

Quick entry to SPRK (SPRK training)

The Lufthansa Group offers web training for quick entry to the SPRK user interface. This training is targeted at our business partners' information disseminators, who will act as the business partner's central contact/training coordinator. The training is offered all year round and is divided into three modules.

SPRK Webinar Module 1: Duration ca. 105 minutes

- Create Booking (only compulsory elements of a booking)
- Create Booking 'quick traveller(s) function'
- Rebooking of flight segments
- Cancellation and partial cancellation of a booking
- Search functions: fare search, availability, timetable
- Fare notes
- Automatic price calculation & delete price calculation
- Payment method
- Ticketing
- Queue
- Confirmation print/send
- Closing Q&A session

SPRK Webinar Module 2: Duration ca. 105 minutes

- Ticket display
- Cancellation (void) & refund
- Automatic & manual exchange/reissue
- Booking of ancillary services
- Creation of an EMD-S and EMD-A
- Advance seat reservation (if implemented)
- Closing Q&A session

SPRK Webinar Module 3: Duration ca. 75 minutes

- User management and user roles
- PCC bridging
- Access rights through queue placement
- User & regional settings
- Traveller/Company profile
- PNR history
- Closing Q&A session

If you have any questions or wish to sign up for the training, please get in touch with your usual Lufthansa Group contact.