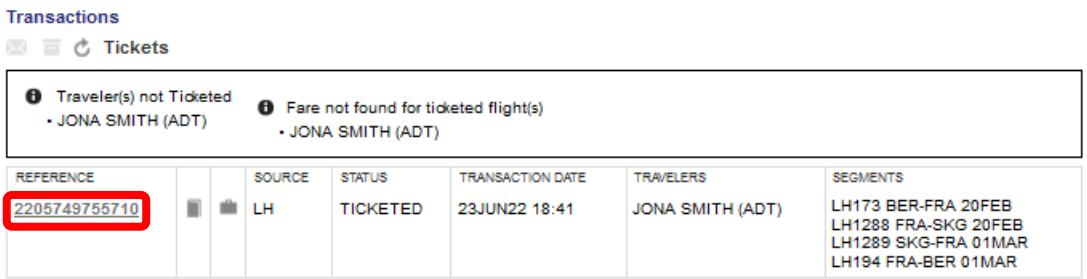
For editing the endorsement box, hover the mouse over the fare number in the itinerary box and click on the pencil.



Add the respective entry (here: TWPxxxx) to Endorsements, keep the original endorsement entries and click **<Submit>**.



Back in the reservation screen, click on the ticket number in the transactions section to open the ticket image.



Then click **<Exchange/Reissue>** in the bottom of the window.

Electronic Ticket

Print Status : TICKETED

Ticket Image | Agent Coupon

Ticket Image Details for Document

		ET RECORD	SMITH / JONA (ADT)		
AGY:	06492021	O/D:	BER / BER	FF NO.:	
ISSUED:	23JUN22	TKT:	2205749755710	AGT:	DAMIAN
PNR:	POHZHW / F1 TVCEMM / LH	IATA:	06492021	FCI: FCPI:	4 B
ISO:	AT	TC:		VAL CXR:	LH
VOID BY:	23JUN22 11:59P				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	173	K	20FEB	BER	FRA	06:30a	OK	K03LGTU8	20FEB	20FEB	0PC	O
2	X	LH	1288	K	20FEB	FRA	SKG	10:30a	OK	K03LGTU8	20FEB	20FEB	0PC	O
3	O	LH	1289	K	01MAR	SKG	FRA	02:35p	OK	K03LGTU8	01MAR	01MAR	0PC	O
4	X	LH	194	K	01MAR	FRA	BER	05:45p	OK	K03LGTU8	01MAR	01MAR	0PC	O

Fare Details

FARE:	EUR	47.00	
TAX:	EUR	5.00	YQ
TAX:	EUR	5.00	YQ
TAX:	EUR	5.00	YQ
TAX:	EUR	5.00	YQ
TAX:	EUR	9.86	DE
TAX:	EUR	12.77	OY
TAX:	EUR	22.37	RA
TAX:	EUR	0.50	RD
TAX:	EUR	30.89	RD
TAX:	EUR	12.00	GR
TAX:	EUR	3.00	WP
TAX:	EUR	3.00	WQ
TAX:	EUR	0.70	ZL
TOTAL:	EUR	162.09	

Details

Form of payment:	EUR 162.09 CASH
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	BER LH X/FRA LH SKG24.77 LH X/FRA LH BER24.77 NUC49.54END ROE0.948465

Data Protection Notice
http://www.iatatravelcenter.com/privacy

Void | Refund | Exchange/Reissue | Close

Select the applicable traveler and fare group. Then click **<Submit>**.

Ticket Exchange

Select a Traveler

	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
◉	ADT		JONA		SMITH	

Select a Fare Group

◉ EUR 182.09

				Class		Status	Cnx		
Wed 08Mar23 07:45a - 08:55a	BER - FRA	LH 175	L	1h 10m	321	HK	Y	1	LH
Wed 08Mar23 10:30a - 01:50p	FRA - SKG	LH 1288	L	2h 20m	32N	HK		1	LH
Mon 20Mar23 02:35p - 04:15p	SKG - FRA	LH 1289	L	2h 40m	32N	HK	Y	2	LH
Mon 20Mar23 06:45p - 07:55p	FRA - BER	LH 198	L	1h 10m	321	HK		2	LH

Submit | Cancel

In the next window, assess the taxes according to the applied goodwill policy and fare rules respectively, and select if refundable or not. Then click **<Continue>**.

Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket		Refund	Refundable
YQ (BER)	20.00	36.00	PD	20.00		
YQ (BER)				16.00		
DE	9.86	9.86	PD	9.86		
OY	12.77	12.77	PD	12.77		
RA	22.37	22.37	PD	22.37		
RD	31.39	31.39	PD	31.39		
GR	12.00	12.00	PD	12.00		
WP	3.00	3.00	PD	3.00		
WQ	3.00	3.00	PD	3.00		
ZL	0.70	0.70	PD	0.70		
	115.09	131.09	PD A/C Total	115.09 +16.00 131.09	0.00	

Continue Close

If no penalty applies according to the goodwill policy, enter 0.00 – otherwise enter the applicable penalty amount. If an amount has been entered, the system will issue an EMD to collect the fee.

Any refund amount will be fulfilled through an EMD; activate the respective check box to issue the EMD during the exchange process.

In case there is an additional collection, select the payment method for its fulfillment.

Ticket Exchange

Auto Manual

Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	JONA SMITH (ADT)	2205749755710	1, 2, 3, 4	EUR	CASH	23Jun22	POHZHW		06492021
New	JONA SMITH (ADT)			EUR		23Jun22	POHZHW		06492021

Calculation of Exchange

Equivalent Fare New		51.00
Equivalent Fare Original Ticket	-	47.00
Equivalent Fare Difference		4.00
Add Collect Taxes		16.00
Residual Taxes		0.00
Penalty		0.00
Add Collect	EUR	20.00

New Fare Information

Reason for Issuance
REISSUE

Endorsements
TWPXXXX // FARE RESTRICTION MAY APPLY

Fare Calculation Line
BER LH X/FRA LH SKG26.88 LH X/FRA LH BER26.88 NUC53.76END ROE0.948465

Commission
No Commission due 0.00

Other
CASH

Total - 20.00

Exchange w/Add Collect
20.00 (EUR)
JONA SMITH

Submit Cancel

The new ticket image with the changed endorsement box will pop up in the next window.

Electronic Ticket

Print Status : TICKETED

Ticket Image | Agent Coupon

Ticket Image Details for Document

ET RECORD SMITH / JONA (ADT)

AGY:	06492021	O/D:	BER / BER	FF NO.:	
ISSUED:	23JUN22	TKT:	2205749755711	AGT:	DAMIAN
PNR:	POHZHW / F1 TVCEMM / LH	IATA:	06492021	FCI: FCPI:	4 G
ISO:	AT	TC:		VAL CXR:	LH
VOID BY:	23JUN22 11:59P	ESAC:	220IVJT19PTMM	ORIG ISSUE:	2205749755710 VIE 23JUN22 06492021
EXCH FOR:	2205749755710				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	175	L	08MAR	BER	FRA	07:45a	OK	L03LGTU8	08MAR	08MAR	0PC	O
2	X	LH	1288	L	08MAR	FRA	SKG	10:30a	OK	L03LGTU8	08MAR	08MAR	0PC	O
3	O	LH	1289	L	20MAR	SKG	FRA	02:35p	OK	L03LGTU8	20MAR	20MAR	0PC	O
4	X	LH	198	L	20MAR	FRA	BER	06:45p	OK	L03LGTU8	20MAR	20MAR	0PC	O

Fare Details

FARE:	EUR		51.00	
TAX:	EUR	PD	20.00	YQ
TAX:	EUR		16.00	YQ
TAX:	EUR	PD	9.86	DE
TAX:	EUR	PD	12.77	OY
TAX:	EUR	PD	22.37	RA
TAX:	EUR	PD	31.39	RD
TAX:	EUR	PD	12.00	GR
TAX:	EUR	PD	3.00	WP
TAX:	EUR	PD	3.00	WQ
TAX:	EUR	PD	0.70	ZL
TOTAL:	EUR		20.00A	

Details

Form of payment:	ADC EUR 20.00 CASH CASH Exch Doc 2205749755710
Endorsements:	TWPXXXX // FARE RESTRICTION MAY APPLY
Fare Calculation:	BER LH X/FRA LH SKG26.88 LH X/FRA LH BER26.88 NUC53.76END ROE0.948465

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In the Transactions section, the status of the original ticket has changed to “Exchanged” while the new ticket will show as “Ticketed”. Any issued EMD will show up below the ticket in the Transactions section.

Transactions

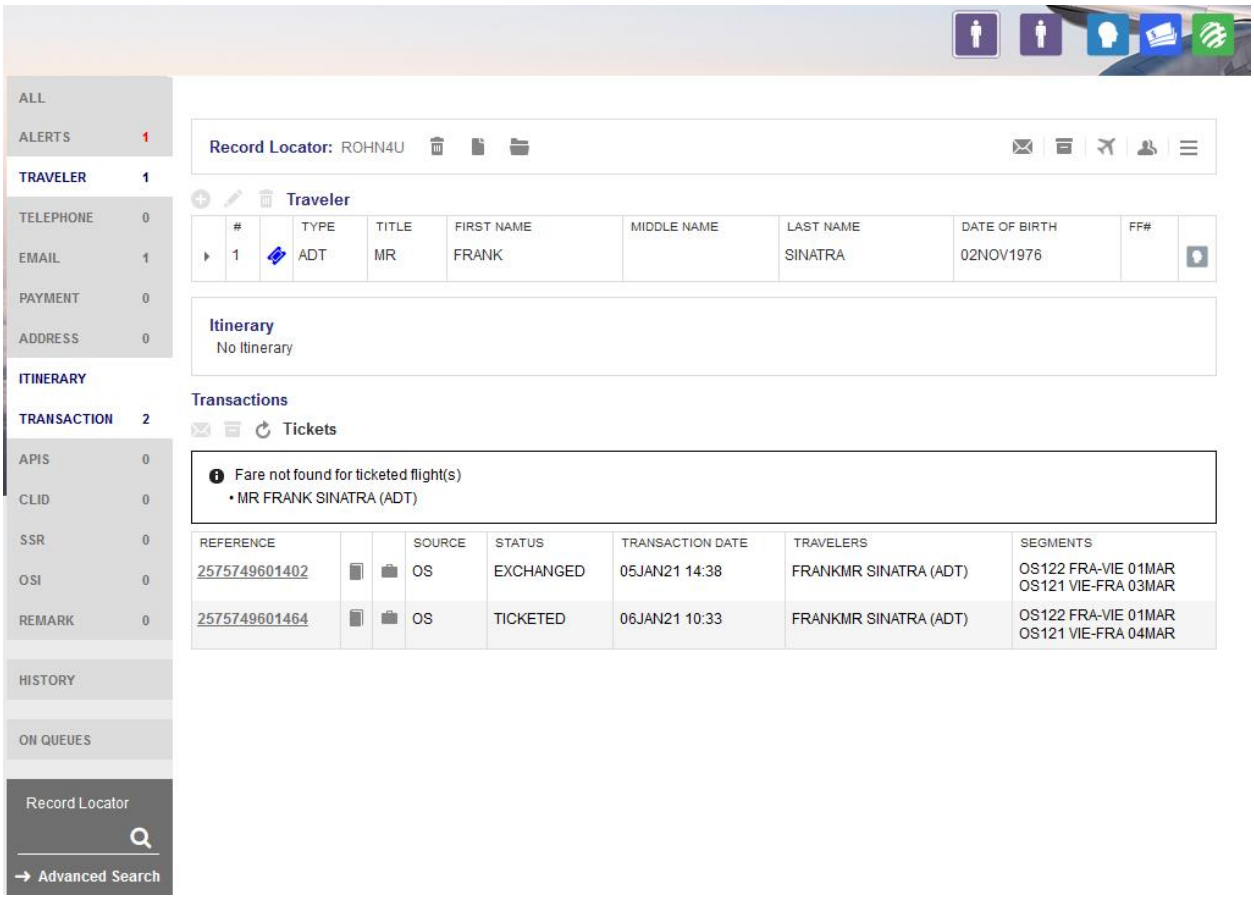
Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205749755710			LH	EXCHANGED	23JUN22 18:41	JONA SMITH (ADT)	LH173 BER-FRA 20FEB LH1288 FRA-SKG 20FEB LH1289 SKG-FRA 01MAR LH194 FRA-BER 01MAR
2205749755711			LH	TICKETED	23JUN22 19:04	JONA SMITH (ADT)	LH175 BER-FRA 08MAR LH1288 FRA-SKG 08MAR LH1289 SKG-FRA 20MAR LH198 FRA-BER 20MAR

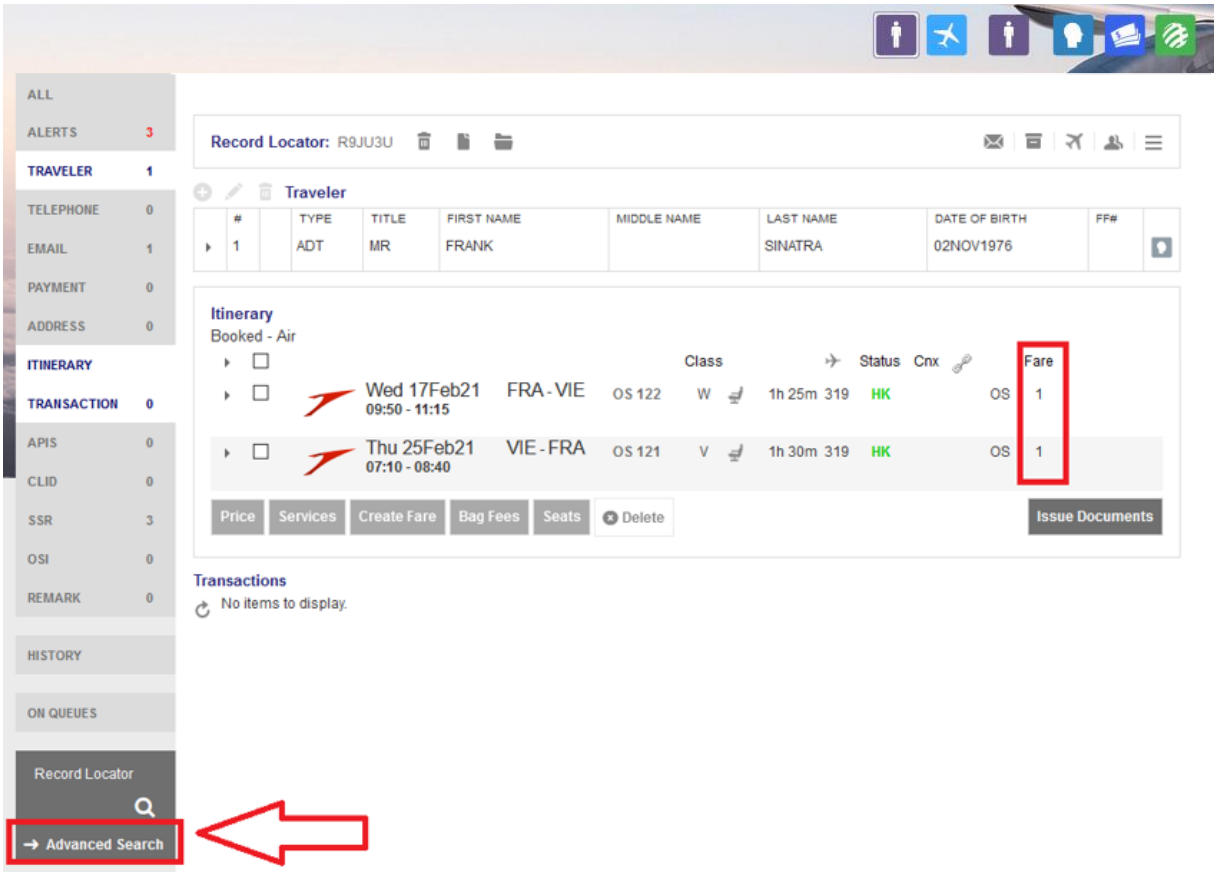
4.6.2.4 Manual Exchange of old valid tickets in a new reservation

If the original booking where ticket was issued cannot be modified anymore (e.g. the whole booking was cancelled and the “add air” button is not present anymore), the ticket can be exchanged in a new reservation.

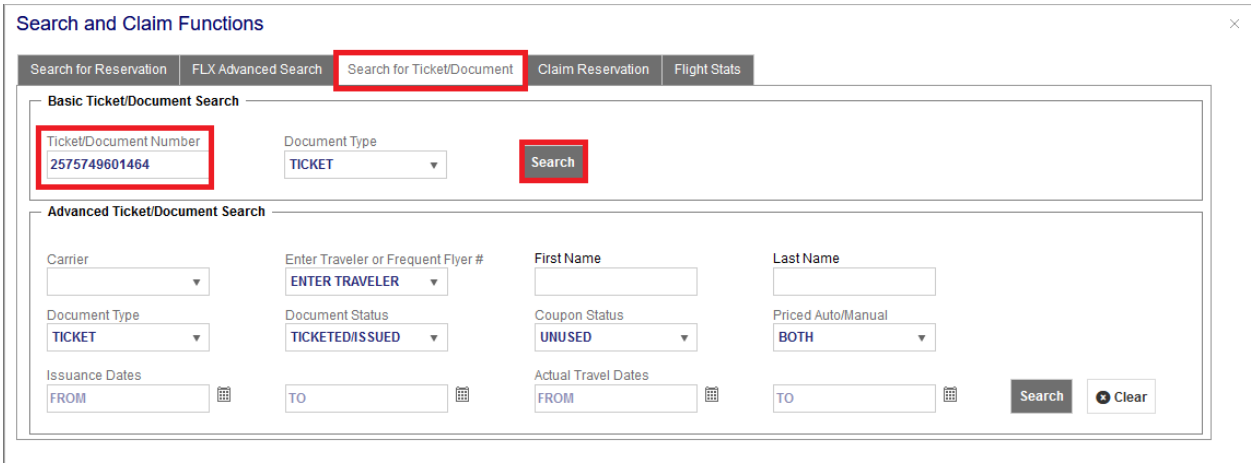
Retrieve the original booking. If “add air” button is missing, copy the ticket number and all passenger details and create a new PNR for the passenger with the requested flights. Make sure that the new PNR is booked on the same PCC where ticket was issued and that the first flight added into the new PNR corresponds with the validating carrier (e.g. if OS ticket was issued, the first booked segment has to be OS).



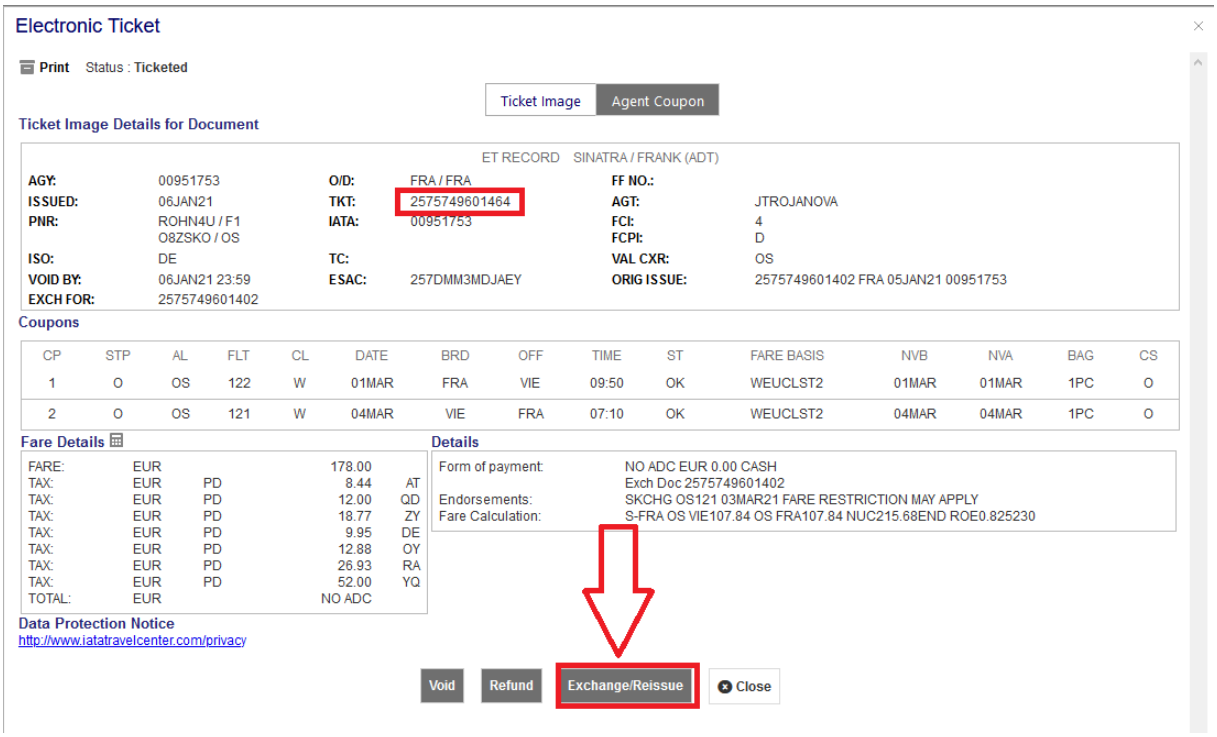
Store a fare in the new reservation, update it if necessary and then click on “advanced search”.



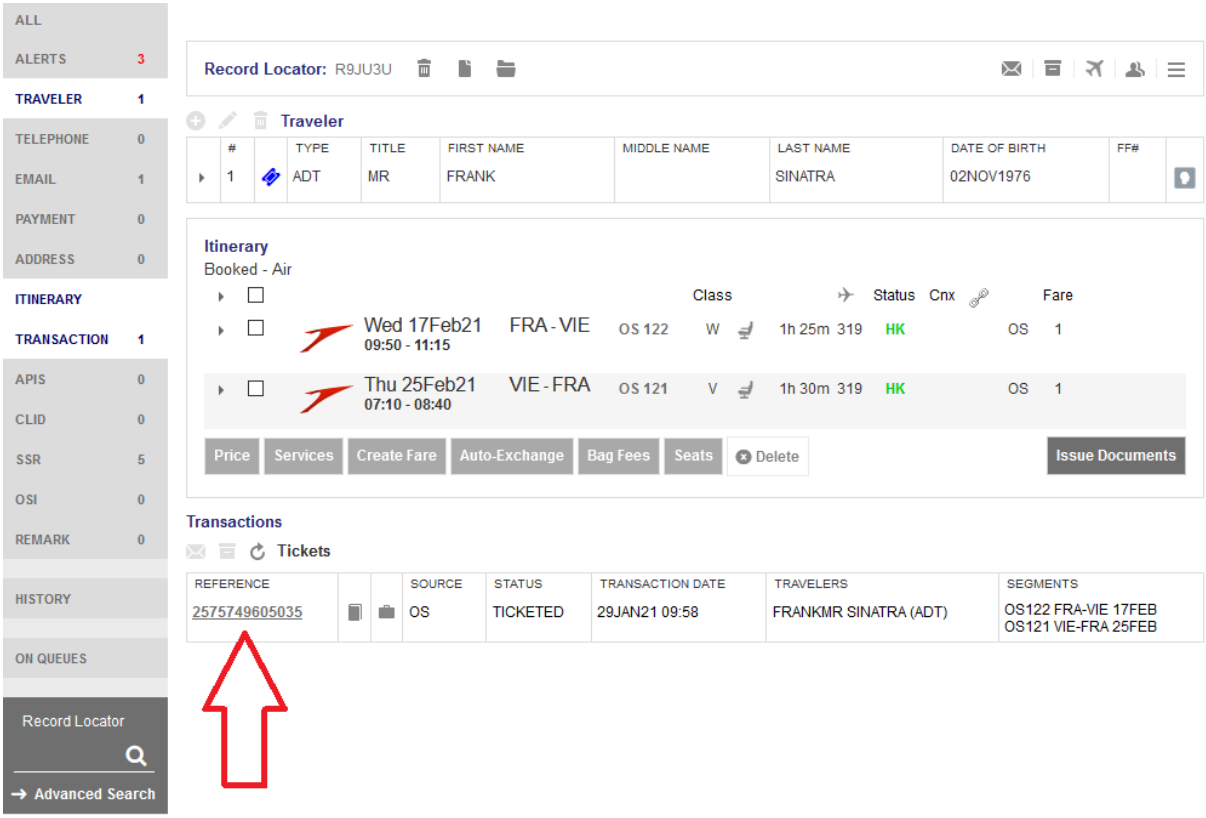
In advanced search, select **<Search for Ticket/Document>**, insert the ticket number you need to exchange and press **<Search>**.



The electronic ticket will open and you can proceed with manual reissue as described in chapter 4.6.2.1.



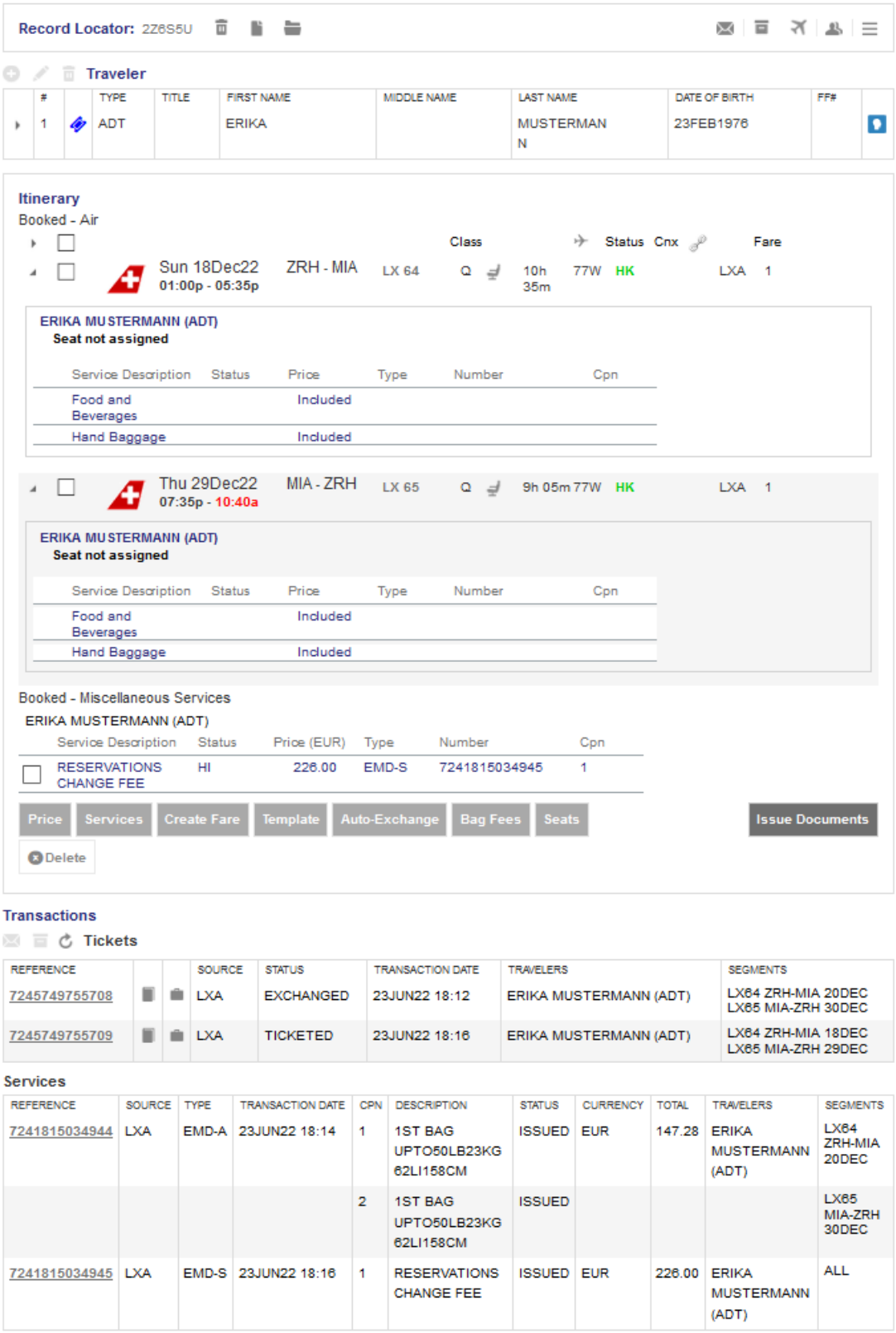
When the exchange is done, the new ticket number will appear in the new reservation.



4.6.3 EMD Reassociation after Ticket Exchange

Please note that EMD reassociation is only possible if the new ticket has the same routing as the exchanged ticket.

Proceed in the reservation screen after the ticket (that included a service fulfilled with EMD-A) was exchanged according to chapter 4.6.1. Click on the respective EMD number in the transaction section to open the EMD-A.



After the ticket exchange, the EMD has been disassociated from the original ticket number. This is shown as status (D) in the Ticket/Cpn Reference column.
Close this window and go back to the reservation screen.

EMD

Print Status : Issued

EMD-A Image Details for Document

Issued For:	ERIKA MUSTERMANN (ADT)	Frequent Flyer Number:	
Document Number/Type:	7241815034944 / Type-A	Issued in Reference to Ticket/Document:	
Issued By (Agency/Agent):	06492021	Validating Carrier:	LX - Swiss
Issued on/in:	23JUN22 / VIE	Confirmation Reference(s):	2Z6S5U / F1
Reason for Issuance:	C - BAGGAGE		TV8LGZ / LXA
Endorsements:		Remarks:	
Tour Code:		INT:	I

Cpn	Status	CMI	Flight #	Date	Depart	Arrival	Service	Code	Ticket/Cpn Reference
1	O		LX 64	20Dec	ZRH	MIA	1ST BAG UPTO50LB23KG 62LI158CM	0CC	7245749755708 CPN 1 (D)
2	O		LX 65	30Dec	MIA	ZRH	1ST BAG UPTO50LB23KG 62LI158CM	0CC	7245749755708 CPN 2 (D)

Charges

Base Value of all Services:	EUR	147.28			
Total Charges:	EUR	147.28	CASH	FCI:	0
Fee Calculation:	ZRH LX MIA73.64LX ZRH73.64EUR147.28END				

Void Refund Close

Then, add the services, for which the EMD-A should be reassociated, to the new flight segments according to chapter 5. After receiving the confirmed status by the airline, the services will show as HD.

Itinerary

Booked - Air

				Class			Status	Cnx		Fare
Sun 18Dec22 01:00p - 05:35p	ZRH - MIA	LX 64	Q	10h 35m	77W	HK			LXA	1

ERIKA MUSTERMANN (ADT)
Seat not assigned

Service Description	Status	Price (EUR)	Type	Number	Cpn
1ST BAG UPTO50LB23KG 62LI158CM	HD	73.64			
Food and Beverages		Included			
Hand Baggage		Included			

Thu 29Dec22 07:35p - 10:40a	MIA - ZRH	LX 65	Q	9h 05m	77W	HK		LXA	1

ERIKA MUSTERMANN (ADT)
Seat not assigned

Service Description	Status	Price (EUR)	Type	Number	Cpn
1ST BAG UPTO50LB23KG 62LI158CM	HD	73.64			
Food and Beverages		Included			
Hand Baggage		Included			

Booked - Miscellaneous Services

ERIKA MUSTERMANN (ADT)

Service Description	Status	Price (EUR)	Type	Number	Cpn
RESERVATIONS CHANGE FEE	HI	226.00	EMD-S	7241815034945	1

Price Services Create Fare Template Auto-Exchange Bag Fees Seats Issue Documents

Delete

Click again on the reference number of the EMD-A from the original ticket.

Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
7241815034944	LXA	EMD-A	23JUN22 18:14	1	1ST BAG UPTO50LB23KG 62LI158CM	ISSUED	EUR	147.28	ERIKA MUSTERMANN (ADT)	LX64 ZRH-MIA 20DEC
				2	1ST BAG UPTO50LB23KG 62LI158CM	ISSUED				LX65 MIA-ZRH 30DEC
7241815034945	LXA	EMD-S	23JUN22 18:16	1	RESERVATIONS CHANGE FEE	ISSUED	EUR	226.00	ERIKA MUSTERMANN (ADT)	ALL

By adding the services to the new flight segments and receiving the confirmation from the airline (HD), the EMD-A from the exchanged ticket will be reassociated to the new ticket. Hence, the Ticket/Cpn Reference column will now show the new ticket number and status (A) for being associated to this ticket number.
Be aware that the system does not update to the new flight dates and that the services will not receive an HI status in the reservation screen.

EMD

Print Status : Issued

EMD-A Image Details for Document

Issued For:	ERIKA MUSTERMANN (ADT)	Frequent Flyer Number:	
Document Number/Type:	7241815034944 / Type-A	Issued in Reference to Ticket/Document:	
Issued By (Agency/Agent):	06492021 /	Validating Carrier:	LX - Swiss
Issued on/in:	23JUN22 / VIE	Confirmation Reference(s):	2Z6S5U / F1
Reason for Issuance:	C - BAGGAGE		TV8LGZ / LXA
Endorsements:		Remarks:	
Tour Code:		INT:	I

Cpn	Status	CMI	Flight #	Date	Depart	Arrival	Service	Code	Ticket/Cpn Reference
1	O		LX 64	20Dec	ZRH	MIA	1ST BAG UPTO50LB23KG 62LI158CM	0CC	7245749755709 CPN 1 (A)
2	O		LX 65	30Dec	MIA	ZRH	1ST BAG UPTO50LB23KG 62LI158CM	0CC	7245749755709 CPN 2 (A)

Charges

Base Value of all Services:	EUR	147.28			
Total Charges:	EUR	147.28	CASH	FCI:	0
Fee Calculation:	ZRH LX MIA73.64LX ZRH73.64EUR147.28END				

Void Refund Close

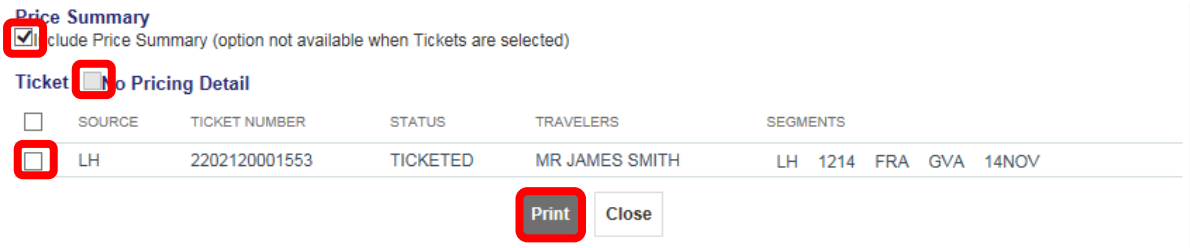
4.7 *Print and E-Mail*

Display the booking in the reservation screen.

4.7.1 Print

Use the print icon to print the itinerary.

You can include/exclude detailed ticket and pricing information in the itinerary; use the check box to select.

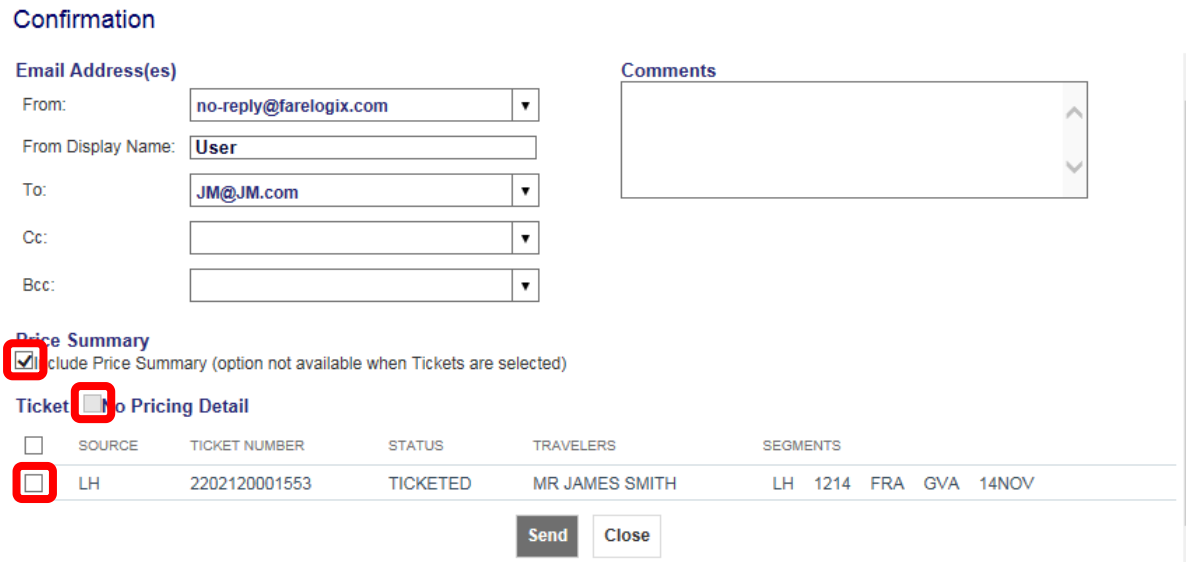


Click **<Print>** to start the printing process.

4.7.2 E-mail

Use the icon (top right) to e-mail the itinerary.
You can define a default sender e-mail address at office level in the agency profile management, please read chapter 9.3. Otherwise you can also change the sender e-mail address by clicking the field.

You can include/exclude detailed ticket and pricing information in the itinerary; use the check box to select.
If an e-mail address was entered into the booking, it will be transferred to the e-mail form automatically.
Choose the sender's e-mail address from the drop-down menu.
Add your comments to the text box on the right (free-flow text).



Confirm with **<Send>**.

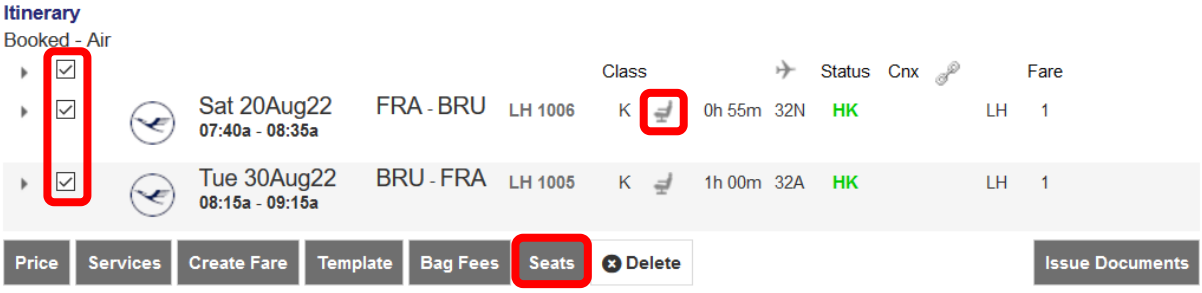
5 Ancillary Services

In order to allow the system to offer the applicable services and calculate the correct fees, please store the fare prior to request services, such as seats or baggage, according to chapter 3.1.3 or 3.4.3.

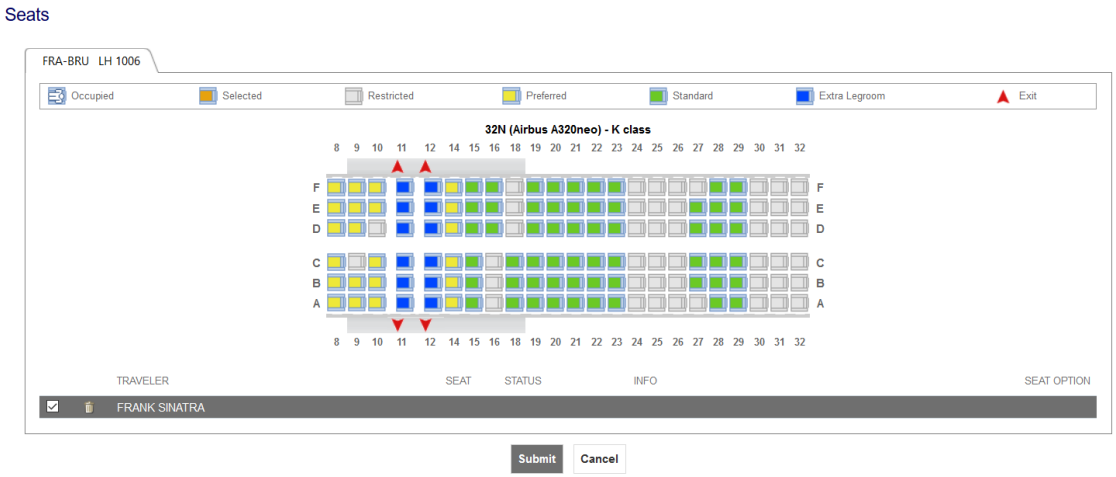
5.1 *Advanced seat reservation (ASR)*

5.1.1 ASR booking process

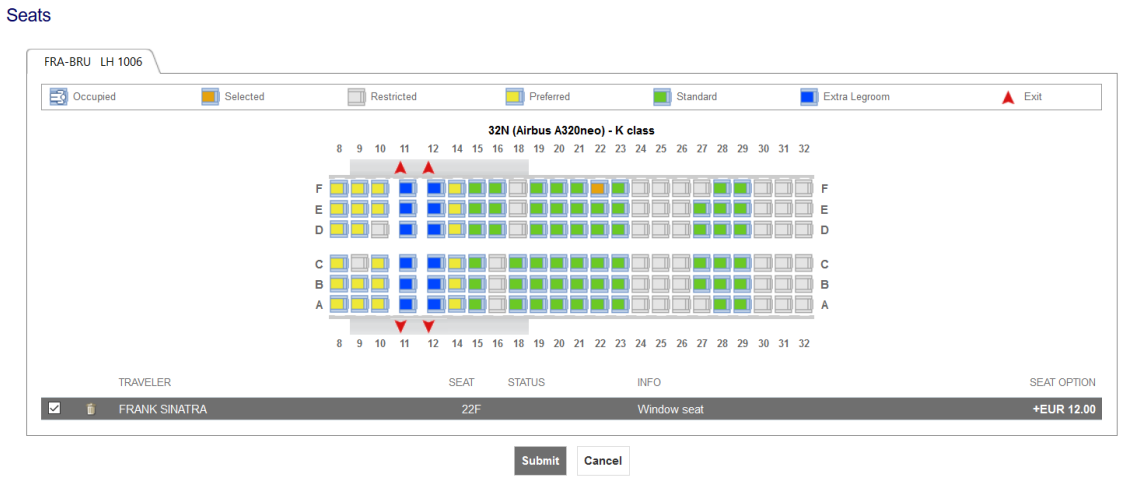
After creating the booking, you can book a specific seat using the **seat icon** on the reservation screen or clicking the **<Seats>** button after selecting the respective flight segments.



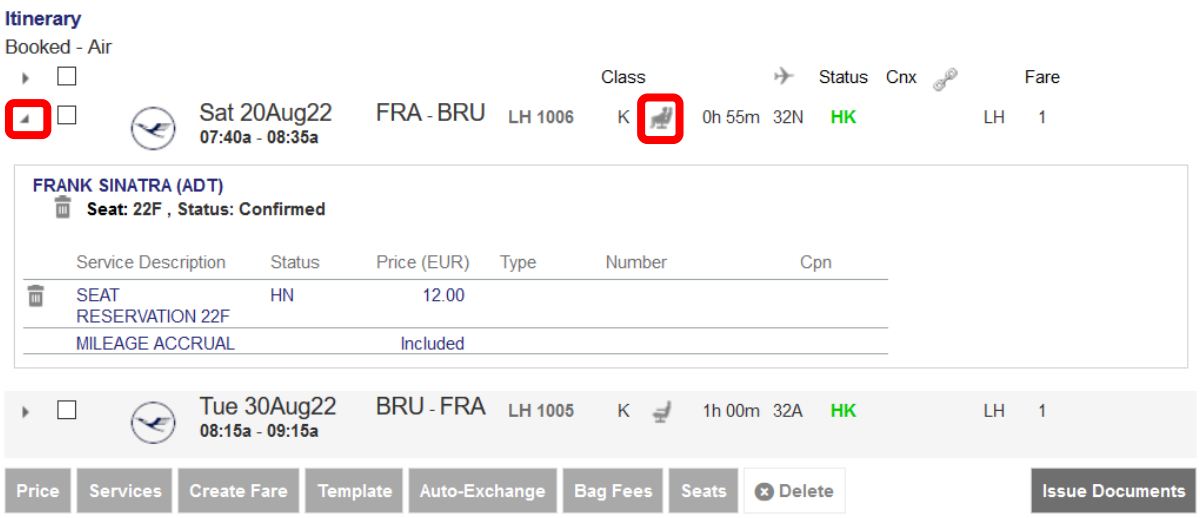
Once you have the seat map, use the mouse-over function to display the seat characteristics and price options.



Select the passenger for whom you want to reserve a seat and mark the selected seats (highlighted) and **<Submit>**.



Back in the reservation screen, the seat icon has changed to (person on a seat). To display the seat number, use the seat icon or the arrow icon to open the seat details.

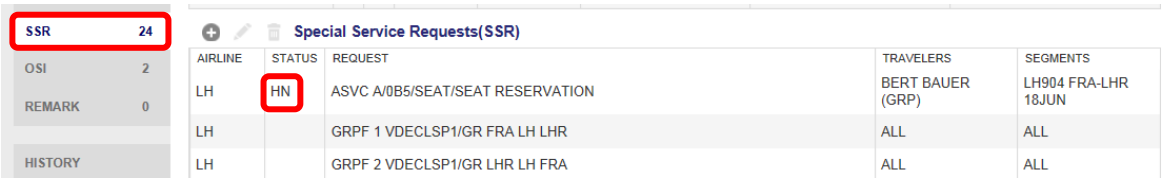


In case the seat is subject to charge, it is mandatory to issue an EMD according to the deadline mentioned in the SSR, otherwise the seat reservation will be cancelled.

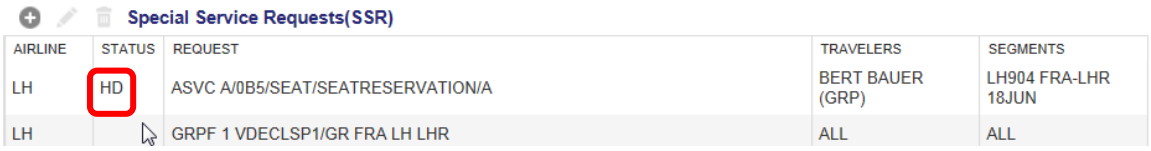
See chapter 5.3 for a description of how to issue an EMD.

5.1.2 Status of ASR Elements

The status of the **requested** ASR Elements will be shown as **HN.**
The status of the **confirmed** ASR Elements will be shown as **HD.**
The status of an **ASR item with an issued EMD** is displayed as **HI.**
EMDs can only be issued for confirmed ASRs.



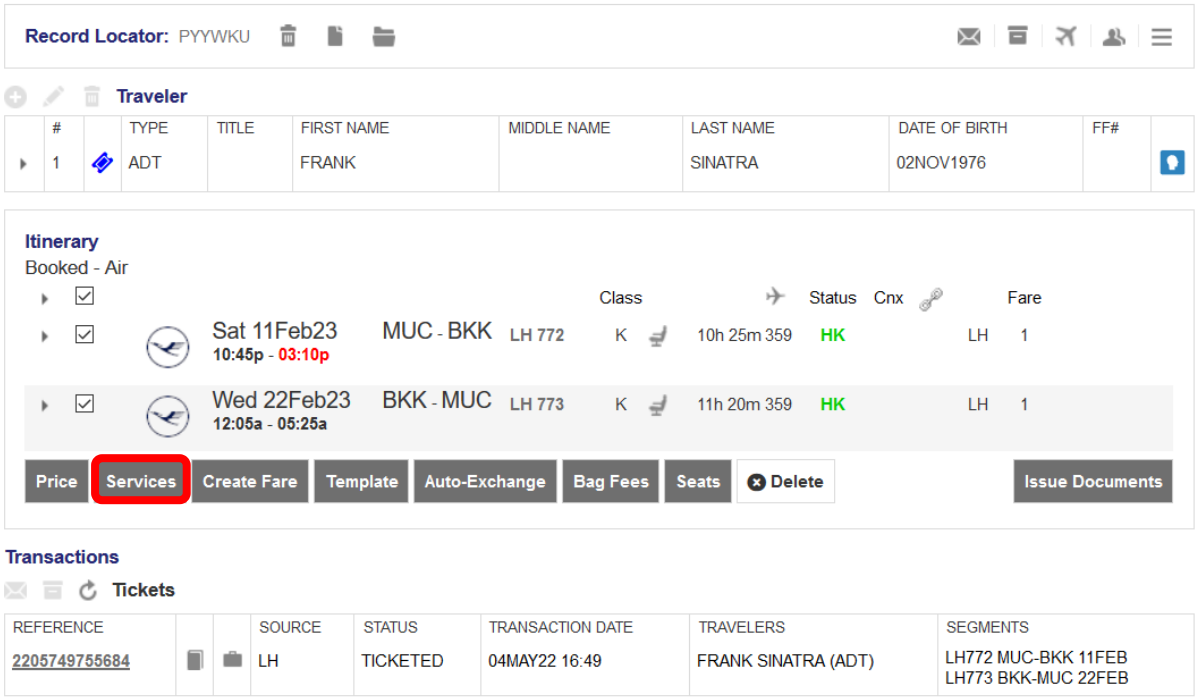
The confirmation of ASR Elements can take a few minutes.



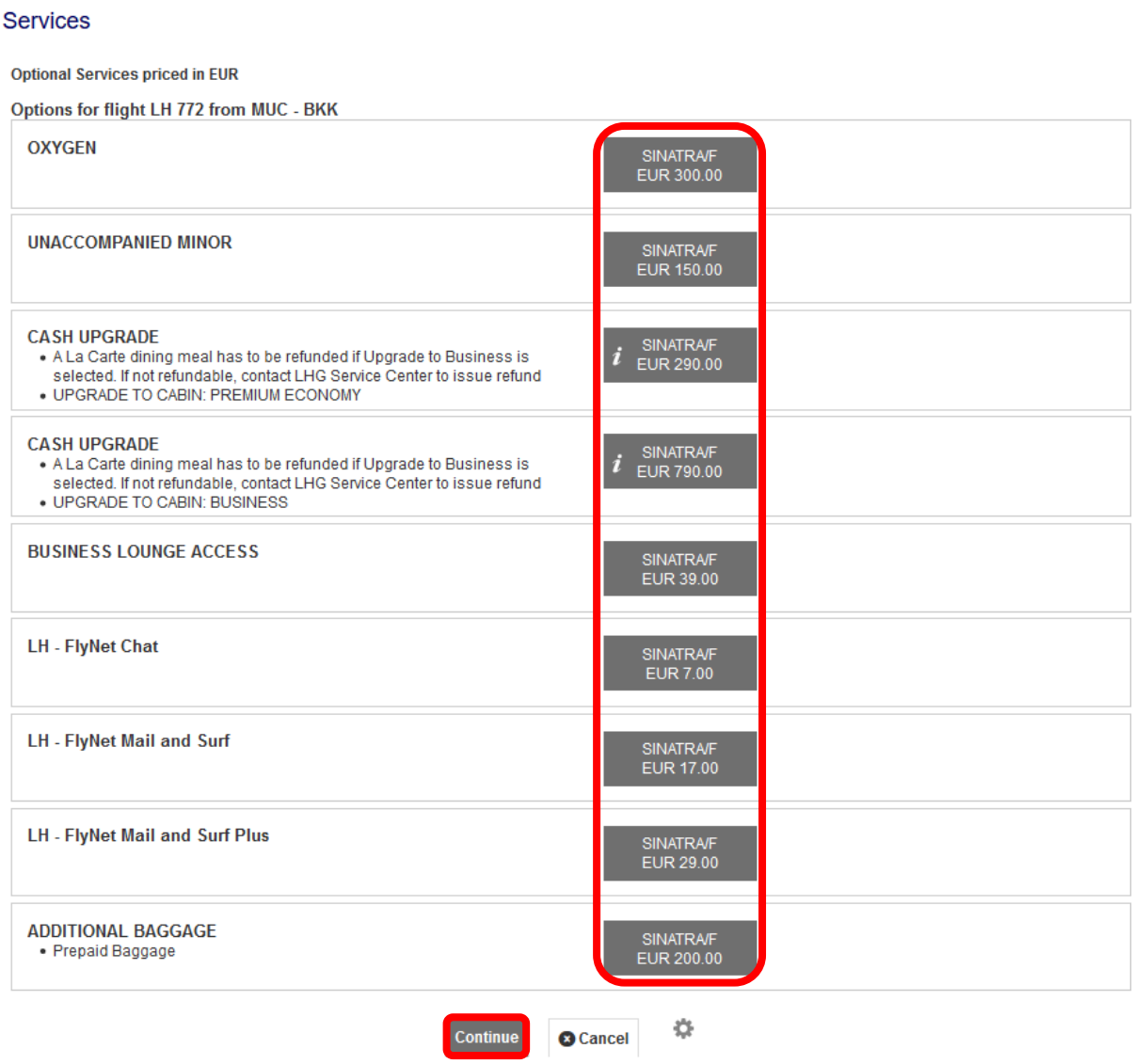
5.2 *Optional services*

5.2.1 Add optional services

Optional services - if offered for the respective flight - can be added after the booking was created or after ticketing. Select the flight segments for which you want to add the desired services and click **<Services>**.



Add the desired optional services from the list by clicking on the button with the traveler name and service price, it will then be marked blue. Click **<Continue>** to proceed.



The service is requested as an SSR element. The charge will be collected during the issuing process through an EMD, that will then be displayed in the "Transaction panel". Please follow chapter 5.3.

5.2.1.1 Baggage (FBAG, SBAG, MBAG)

For **additionally added baggage**, an SSR will be created upon selecting the service for the desired passenger. Open payment needs to be collected by issuing an EMD – A as the fulfilment document. See chapter 5.3.

- First Bag / FBAG (only available with Light Fare)
- Second Bag / SBAG (for flights to and from North and Central America)
- Additional Baggage / MBAG (worldwide, depending on availability)

Please do not add FBAG, SBAG or MBAG as SSR, but instead via Services as described in chapter 5.2.1.

5.2.1.2 Business lounge access

For **business lounge access** with **Lufthansa**, an SSR will be created upon selecting the service for the desired passenger. Open payment needs to be collected by issuing an EMD – A as the fulfilment document. See chapter 5.3.

If **business lounge access** has been added for a **SWISS** flight, the following window will open with a link to buy the desired lounge access:

Services

Optional Services requiring additional action

Departure	Flight	Segment	Service	
05Jul	LX 1266	ZRH-CPH	LOUNGE ACCESS	Open Link

5.2.1.3 In-Flight Wi-Fi

For **FlyNet (LH/OS)** and **SWISS Connect**, the following window will open with a link to buy the desired Wi-Fi service:

Services

Optional Services requiring additional action

Departure	Flight	Segment	Service	
05Apr	LH 400	FRA-JFK	LH - FlyNet Chat	Open Link

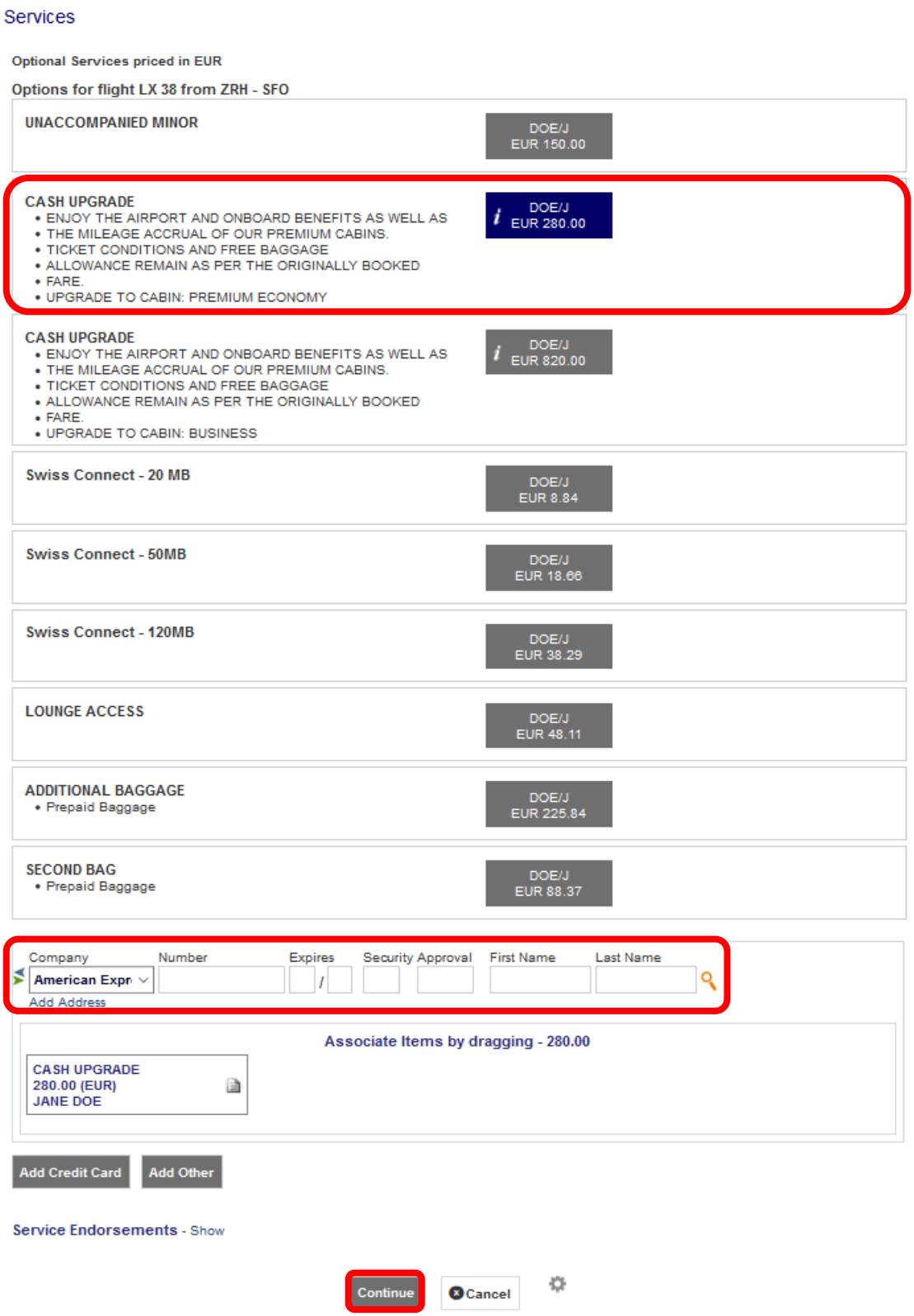
5.2.1.4 Fixprice / Cash Upgrade

FixPrice Upgrade or Cash Upgrade is offered as a **post ticketing service** that allows upgrading to an upper cabin class with a fixed price. Upgrade is depending on availability of booking classes in the target compartment.

Upgrade Process

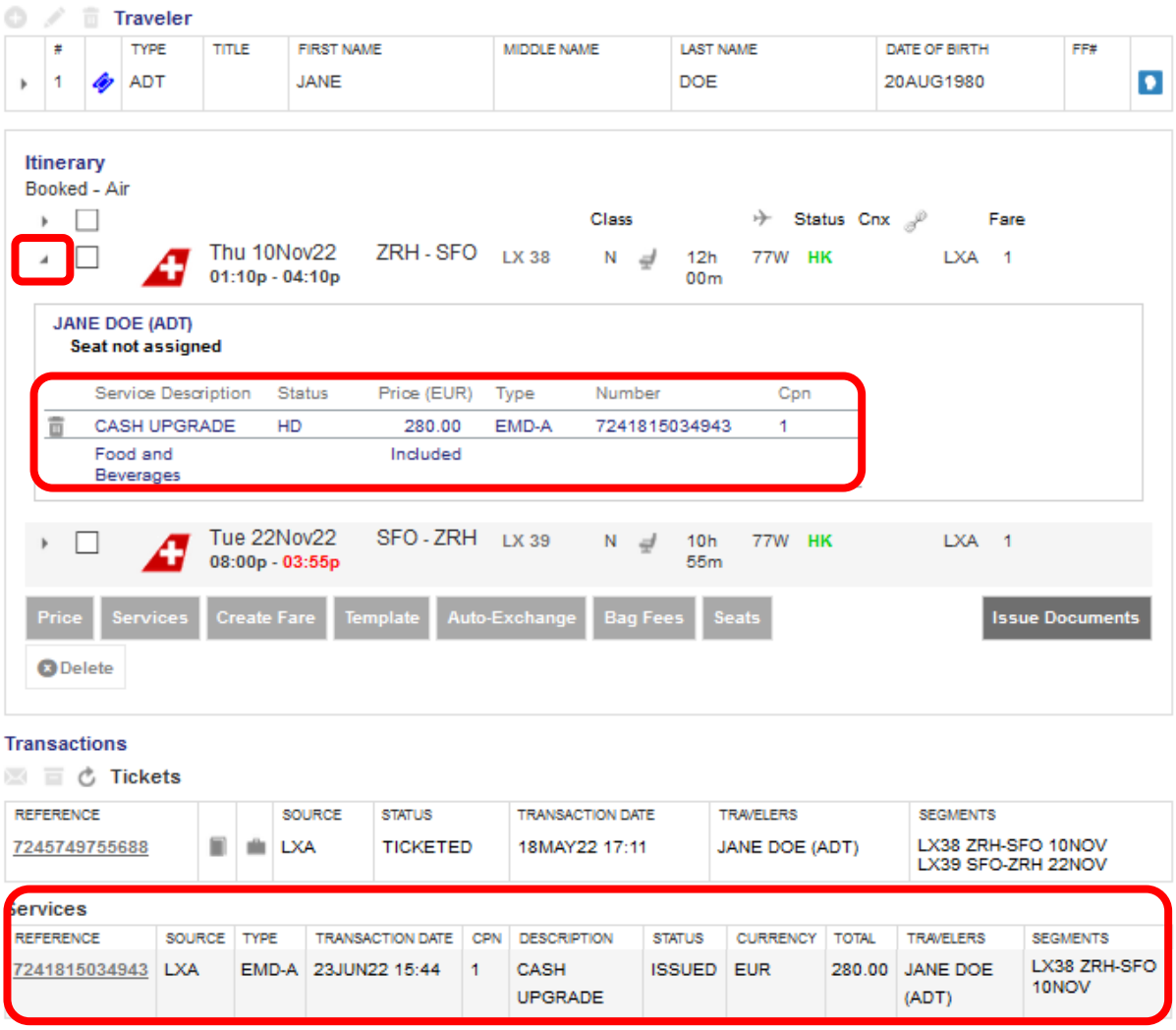
Choose the flight segments for the upgrade and click **<Services>** (see chapter 5.2.1)

Select the desired upgrade option for the selected flight segments.



Select the preferred method of payment in the bottom of the services window and click **<Continue>**.

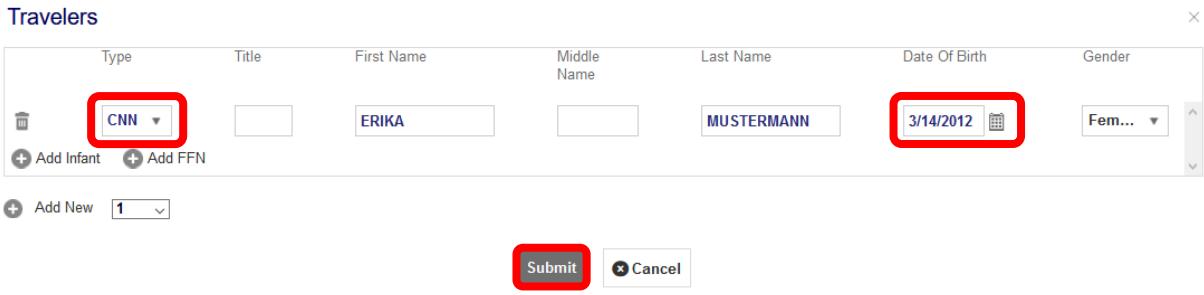
This will create the SSR UPGD and issue an EMD-A as fulfillment document.
Both will be displayed in the updated reservation screen in the itinerary and transaction sections.



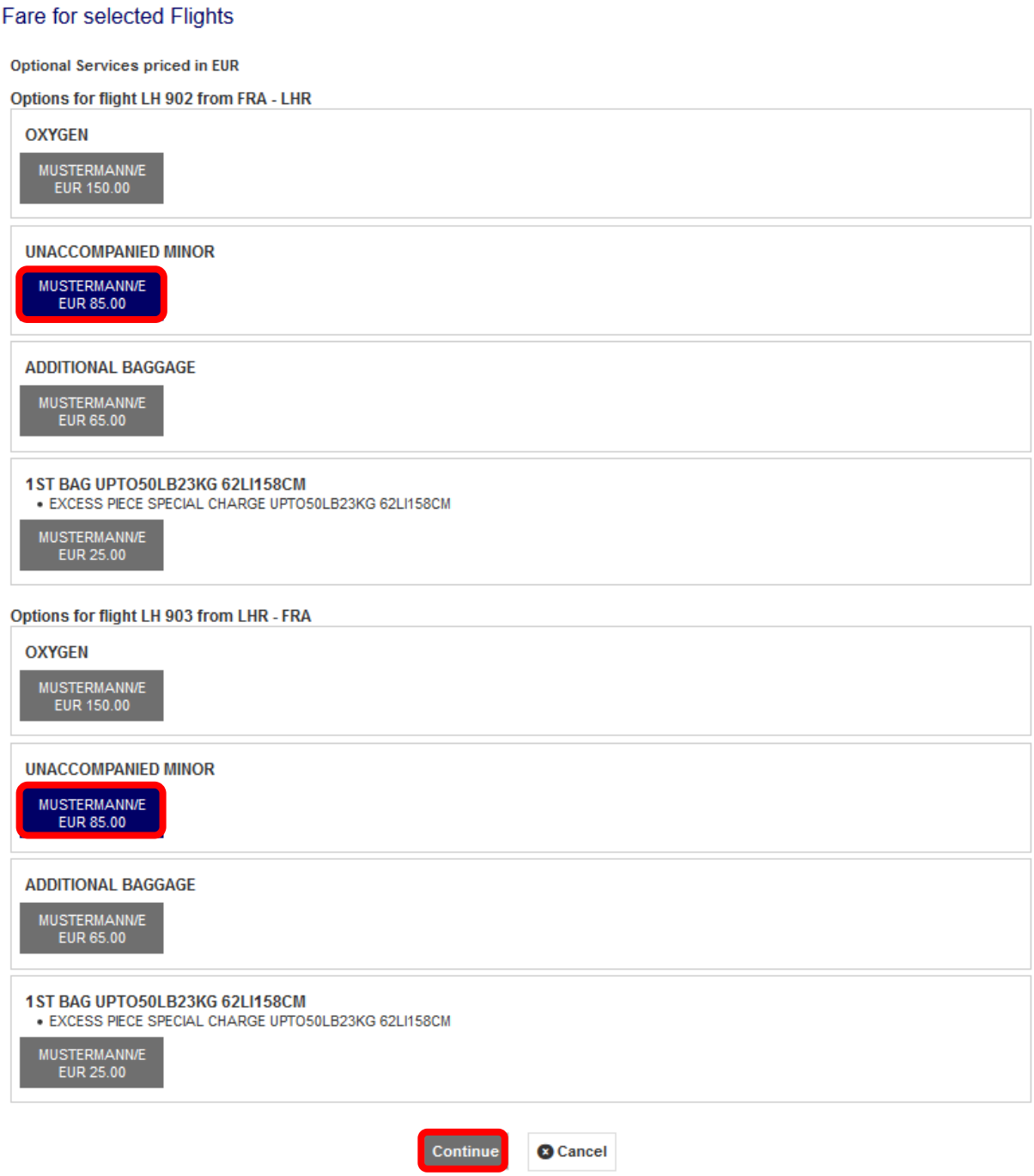
5.2.1.5 Unaccompanied minor (UMNR)

Before adding UMNR as a service, review the operating airlines' rules for this service and follow the given instructions accordingly.

First add the child as PTC CNN and the date of birth as prerequisites for a successful UMNR service request.



Then, search for flights as in chapters 3.1.3 or 3.1.4, but select the unaccompanied minor service in the pricing of optional services window and continue the booking process.



In the following pricing overview window, a CNN fare has been priced and the unaccompanied minor service is selected in the included optional services and shown in summary of all charges.

Fare for selected Flights

Fare Information

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

Bag Fees

Passenger Type	Currency	CNN
Base Fare per Passenger		
LH 902: FRA-LHR Class: Light (W) Cabin: Economy	EUR	29.62
LH 903: LHR-FRA Class: Light (W) Cabin: Economy	EUR	29.62
Total Base Fare per Passenger	**EUR**	**60.00**
Taxes and Fees		
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	26.00
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	26.00
DE AIRPORT SECURITY CHARGE	EUR	9.95
OY AIR TRANSPORT TAX	EUR	12.77
RA PASSENGER SERVICE CHARGE INTERNATIONAL DEPARTURE	EUR	33.23
UB PASSENGER SERVICE CHARGE DEPARTURES	EUR	26.07
Total Taxes and Fees	**EUR**	**134.02**
Total Airfare per Passenger - (Validated on LH)	**EUR**	**194.02**
Grand Total EUR - (CNN x 1)		**194.02**

Services priced in EUR

Options for flight LH 902 from FRA - LHR

UNACCOMPANIED MINOR	MUSTERMANN/E EUR 85.00
MILEAGE ACCRUAL	MUSTERMANN/E Included

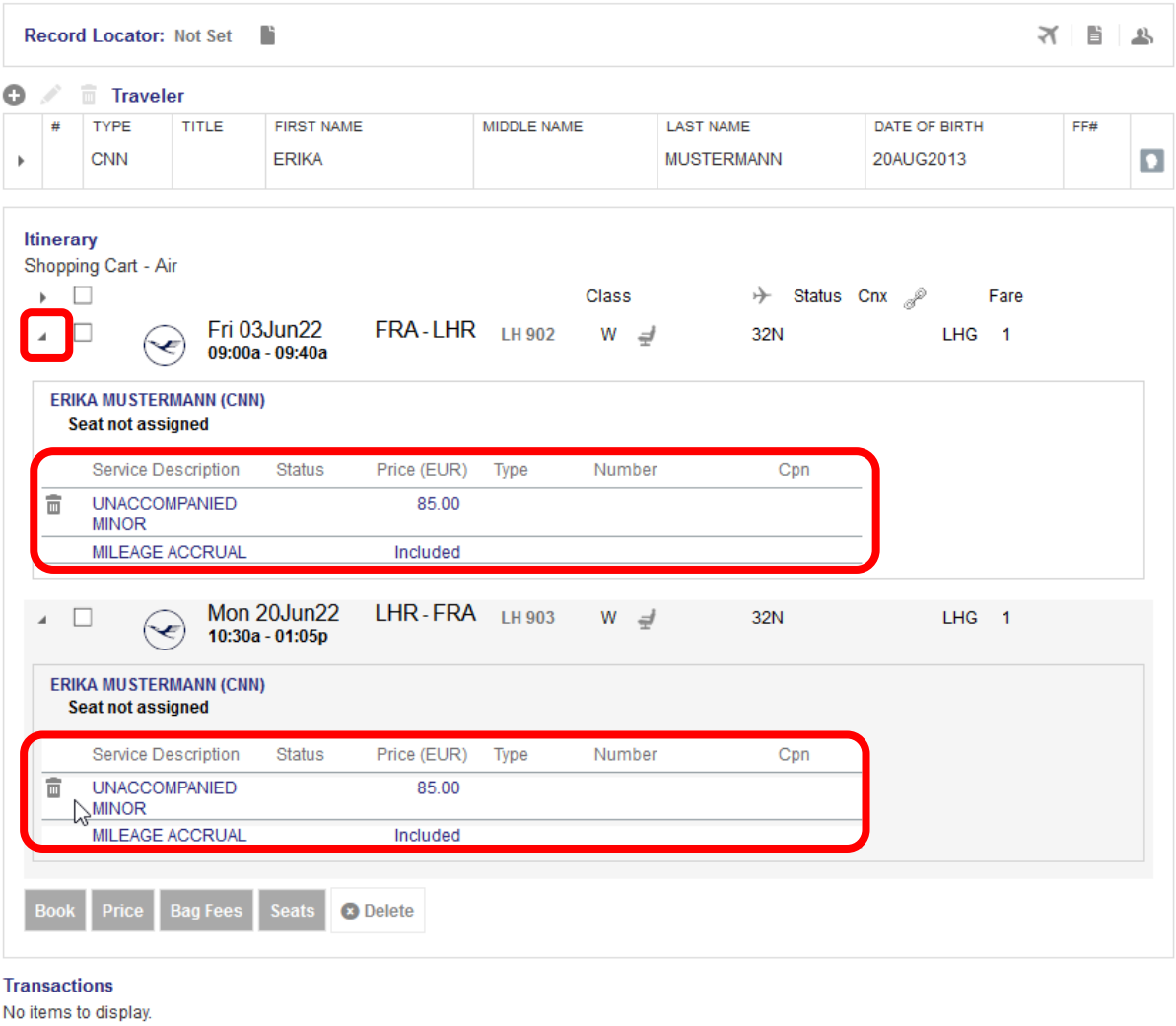
Options for flight LH 903 from LHR - FRA

UNACCOMPANIED MINOR	MUSTERMANN/E EUR 85.00
MILEAGE ACCRUAL	MUSTERMANN/E Included

SUMMARY OF ALL CHARGES	MUSTERMANN/E
Selected Options per traveler	170.00
Basic Airfare per traveler (see above)	194.02
Grand Total per traveler	364.02

Add to Shopping Cart Cancel

Once the selection has been put in the shopping cart, the respective information is shown when clicking the arrow next to the flight segment. The emerging box below the respective flight segment shows information about the added services, in this case the UNMR service.



Once the flight segments including the UMNR service are booked and a Farelogix record locator has been created, the UMNR will be initially shown as pending (HN) until manually confirmed by the airline. It may take a while until this service receives a confirmed (HD) status after the booking was created.

After confirmation, the outstanding payment needs to be collected by issuing an EMD – A as fulfilment document. See chapter 5.3.

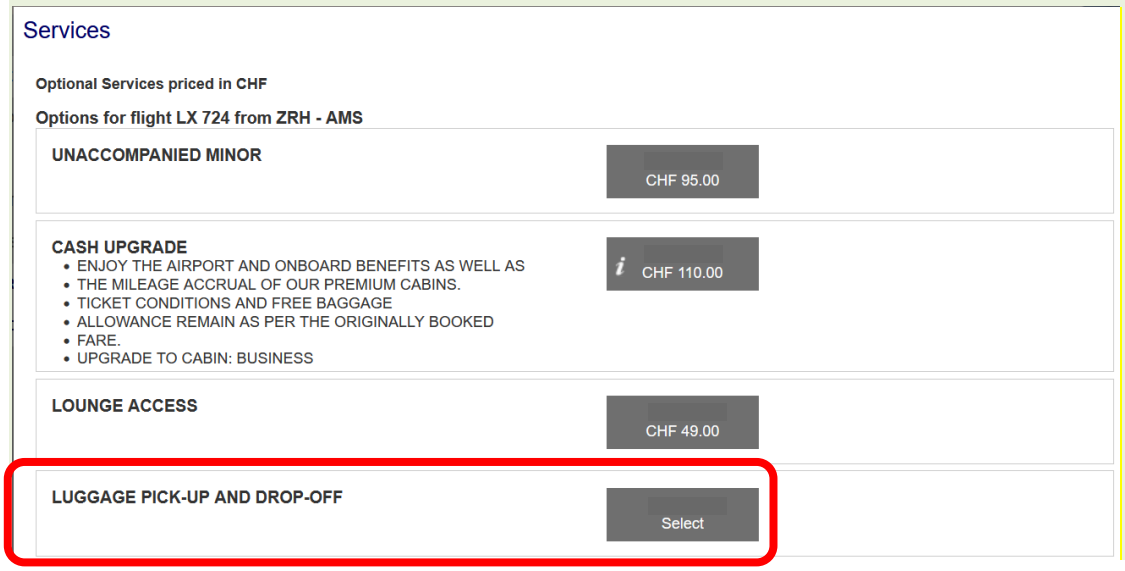
5.2.1.6 Oxygen

The optional service Oxygen will be issued as pending (HN) until manually confirmed by the airline. Thus, it may take a while until this service receives a confirmed (HD) status after issuance.

5.2.1.7 Airportr – Ground service, luggage handling

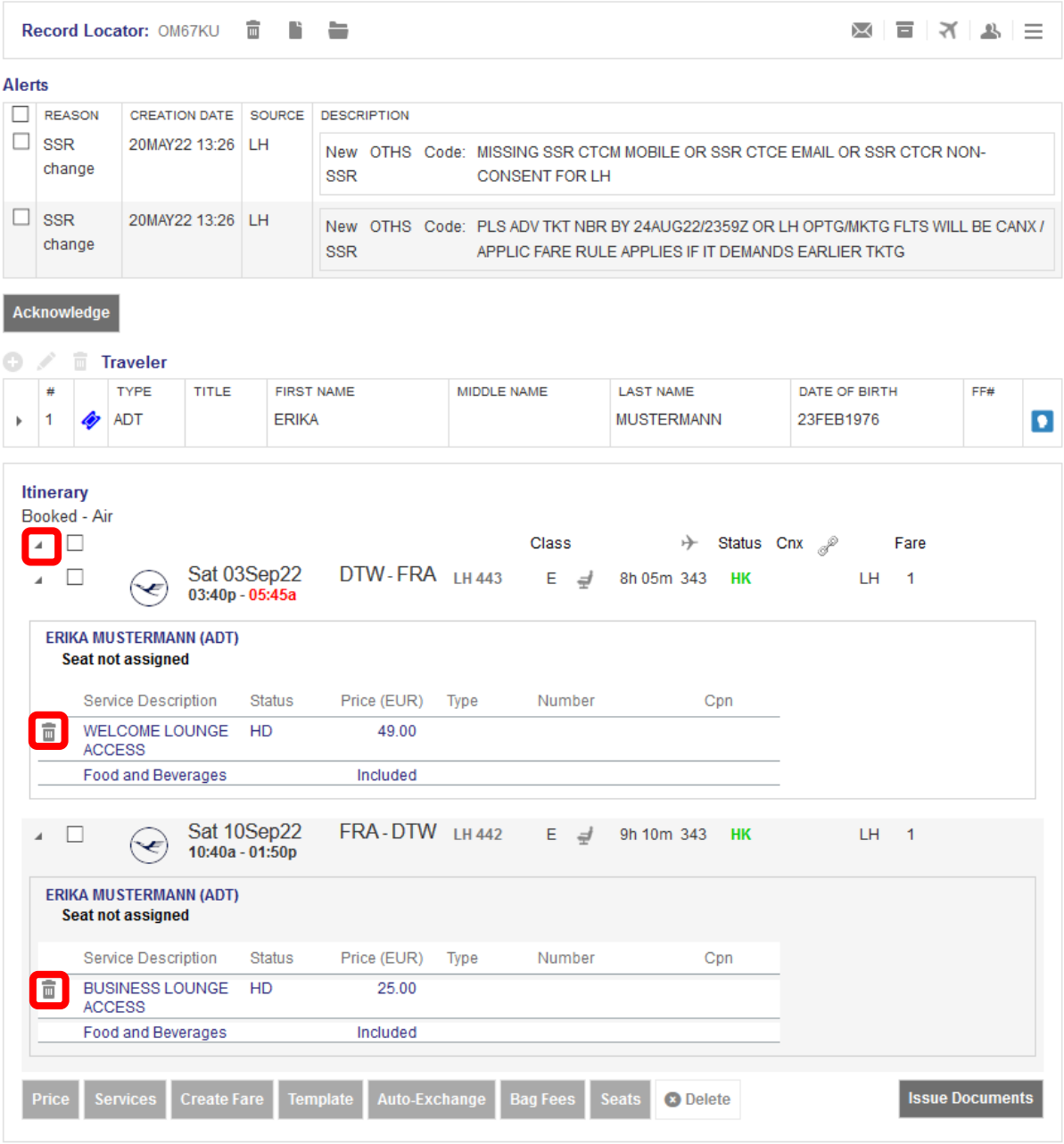
Luggage pick-up and drop-off is available through a deeplink that redirects to a dedicated page on Airportr website for the partnership with certain airlines (* currently not available for all airlines). The service can be purchased any time from the flight booking up to few days before departure, depending on slot availability

on Airportr website.
This is an external service (URL) and therefore the service will not be reflected in the order or PNR.



5.2.2 Delete a chargeable service before document issuance

Chargeable services can be deleted before the EMD is issued. Therefore click the arrow next to the flight segment to show the added service information.
Then click on the trash bin icon and confirm the pop-up warning to delete the service.



For voiding an EMD on day of issuance, see chapter 5.3.2.

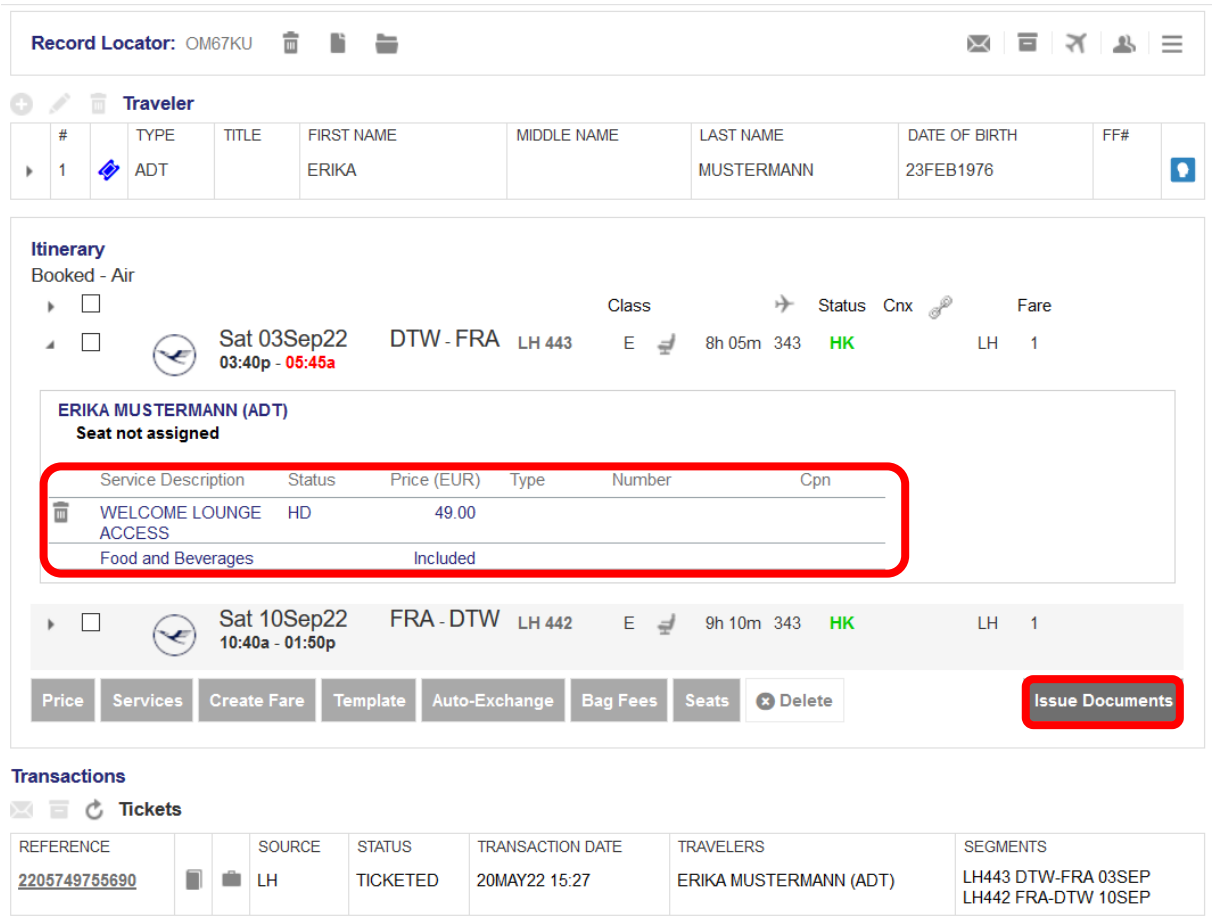
5.3 *EMD-A*

5.3.1 Issue an EMD-A

For the following ancillary services, it is necessary to issue an EMD-A via SPRK:

- OXYGEN
- UNACCOMPANIED MINOR
- SEAT RESERVATION for chargeable seats
- FBAG / FIRST BAG
- SBAG / SECOND BAG
- MBAG / MULTIPLE BAGS
- BLG / BUSINESS LOUNGE ACCESS
- UPGD / FIXPRICE UPGRADE

Add the desired services to the booking and wait until their status changes to confirmed (HD). Click the Farelogix record locator to update the booking. Once confirmed, click **<Issue Documents>**.



Select the travelers and click **<Next>**.

Issue Documents

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Select Travelers

TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	TICKETED FARE
ADT		ERIKA		MUSTERMANN	23FEB1976	LH443 DTW-FRA 03SEP LH442 FRA-DTW 10SEP

Next

Select the services to be charged/ticketed.

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Select Fare Group(s)

Check All Fare Groups

DTW/DTW - ADT 2042.28 (EUR) Check Flight related Service(s)

			Class		Status	Cnx		Fare
Sat 03Sep22 03:40p - 05:45a	DTW - FRA	LH 443	E	8h 05m 343	HK		LH	1

ERIKA MUSTERMANN (ADT)

Service Description	Status	Price (EUR)	Type	Number	Cpn
WELCOME LOUNGE ACCESS	HD	49.00			

Sat 10Sep22 10:40a - 01:50p	FRA - DTW	LH 442	E	9h 10m 343	HK		LH	1

Back Next

Choose a form of payment for the EMD and process the payment.

1 - Travelers | 2 - Fare Groups/Services | 3 - Optional Selections

Forms of Payment - Hide

Other
CASH

Associate Items by dragging - 49.00

WELCOME LOUNGE ACCESS
49.00 (EUR)
ERIKA MUSTERMANN

Add Credit Card | Add Other

Service Endorsements - Show

Back Issue Documents

The EMD has been issued. You can see all issued documents in the Transactions panel:

Transactions

Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205749755690			LH	TICKETED	20MAY22 15:27	ERIKA MUSTERMANN (ADT)	LH443 DTW-FRA 03SEP LH442 FRA-DTW 10SEP

Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS	VOUCHER
2201815034931	LH	EMD-A	20MAY22 16:48	1	WELCOME LOUNGE ACCESS	ISSUED	EUR	49.00	ERIKA MUSTERMANN (ADT)	LH443 DTW-FRA 03SEP	

5.3.2 Void EMD within the same day

An EMD-A can be voided either together with the ticket (see chapter 4.3) or on its own within the same day. For the latter, click on the EMD reference in the Transaction panel.

Transactions

Tickets

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205749755690			LH	TICKETED	20MAY22 15:27	ERIKA MUSTERMANN (ADT)	LH443 DTW-FRA 03SEP LH442 FRA-DTW 10SEP

Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS	VOUCHER
2201815034931	LH	EMD-A	20MAY22 16:48	1	WELCOME LOUNGE ACCESS	ISSUED	EUR	49.00	ERIKA MUSTERMANN (ADT)	LH443 DTW-FRA 03SEP	
2201815034932	LH	EMD-A	20MAY22 16:53	1	SEAT RESERVATION 14K	ISSUED	EUR	45.00	ERIKA MUSTERMANN (ADT)	LH443 DTW-FRA 03SEP	

Click on **<Void>** and confirm the pop-up.

EMD

Print Status : **Issued**

EMD-A Image Details for Document

Issued For:	ERIKA MUSTERMANN (ADT)	Frequent Flyer Number:	
Document Number/Type:	2201815034932 / Type-A	Issued in Reference to Ticket/Document:	
Issued By (Agency/Agent):	06492021 / SPRKAGENT	Validating Carrier:	LH - Deutsche Lufthansa AG
Issued on/in:	20MAY22 / VIE	Confirmation Reference(s):	OM67KU / F1
Reason for Issuance:	A - AIR TRANSPORTATION		O8T9U3 / LH
Endorsements:		Remarks:	
Tour Code:		INT:	I

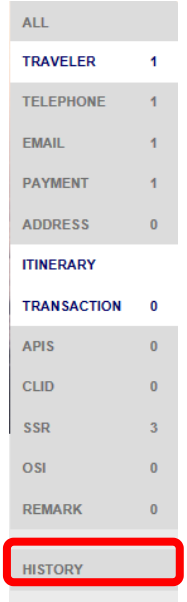
Cpn	Status	CMI	Flight #	Date	Depart	Arrival	Service	Code	Ticket/Cpn Reference	Base	Taxes	Cpn Value
1	O		LH 443	03Sep	DTW	FRA	SEAT RESERVATION 14K	0B5	2205749755690 CPN 1 (A)	45.00	0.00	EUR 45.00

Charges

Base Value of all Services:	EUR	45.00			
Total Charges:	EUR	45.00	CASH	FCI:	0

Void Refund Close

6 Transaction History

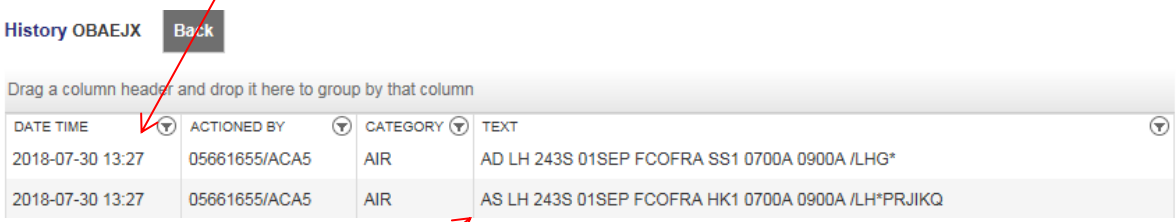


Using the history button on the reservation screen will open a detailed list of all the actions that have occurred and have resulted in changes to the PNR.

One of the most powerful features is that the PNR elements can be grouped by dragging the header up into the space at the top of the list.

For example, click the Category header above to see the effect of dragging it up to the top panel. See the Glossary of Terms for a listing of the PNR History Categories.

It is sometimes easier to use the Filter to isolate an item in PNR History. To do this, click the Filter icon to the right of the header, then click the Down Arrow on the Filter box, and then Select an Item from the menu.



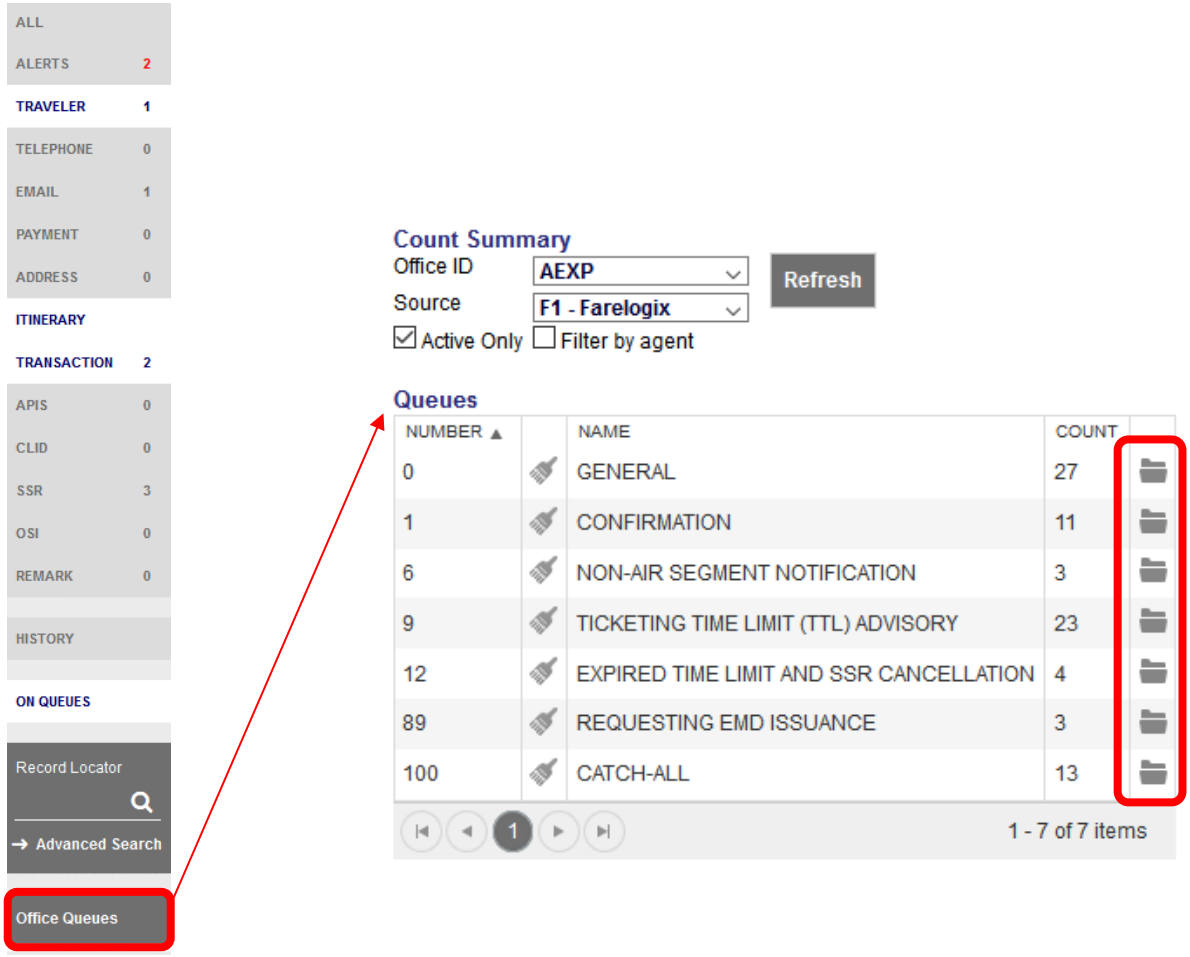
Action Codes:

FLX HISTORY CODE	DESCRIPTION
AS / ASA	Add Segment
AD	Add (catch all) Doc FQTV Commission Seat
AF	Add FOP
AR	Add Remark
AT	Add Ticketing
AOS	Add OSI
ASR	Add SSR
XSA	Delete Segment
XS	Delete (catch all) Doc Seat
XF	Delete FOP
XFF	Delete Frequent Flyer
XR	Delete Remarks
XOS	Delete OSI
XSR	Delete SSR
XT	Delete Ticketing
CT	Exchange Ticket
CN	Change Name
AN	Add Name
SP	Split PNR
IT	Claim PNR
XASC	Delete Notification
AASC	Add Notification

7 Office Queues

7.1 *Office queue numbers*

Click on **<Office Queues>** in the toolbar on the left of the screen to get an overview of all queues.
Please note that the "Active Only" Filter will only return PNRs with active segments and is activated by default. Please deselect to also see PNRs on queues that do not contain active segments.



Number: Queue Number
Broom : When the Clean (Broom) icon is clicked, all PNRs will be removed from the Queue.
WARNING: This action cannot be undone, so proceed with caution.
Name: Name of Queue
Count: Number of bookings in the Queue
Folder : Use the folder link to open a list (right side) of all PNRs placed in the selected Queue.

Farelogix has reserved Queue numbers 0–100 as predefined Queues. Their respective explanations can be found in the SPRK Reference Guide (see chapter 1.3) > The SPRK Reservation Screen > Retrieve PNRs > Queues Areas

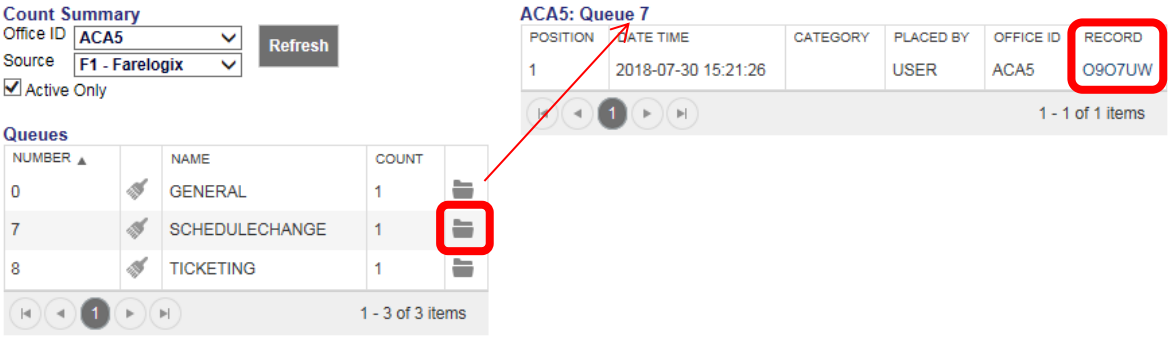
Queues from 101 and above are available for agents to use for any purpose. Please contact LHG Direct Connect Service Support to rename a desired queue above 101.

Please note:
In contrast to other queuing processes that travel agencies know from other distribution systems, Farelogix receives additional information about PNR modifications that are not directly related to agency transactions such as, e.g., PNR handling at the airport, PNR modification through LH.com, etc.

In most cases, these actions are reflected in Queue 100 (Catch-All).

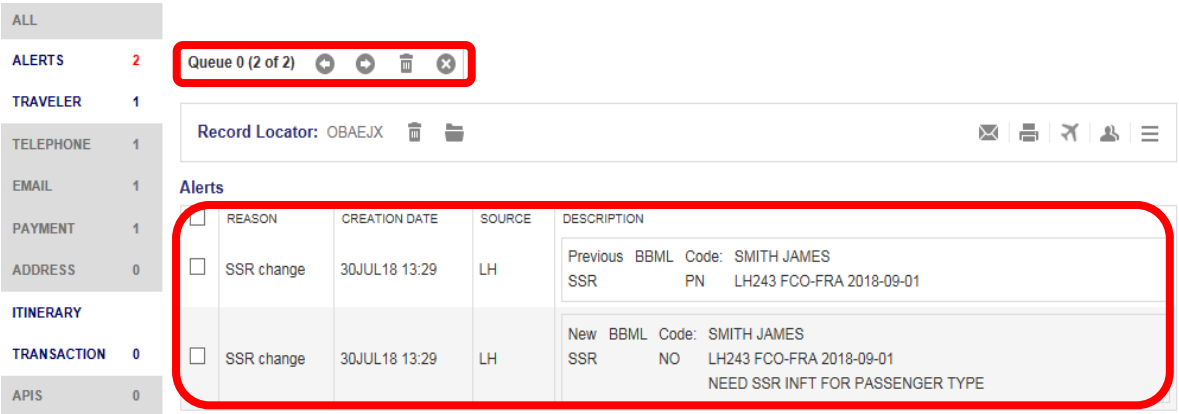
7.2 *Working with Queues*

When the folder is clicked, all bookings that are in the previously selected queue category are now listed in the right part of the display. To edit a booking, click on the Filekey.



The booking is displayed on the reservation screen with the "Queue toolbar" on top.

Queue 1 (1 of 4): You are currently in Queue 1, booking 1 out of 4
Left Arrow: Go to previous item in the Queue
Right Arrow: Go to next item in the Queue
Bin: Remove current PNR from Queue
X: Exit the Queue and work with the current PNR outside Queue mode



Check and confirm the hints/changes in the "Alerts panel", activate the check box(es) and **<Acknowledge>.** To delete the PNR from the Queue, use in the Queue panel.

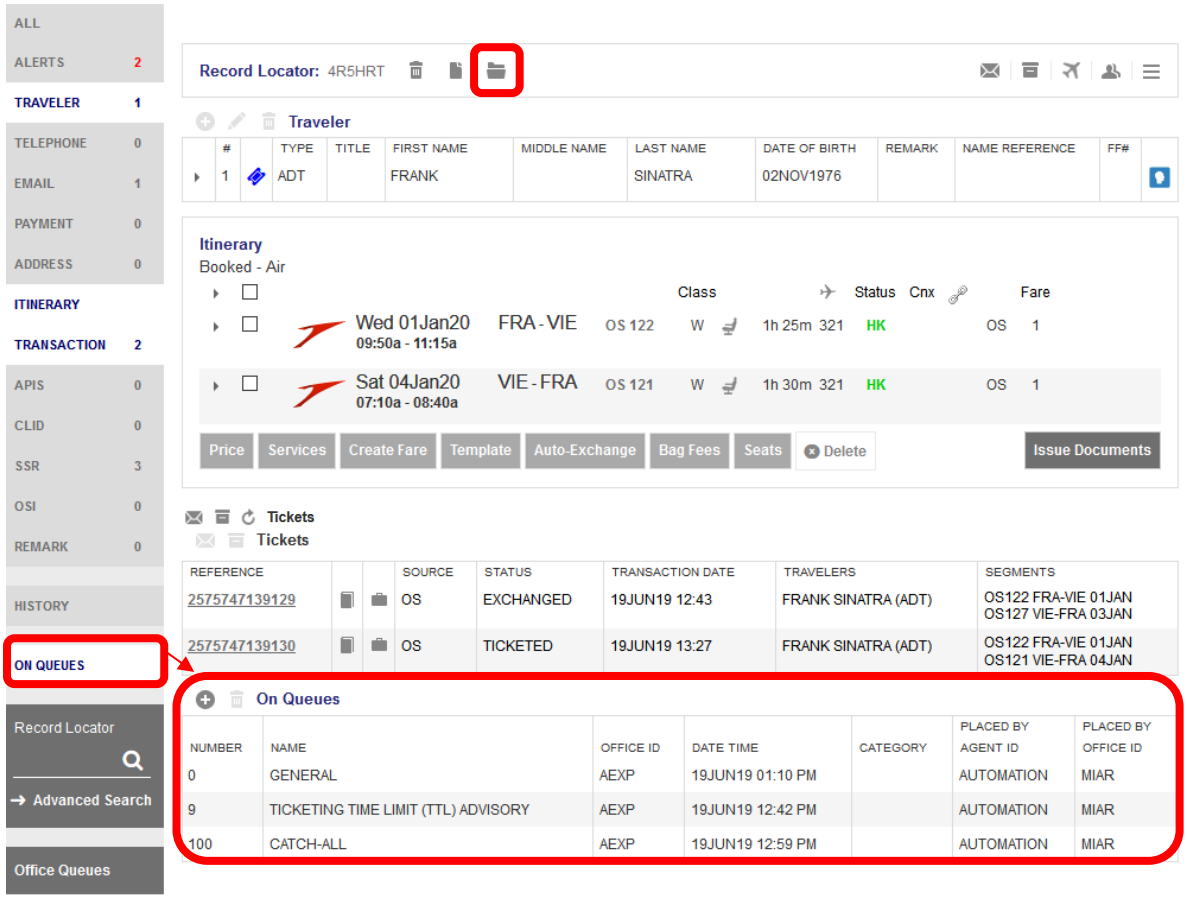
The next PNR is displayed to work on. To Exit the Queue mode, use .
If a PNR is located in different queues, the PNR has to be removed from every queue separately.

7.3 *Add PNR to queue*

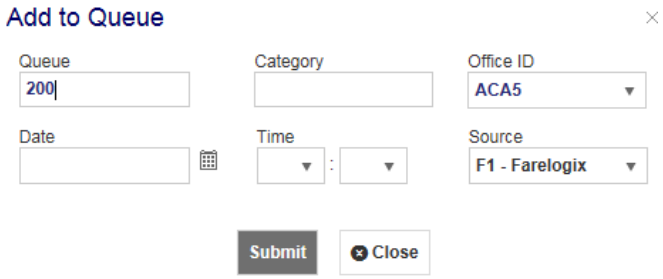
Open the desired booking in the reservation screen – see chapter 3.2.2.
To place the opened booking in a queue, you have the following options:

- Click on the **folder icon** next to the Farelogix Filekey.

- Activate **<On Queues>** in the toolbar on the left edge of the screen and click on the **plus symbol** in the on-queue display (displays the queues on which this booking is already placed on).



The following window opens:



Queue: Enter the queue number in which the booking is to be placed.

Category: Enter the subcategory of the queue.

Office ID: Enter the destination office ID. The own office ID is always given and can be overwritten, if the transfer is to be made to another PCC.

Date: Date input possible, plays the filekey at a certain date in the queue.

Source: No entry required – F1-Farelogix remains.

Confirm your entries by clicking the **<Submit>** button and you will receive a confirmation message:

Reservation placed in queue 1 for ACA5

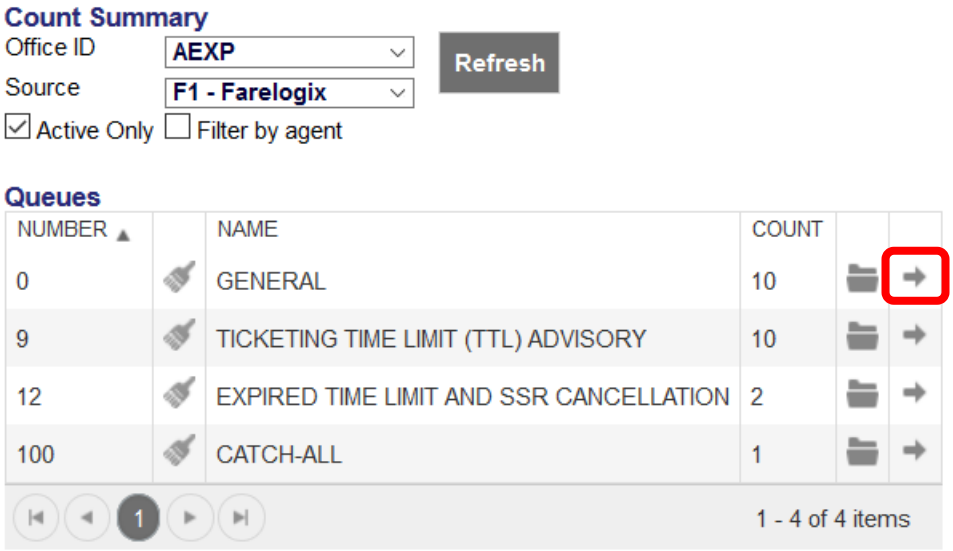
After selecting a queue in this display, you can also remove the booking from the selected queue using the **trash can icon** .

Important: It is only possible to queue bookings between Farelogix PCCs.

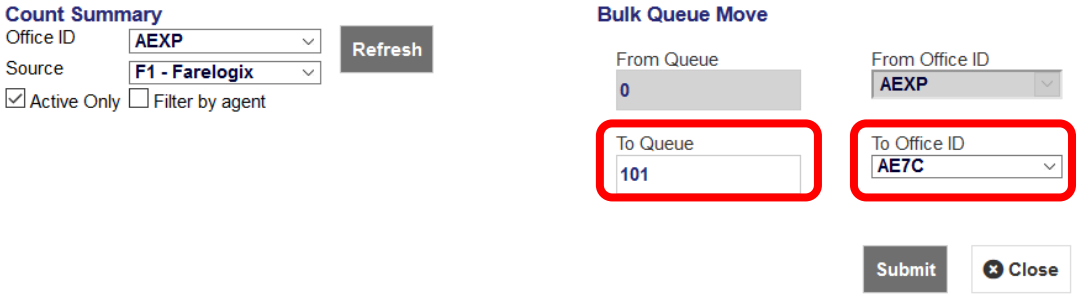
7.4 *Bulk Queue Move*

To move a bigger batch of PNRs, up to 100 at a time, from one queue to another, follow these steps:

1. Go into the Office Queue Folder and click the 'Arrow Icon' to move PNRs.



2. Determine the new queue and Office ID, PNRs should be placed on.



3. Confirm by clicking 'submit'.

7.5 *Change of Ownership Queue*

FLX supports Queues that can be used to transfer ownership of a PNR from one PCC to another. This means that a PNR created under the first Office ID, called the Originating PCC, can be placed in a dedicated queue (4 or 5) and retrieved by an Agent logged in under a second Office ID, known as the Target PCC.

Regardless of the reason for transferring a PNR between Office IDs, there is a basic procedure that should be followed to effect the transfer. This is achieved by placing the PNR in a dedicated Change of Ownership queue so that the second agent can retrieve it

Please refer to and follow the procedure of the SPRK Reference Guide (see chapter 1.2) > The SPRK Reservation Screen > Retrieve PNRs > Queues Areas > Change of Ownership

8 Group Bookings in SPRK

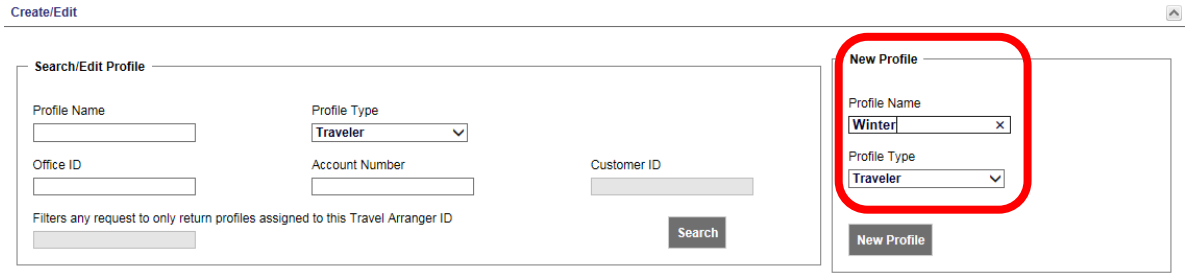
The content for NDC Groups can be found in the "Book-a-Group User Manual".
Therefor please log into Book-a-Group and click on the <Help & Contact> Button."

9 Profile management

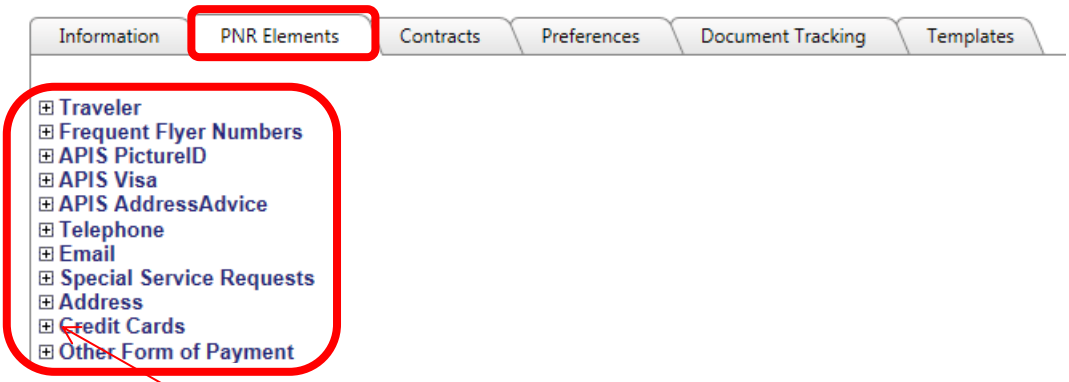
9.1 *Traveler Profile*

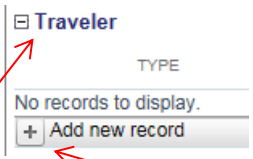
9.1.1 Create

Click the icon to open the database.
To create a profile, choose from the “traveler” drop-down menu and click **<New Profile>**.



Choose one of the folders (here PNR Elements) to add booking information.





Open/Close the subfolders with “+” and “–”.

Click + to add a new record

Enter the required information and choose the mode (always – all data will be transferred into a booking, optional – only selected data will be transferred into a booking, never – no data will be transferred into a booking, read only)

Save Refuse/ignore

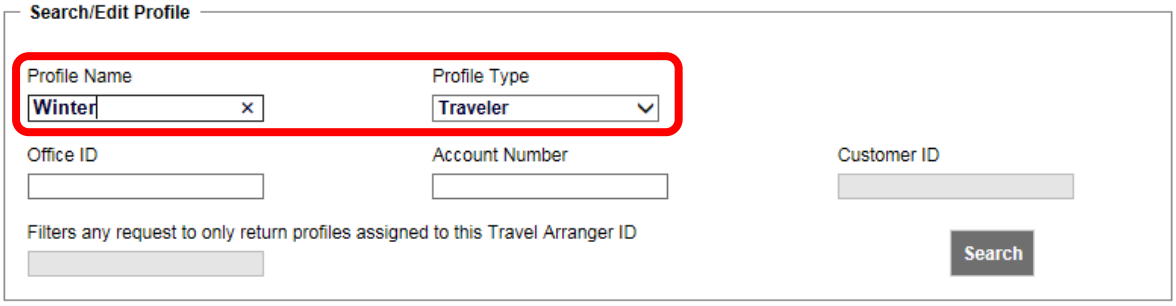
Continue the same way for all PNR elements.

9.1.2 Modify

Click the icon to open the database.

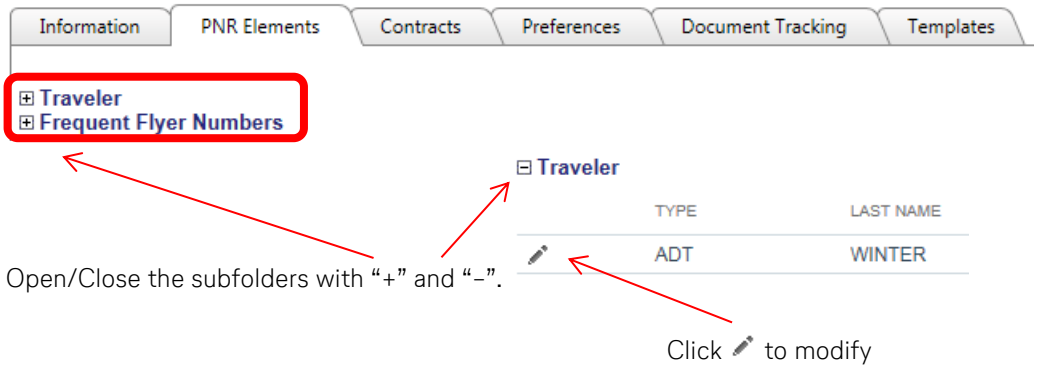
The screen is split into two parts. The left side is to display and modify of existing profiles; the right side is to create a new profile.

To modify a profile, enter the profile name in the box and select the profile type from the drop-down menu, then **<Search>**.

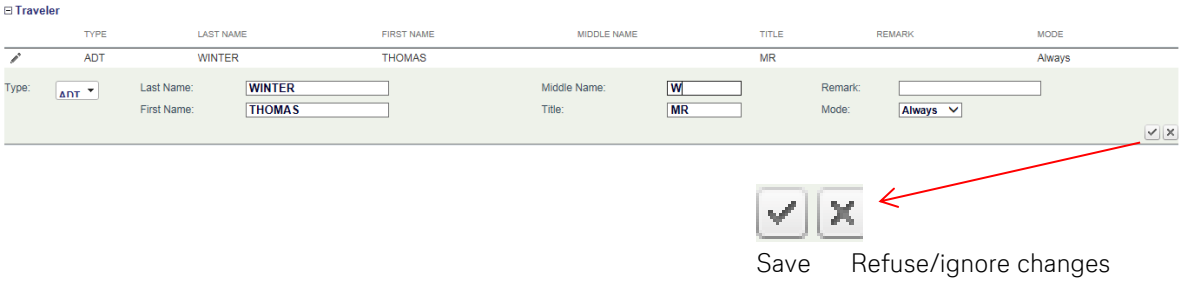


The search result is displayed. In case there is more than one traveler with the same profile name, a similar name list is displayed. Click **<open>** to select.

Open one of the folders (here PNR Elements) that you would like to modify.



Add/Override the displayed information.

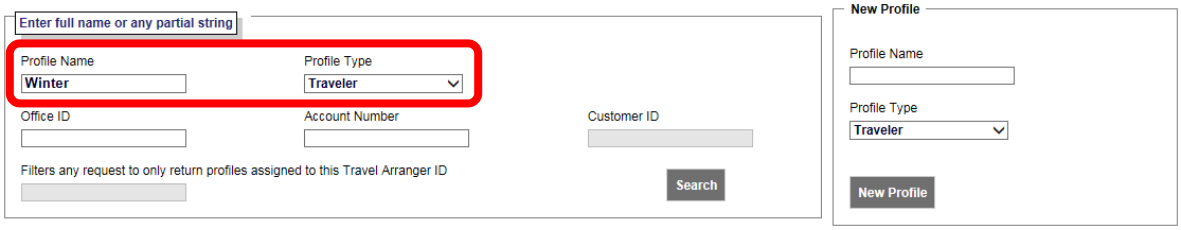


9.1.3 Delete

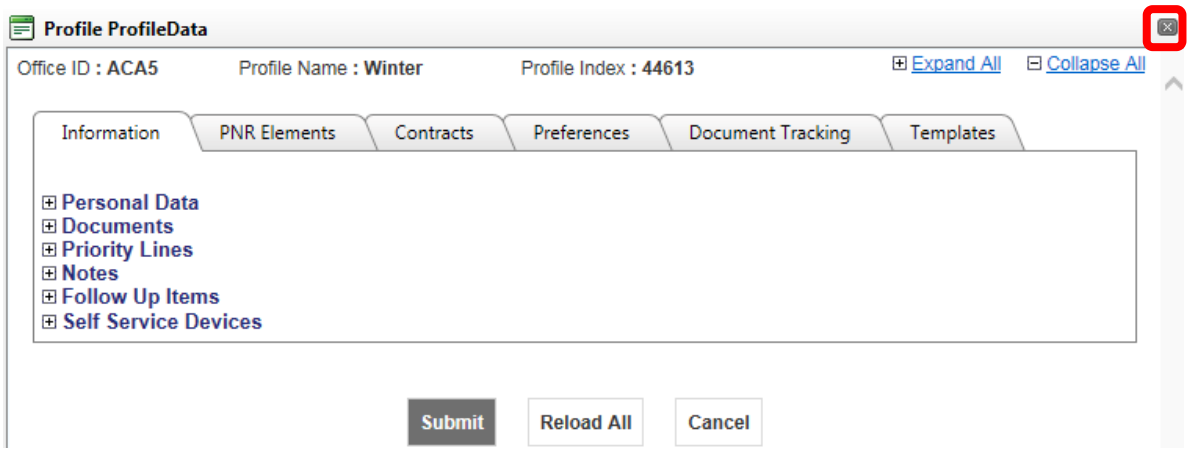
Click the icon to open the database.

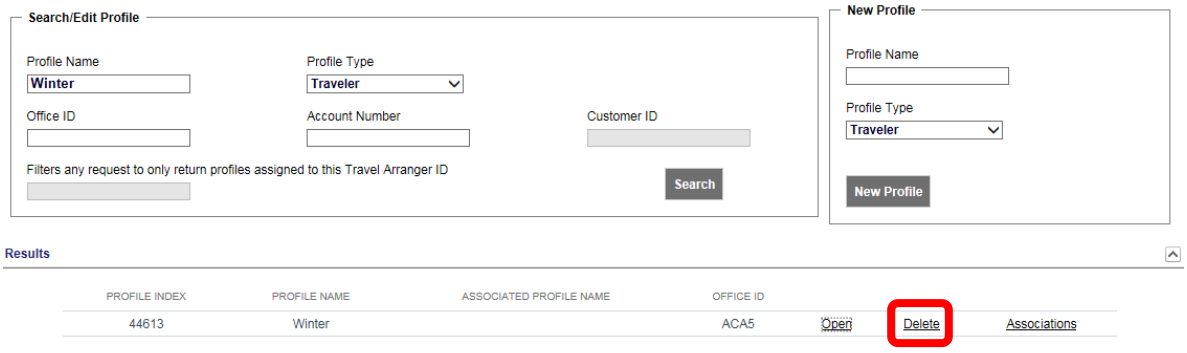
The screen is split into two parts. The left side enables displaying and modifying existing profiles, while the right side exists to create a new profile.

Enter the profile name and select the profile type from the drop-down menu, then **<Search>**.



If there is only one traveler stored under the entered name, the appropriate profile will open. Otherwise, a similar name list is displayed. Close the profile (if it's open) to get back to the results list.





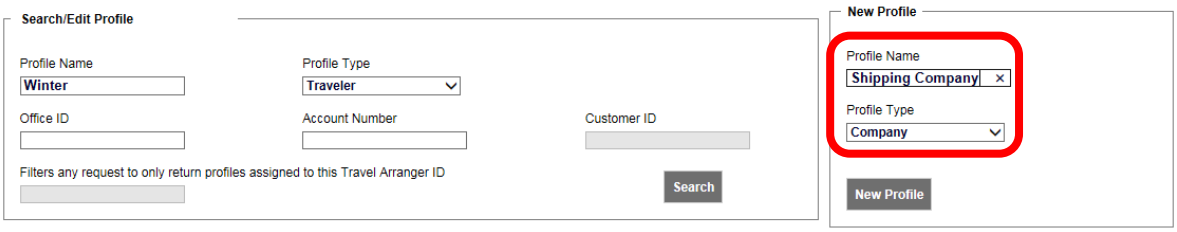
Click **<Delete>** to cancel the profile.

See chapter 2.2 on how to create a booking with a traveler profile

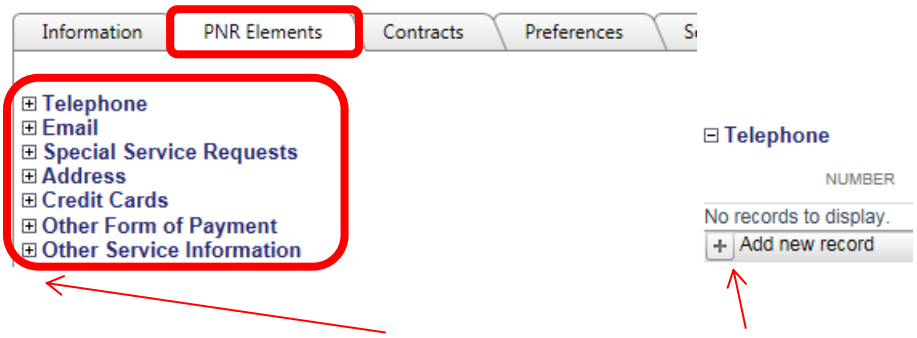
9.2 *Company Profile*

9.2.1 Create

Click the icon to open the database.
Enter the desired profile name in the “New Profile” box, choose “Company” from the drop-down menu and click **<New Profile>**.

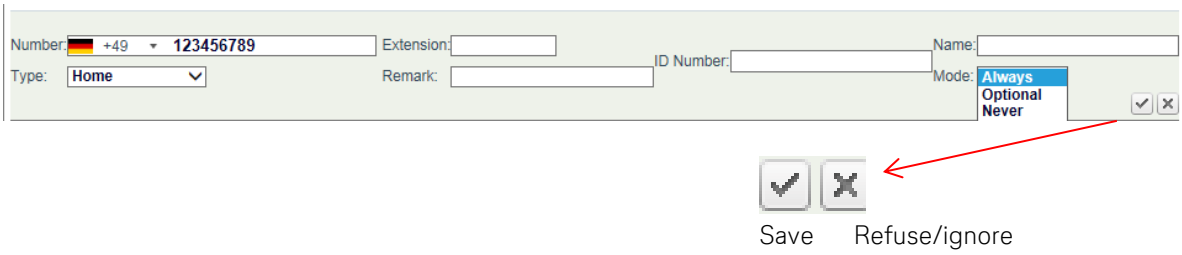


Choose from the folders (here PNR Elements) to add PNR information.



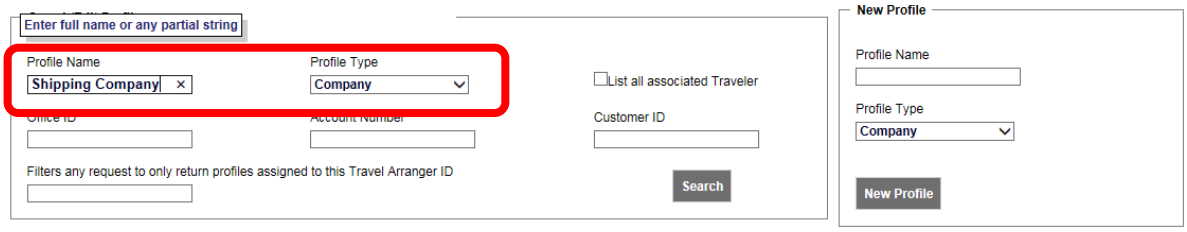
Open/Close the subfolders with “+” and “–”. Click + to add a new record

Enter the required information and choose the mode (always – all data will be transferred into a booking, optional – only selected data will be transferred into a booking, never – no data will be transferred into a booking, read only)

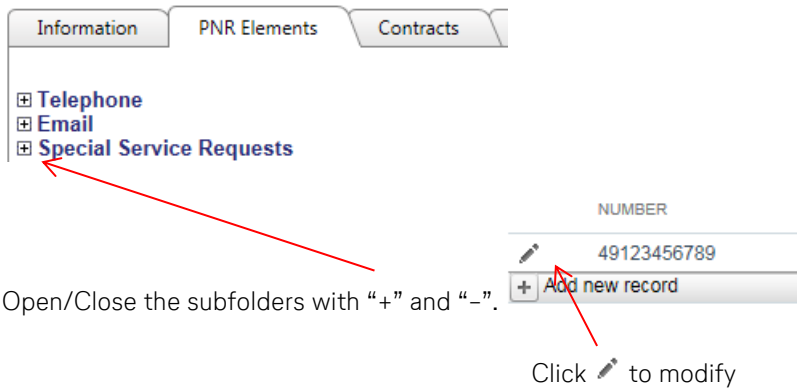


9.2.2 Modify

Click the icon to open the database.
Enter the profile name and select the profile type “Company” from the drop-down menu, then **<Search>**.



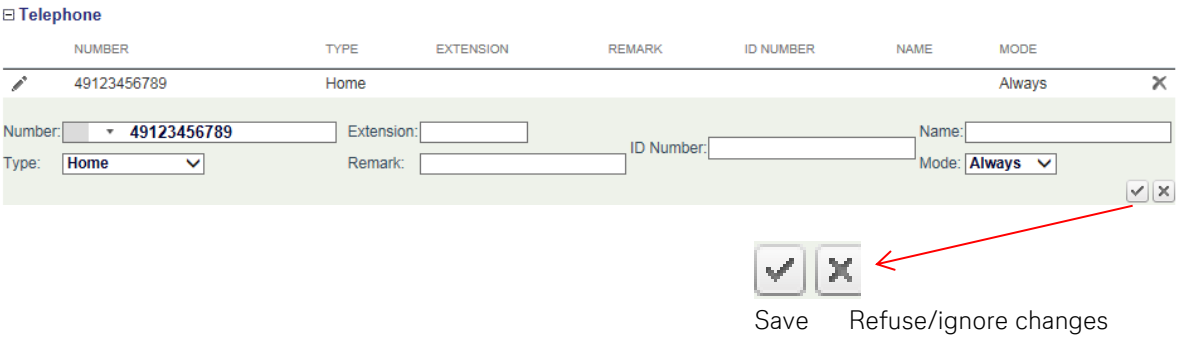
The search result is displayed. If there is more than one company with the same name, a similar name list is displayed. Click **<open>** to select.
Choose the folder (here PNR Elements) that you would like to modify.



Open/Close the subfolders with "+" and "–".

Click ✎ to modify

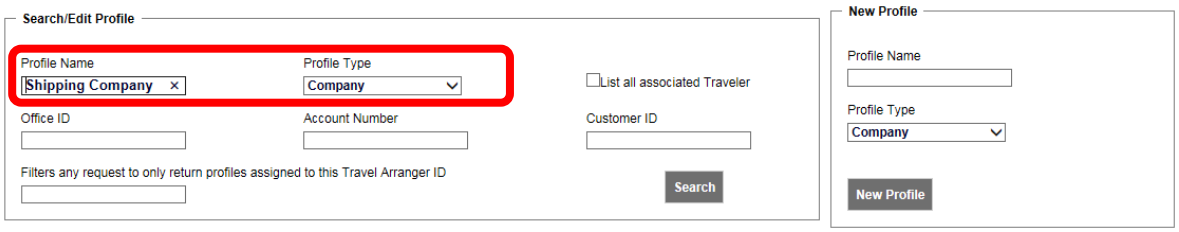
Add/Override the information displayed.



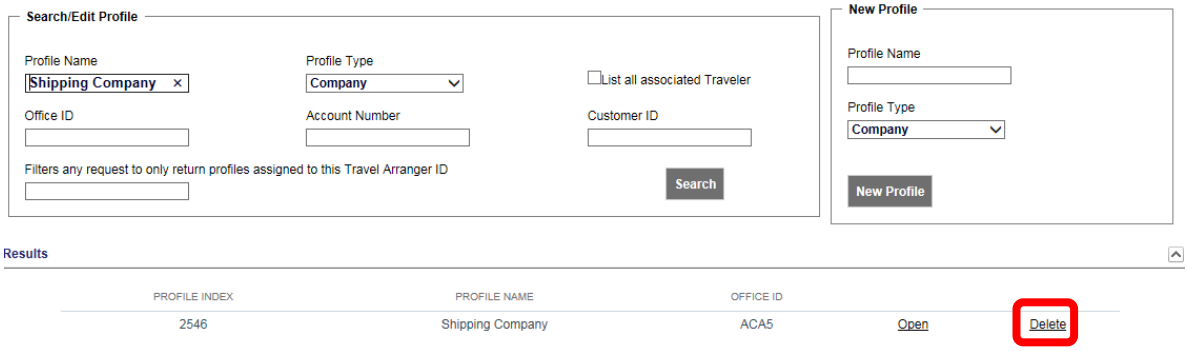
<Submit> to save changes.

9.2.3 Delete

Click the icon to open the database.
Enter the profile name and select the profile type from the drop-down menu, then **<Search>**.



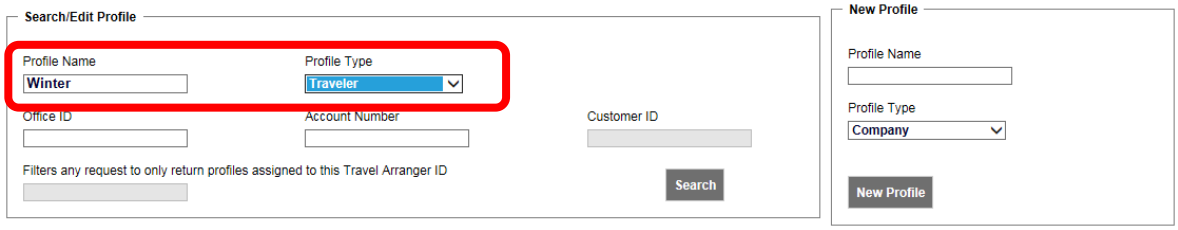
The search result is displayed. If there is more than one company with the same name, a similar name list is displayed.



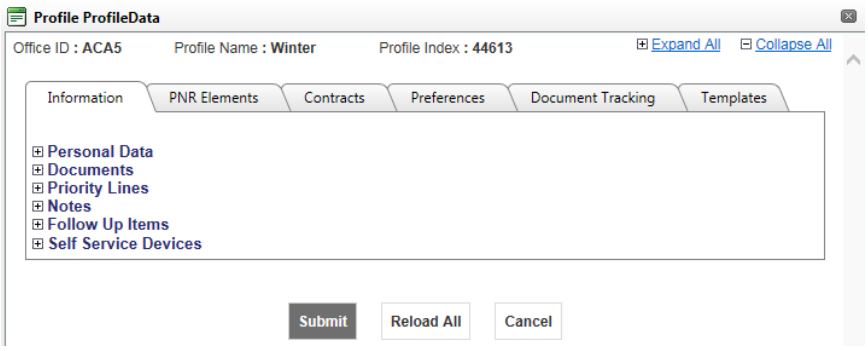
Click **<Delete>** to delete the profile.

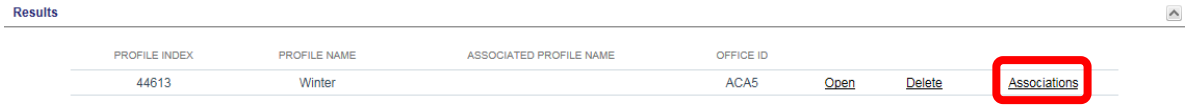
9.2.4 Assign a traveler to a company profile

Click the icon to open the database.
Enter the profile name and select the profile type from the drop-down menu, then **<Search>**.

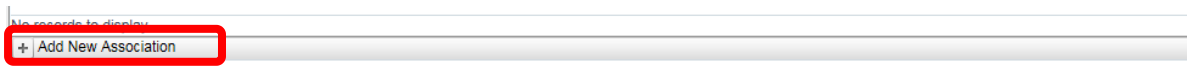


If there is only one traveler stored with the same name, the profile will open. Otherwise, a similar name list is displayed. Close the profile (if it's open) to get back to the similar name list.

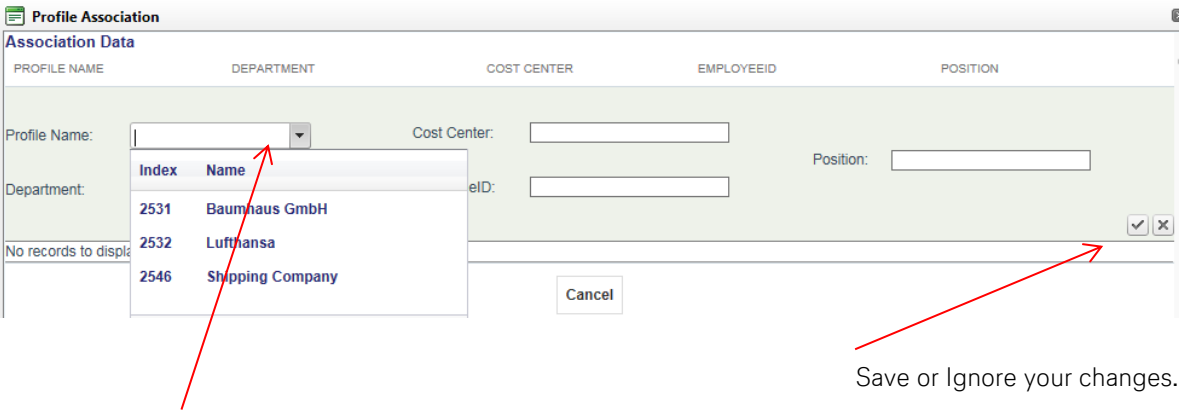




Click **<Associations>** and afterwards **<Add new Association>.**



Choose the company you want to associate it with from the drop-down list.



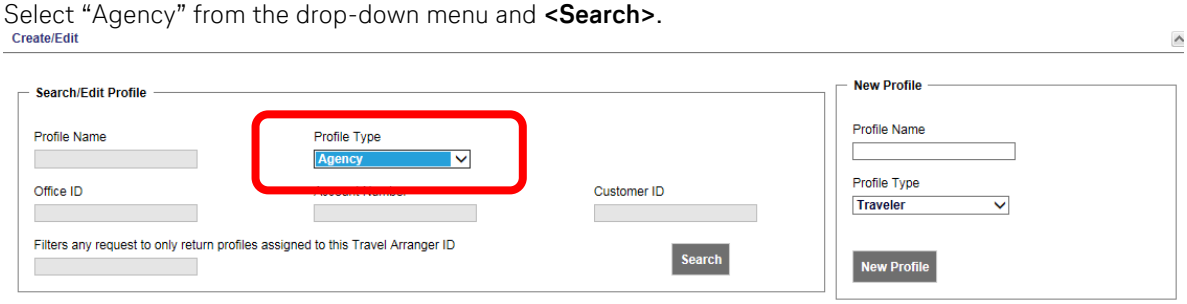
Save or Ignore your changes.

Close the pop-up windows to exit.

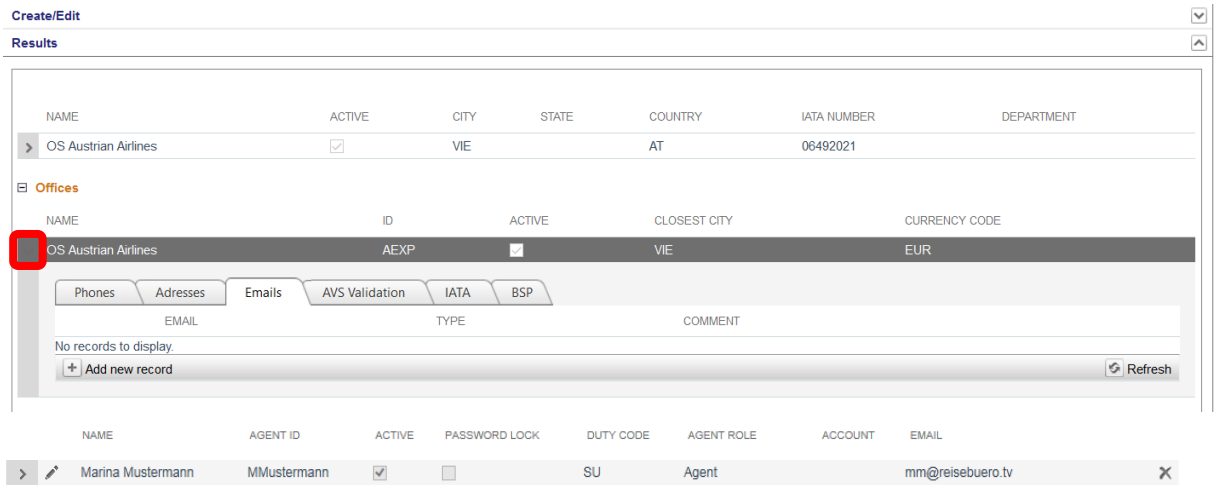
9.3 *Agency Profile/Agency Administration*

Note that this chapter is relevant for the “Agency Admin” user role only.

Click the icon to open the database.
Select “Agency” from the drop-down menu and **<Search>**.



The agency profile is displayed.

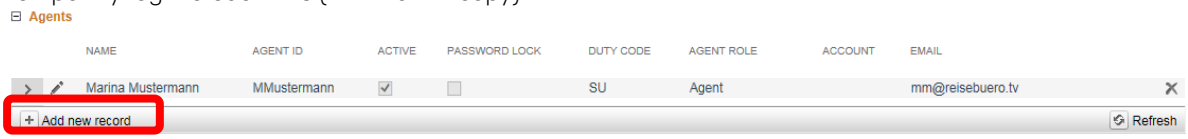


Clicking to the left of the Agency Name on office level, a window will expand and there is an option to define default e-mail addresses which will be applied as sender addresses in chapter 4.7.2.

9.3.1 Create user

Display the agency profile described in chapter 9.3.

Every time an agency admin adds a new user, Farelogix will send the new user an e-mail with their temporary login credentials (with admin copy).



Click Add new record and enter the following user information.

Name: First and last name of the agent
Agent ID: This will be the ID used to log into SPRK
Email: The email address of the Agent; used for e-mail with login credentials. Without a valid e-mail address, the user cannot use the "Forgot Password" function
Agent Role: Select the appropriate role from the dropdown list.

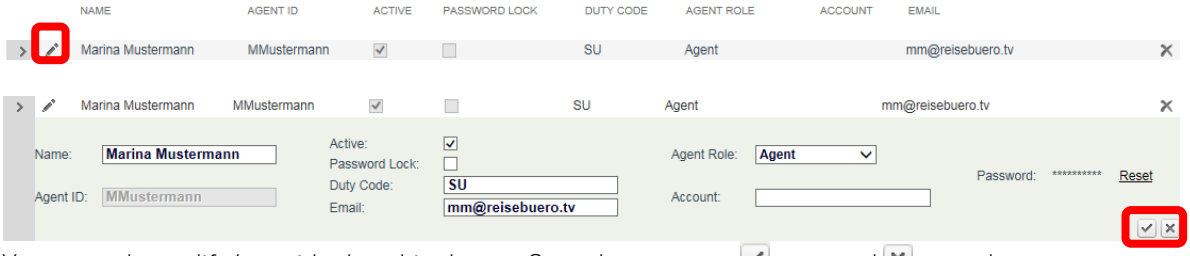
Confirm with .

9.3.2 Defined user Roles:

ROLES	Book	Ticket	Retrieve own PNRs	Retrieve all PNRs	Void	Refund	Exchange	Create users	Create profiles	Retrieve profiles
Agency-Admin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ticketing-Agent	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓
Agent	✓	✗	✓	✓	✗	✗	✗	✗	✗	✗
Sub-Agent	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗

9.3.3 Modify user

Open the user details for modification.



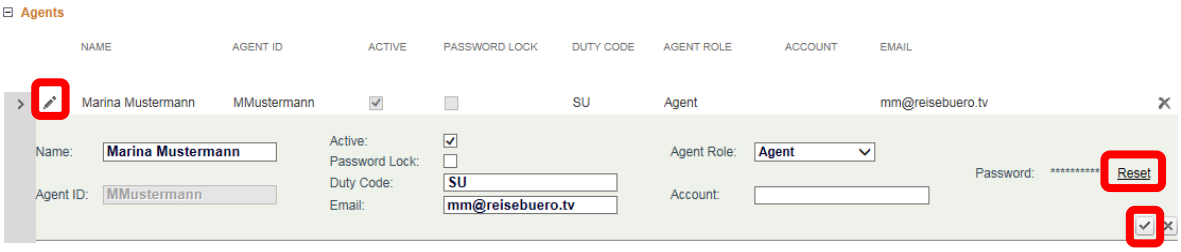
You can only modify/override the white boxes. Save the new user or cancel your changes.

9.3.4 Delete user

Click to delete the user.

9.3.5 Reset user password

Display the agency profile described in chapter 9.3.
Open the user details for modification.



Click “Reset” to display a new password. The new password is sent to the user’s e-mail address.
Save the new user .

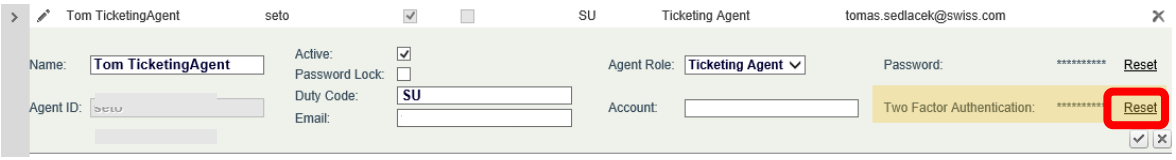
9.3.6 2-Factor Reset

In regards to two-factor authorization in SPRK, the agency administrator will have the ability to do the following within the agency administration:

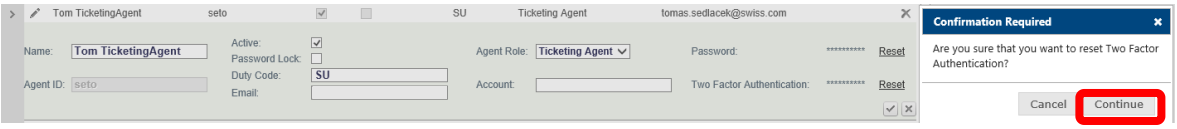
- If a user has lost the device they were using for two factor authentication, the SPRK agency administrator will be able to reset the two factor authentication for the user's new device.
- If a user needs to be locked or unlocked due to too many two factor authentication attempts, the SPRK agency administrator will be able to perform these tasks without resetting the two-factor authentication.
- If a user is deactivated after 90 days, the agency administrator will be able to reactivate the user. Then, once the user is reactivated, they will not have to reset their two-factor authentication. Their existing two factor authentication will continue to work.

When a user deletes the authentication tool by accident or needs to change to another tool (e.g. on the mobile phone or on another desktop computer) the 2-Factor Authentication can be reset, so the user can set it up from the beginning.

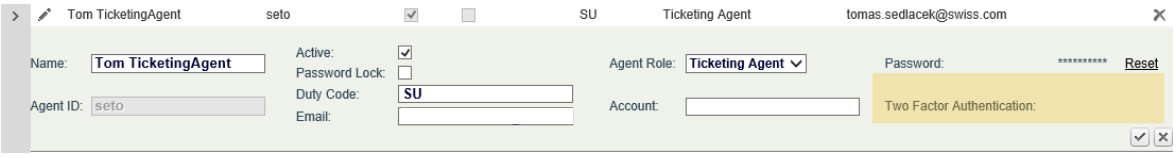
1) In order to do so, the agency admin of that user needs to reset the 2-Factor Authentication in the Profile Management of the SPRK tool as shown below



2) Click on 2-Factor Authentication reset and confirm:



3) When the 2-Factor Authentication reset is done, the reset button will disappear and you will have to re-enroll your device with an authentication too as described under chapter 1.1.3.



10 Reports

10.1 *MirFLX*

This provides an interface between ticketing actions performed in SPRK and an agency's back-office accounting system.

Agency back-office functions involve a range of accounting and invoicing activities facilitated by Farelogix MIR (Machinable Interface Record) transactions. These transactions allow users to request and acquire ticketing data from the servers. To work with this data, the records must first be downloaded. To facilitate this action, two buttons are available – one to download the data and another to specify the number of records to download:

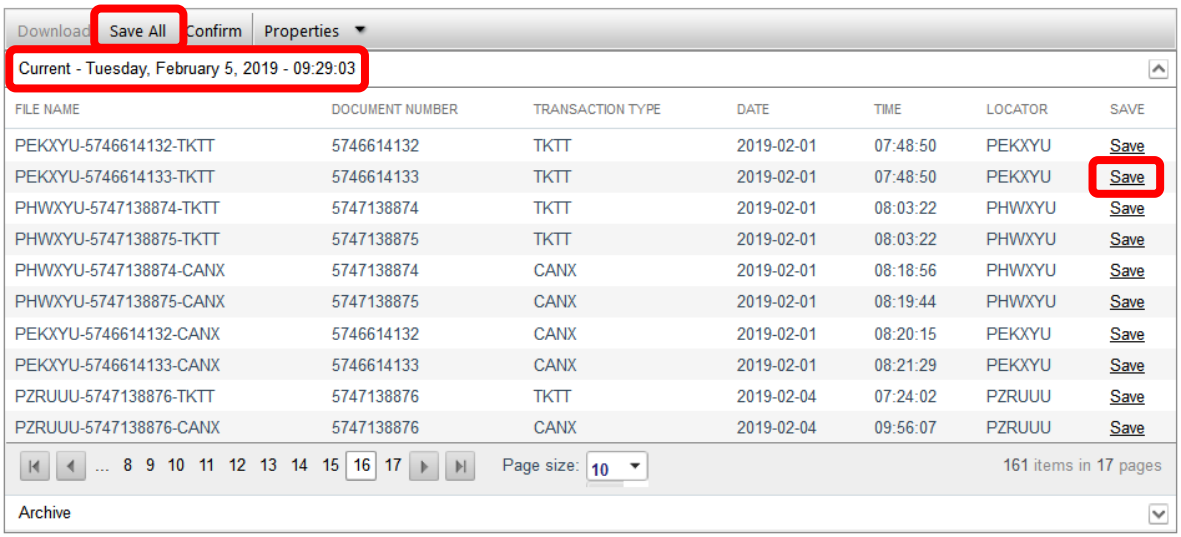
<Download> initiates the Ticket download of data from the MirFLX database. EMD downloads are not supported at this time. See the Properties link below to see options for setting the download options.

If Files per Download has been set, the Download button will change to indicate the number of records to be downloaded. There are two options in the download process:

Current: All the tickets (issued by a specified PCC) that are not flagged as having been previously downloaded are shown.

Archive: Shows files that have previously been downloaded.

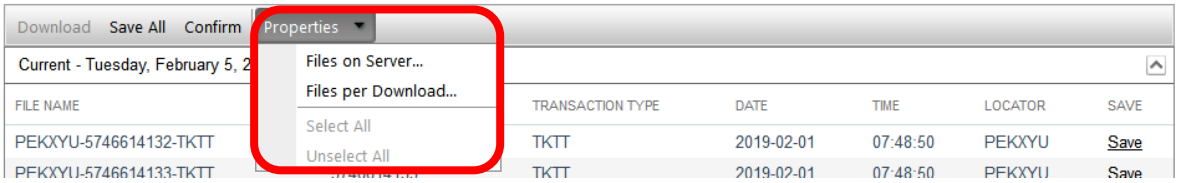
<Confirm> will move the downloaded files from the Current to the Archive section of the module.



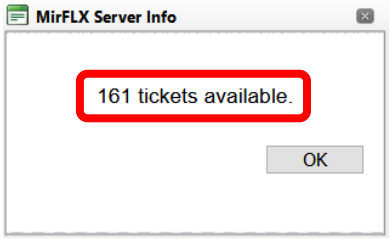
Click **<Save All>** to save a .zip file with all .xml files, which must be unzipped to expose the individual .xml files.

An individual .xml file can be saved by clicking **<Save>** on the right of the information bar.

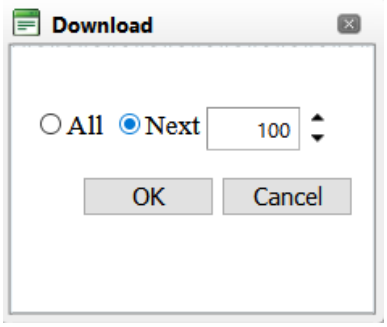
<Properties> will display the number of files on the server and also allow the specification of the number of files per download.



Files on Server: The Mir-FLX Server Info screen will display, telling you how many tickets are on the SPRK Server ready to be downloaded. Click OK to continue.



Files per Download: Allows the selection of the number of files that will be returned when the Download button is clicked. If this selection is omitted, ALL files will be downloaded, so it is important to set the number to avoid downloading too many records at one time.

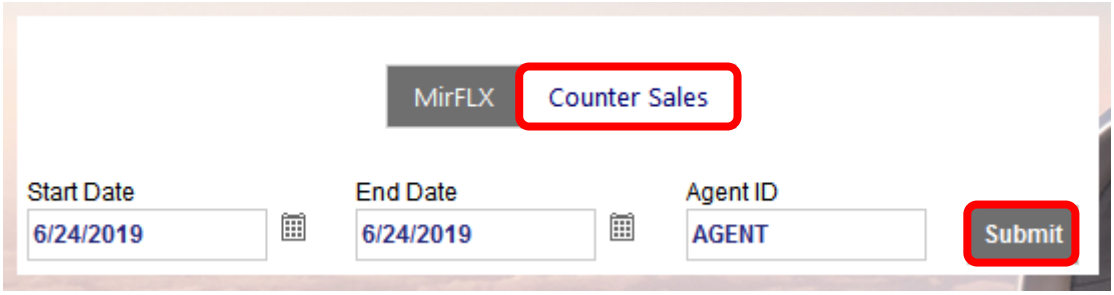


<u>Important Note:</u>
The MirFLX SPRK tool is not capable of handling high-volume downloads. Performing the Cancel function on a large volume download may result in application time out. The MirFLX standalone tool can be used to accommodate report processing, but is not supported by Lufthansa Group Airlines.

10.2 *Counter Sales Report (CSR)*

The Counter Sales Report (CSR) allows access to all the transactions that an agency has generated during a specific date range. The report is real-time and will provide up-to-the-minute data, providing a timestamp in the Time field based on the local time of the PCC that issued the documents.

Enter the desired date range and the respective agent ID for the report. Data must exist for this Agent ID for the current PCC in order to return results.
Leave the field Agent ID empty to receive transactions from all agents under this PCC.
CSR date range cannot exceed 31 days.



Submitting the report request will retrieve as many pages of data as are available within the selected date range. When the report loads, there are several options available in terms of how the data is managed and displayed:

A row of controls aids in viewing, navigating and downloading data. If you hover the mouse over the respective icon, an icon description will appear.

The fields that make up the report do not fit in the SPRK display. As a result, the table must be scrolled right to see them all. The report fields are explained in the SPRK Reference Guide (see chapter 1.3):

SPRK Reference Guide > The SPRK Reservation Screen > SPRK Actions > Reports > Counter Sales Report

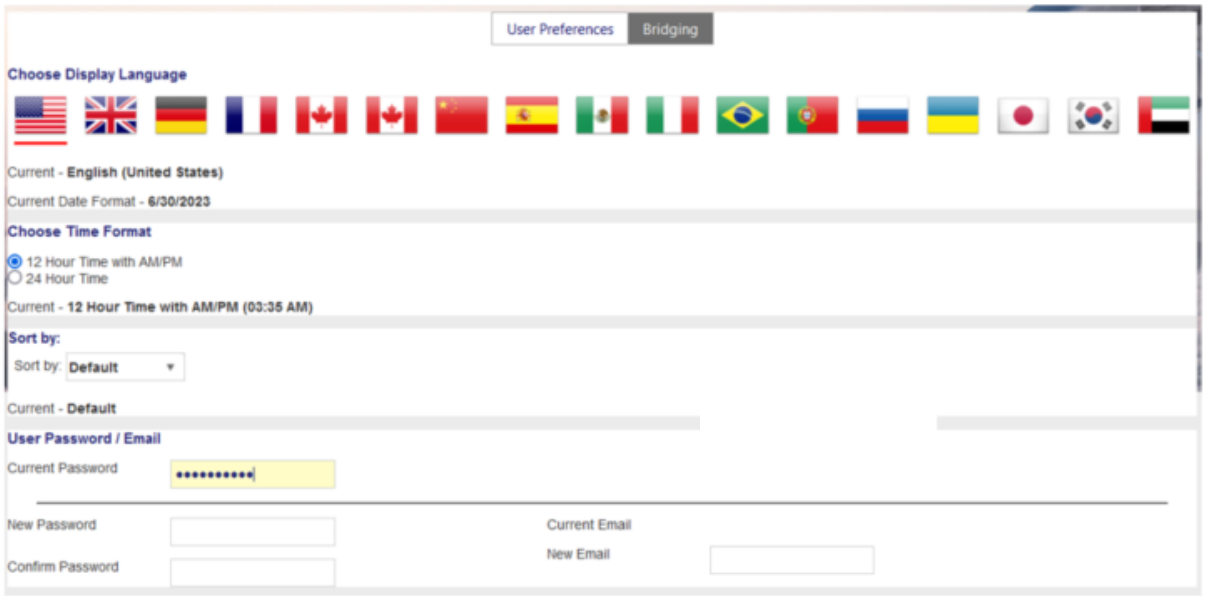
11 Settings

11.1 *User Preferences*

Clicking on the **Settings Icon** will open the user preferences frame in which the language and time format can be chosen. There is also the option to change the password and add or update the e-mail for the logged in user. If no email address is stored here, the user will not be able to use the 'forgot password' function.

Additionally, there is a new Sort by setting with a drop-down list, which allows to set the favorite Sort by parameter: Price, Duration, Departure time (Ascending), Departure time (Descending) or Arrival Time.

Please note the following:
A maximum of one sorting parameter can be selected at a time, which after Save will be the new Default.
When Price is set as the favorite Sort by Parameter and an Air Availability is requested, system will default to Duration (as Price is not a valid parameter for Air Availability).



11.2 *PCC Bridging*

PCC Bridging is a mechanism that enables agents to work with PNRs and documents tied to an Office ID (PCC) that is different from the one under which they are logged in.

- The PCC that the agent initially logs into is called the Home PCC; the PCC with which the Home PCC has established a bridging relationship is known as the Bridged PCC.
- By default, when an agent performs actions on a PNR or document owned by another PCC, the agent's identity remains tied to his or her Home PCC, and all the transactions done for bridged PCCs are tracked and recorded as such.
- To perform certain transactions from Home PCC (for the PNRs, tickets owned by bridged PCCs) agent would need to emulate to that PCC.
    - This emulation is only allowed when PCCs are bridged otherwise the transactions will be rejected.
- In the context of bridging (and emulation), it is important to keep in mind that the tasks that can be performed by a given agent will always be the same as the ones that the agent has the rights to perform in his or her Home PCC.

- If an Agent, for example, does not have the rights needed to void tickets owned by her Home PCC, then that Agent will not be able to void tickets owned by any other office.

Bridging settings will allow users to view and define bridging relationships. All users will be able to view bridging relationships, but only the Agency Admin role will be able to define new bridging relationships Establishing a bridging relationship will grant the bridged PCC the ability to emulate the user's own PCC.

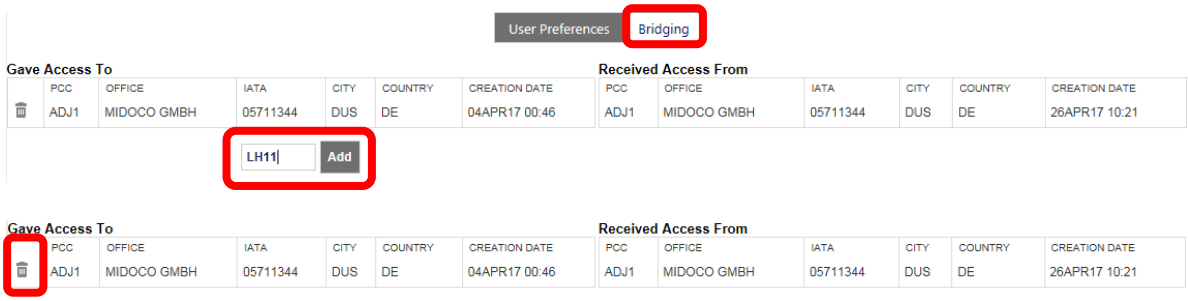
If bridging is in place, all transactions and document reporting will be logged with the bridged PCC. The receiving PCC can display any PNR that belongs to the sending PCC. However, any change to a PNR can only be done in the PCC that owns the PNR.

11.2.1 Display/Add/Delete Bridging

Please note that the add and delete function is for User Role "Agency Admin" only.

For displaying existing bridging, click **<Bridging>** in the settings section.
The display shows all agencies that have access to emulation on this PCC and a read-only section that will display the list of PCCs that have granted access to the user's own PCC. This is reflected in the drop-down list that appears on the Reservation screen and in Advanced Search.

Entering a valid PCC to this box and using **<Add>** will grant access to the specified PCC to the PCC under which the Administrator is logged in.



To delete an existing Bridging use 🗑.

11.2.2 Emulation

The Agent must log in using the "primary" PCC (*here AEXP*) credentials. With an active Bridging (received access), a drop-down menu will allow emulation of another "secondary" PCC (*here AE7D*). When in emulation mode, an icon will appear to the left of the Select PCC dropdown list.

When emulating a PCC (*AE7D*), booking, cancelling, pricing and ticketing functions are given to the emulating PCC (*AEXP*). All transactions will then be processed in the emulating PCC (*AEXP*).