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SPRK Irregularity Short Guide v1.9

Please make sure to observe the current policy provisions on <u>https://www.lufthansaexperts.com/</u> at all times while following the instructions in this short guide specialized on exchanges amid the Covid-19 crisis.

Handling instructions for orders according Flight irregularities policy or INVOL rules can be found in the regular SPRK Manual in chapter 5.6.3.4.

1 FOC rebooking/reissue in accordance with the goodwill policy TWP 2101

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 <u>itinerary will be empty</u>.

Use **Add Air** to add the new flight segments with new fare according to the current 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>**.*

Itinerary
Booked - Air

				Class		✈	Status	Cnx	🔗		Fare
▶ 📌		Tue 20Jul21 07:00a - 08:15a	BER - VIE	LH 6358 Operated By: AUSTRIAN AIRLINES AG DBA AUSTRIAN	L ⇥	1h 15m 320	HK	Y	1	LH	1
▶ 📌		Tue 20Jul21 12:35p - 03:20p	VIE - SKG	LH 6442 Operated By: AUSTRIAN AIRLINES AG DBA AUSTRIAN	L ⇥	1h 45m 320	HK		1	LH	1
▶ 📌		Fri 30Jul21 04:00p - 05:25p	SKG - ZRH	LX 2581	K ⇥	2h 25m 321	HK	Y	2	LH	1
▶ 📌		Fri 30Jul21 06:20p - 07:45p	ZRH - BER	LX 978	K ⇥	1h 25m 321	HK		2	LH	1

Shopping Cart - Air

				Class		✈	Status	Cnx	🔗		Fare
▶ ☑				Class		✈	Status	Cnx			Fare
▶ ☑		Thu 12Aug21 07:45a - 08:55a	BER - FRA	LH 175	V ⇥	321		Y		LH	2
▶ ☑		Thu 12Aug21 10:20a - 12:25p	FRA - PMI	LH 1152	V ⇥	321				LH	2
▶ ☑		Thu 19Aug21 01:15p - 03:35p	PMI - FRA	LH 1153	V ⇥	321		Y		LH	2
▶ ☑		Thu 19Aug21 04:45p - 05:55p	FRA - BER	LH 192	V ⇥	32A				LH	2

Book Price Services Create Fare Auto-Exchange Bag Fees Seats ⊗ Delete   Issue Documents

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

Itinerary
Booked - Air

				Class		✈	Status	Cnx	🔗		Fare
▶ ☐		Thu 12Aug21 07:45a - 08:55a	BER - FRA	LH 175	V ⇥	1h 10m 321	HK	Y	1	LH	1
▶ ☐		Thu 12Aug21 10:20a - 12:25p	FRA - PMI	LH 1152	V ⇥	2h 05m 321	HK		1	LH	1
▶ ☐		Thu 19Aug21 01:15p - 03:35p	PMI - FRA	LH 1153	V ⇥	2h 20m 321	HK	Y	2	LH	1
▶ ☐		Thu 19Aug21 04:45p - 05:55p	FRA - BER	LH 192	V ⇥	1h 10m 32A	HK		2	LH	1

Fare: 1
Source: LH
Ref: UGV5Y2
264.41 (EUR)

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

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Add the respective entry (here: TWP 2101) to Endorsements, keep the original endorsement entries and click **<Submit>**.

Stored Fare

OFFICE ID	AEXP	AGENT ID		ORIGIN DESTINATION	BERBER	VALIDATING CARRIER	LH

Passenger Type ADT   Last Date/Time to ticket: 2021-04-15 05:24 PM

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	BER	FRA	LH	175	V	12AUG21	07:45 AM	HK	V03LGTU0		12AUG2021	12AUG2021	0PC
X	FRA	PMI	LH	1152	V	12AUG21	10:20 AM	HK	V03LGTU0		12AUG2021	12AUG2021	0PC
O	PMI	FRA	LH	1153	V	19AUG21	01:15 PM	HK	V03LGTU0		19AUG2021	19AUG2021	0PC
X	FRA	BER	LH	192	V	19AUG21	04:45 PM	HK	V03LGTU0		19AUG2021	19AUG2021	0PC

FARE DETAILS

Base Fare	EUR	60.00
Equivalent Fare		
Taxes	EUR	204.41
Tax Details		
Total	EUR	264.41

COMMISSION AND INFORMATION

Commission	Percent	0.00
Reason	FIRST TICKET	
Tour Code		
Endorsements	TWP2101 // FARE RESTRICTION MAY APPLY	

FARE CALCULATION LINE

BER LH X/FRA LH PMI35.86 LH X/FRA LH BER35.86 NUC71.72END ROE0.836555

RECEIVED FROM

Submit Cancel

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

Record Locator: 5FL8MT

Traveler

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT	MRS	JONA		SMITH	10APR1991	

Itinerary
Booked - Air

			Class		Status	Cnx		Fare	
☐	Thu 12Aug21 07:45a - 08:55a	BER - FRA	LH 175	V	1h 10m 321	HK	Y	1	LH 1
☐	Thu 12Aug21 10:20a - 12:25p	FRA - PMI	LH 1152	V	2h 05m 321	HK		1	LH 1
☐	Thu 19Aug21 01:15p - 03:35p	PMI - FRA	LH 1153	V	2h 20m 321	HK	Y	2	LH 1
☐	Thu 19Aug21 04:45p - 05:55p	FRA - BER	LH 192	V	1h 10m 32A	HK		2	LH 1

Price | Services | Create Fare | Auto-Exchange | Bag Fees | Seats | ⊗ Delete   Issue Documents

Transactions

Tickets

ℹ Traveler(s) not Ticketed
• MRS JONA SMITH (ADT)

ℹ Fare not found for ticketed flight(s)
• MRS JONA SMITH (ADT)

REFERENCE			SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205747140128			LH	TICKETED	12APR21 16:20	JONAMRS SMITH (ADT)	LH6358 BER-VIE 20JUL LH6442 VIE-SKG 20JUL LX2581 SKG-ZRH 30JUL LX978 ZRH-BER 30JUL

Austrian Lufthansa SWISS brussels airlines Eurowings

NDC Partner Program   LUFTHANSA GROUP

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:	12APR21	TKT:	2205747140128	AGT:	DAMIAN
PNR:	5FL8MT / F1	IATA:	06492021	FCI:	4
	UGV5Y2 / LH			FCPI:	B
ISO:	AT	TC:		VAL CXR:	LH
VOID BY:	12APR21 11:59P				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	6358	L	20JUL	BER	VIE	07:00a	OK	L03LGTM2	20JUL	20JUL	0PC	O
2	X	LH	6442	L	20JUL	VIE	SKG	12:35p	OK	L03LGTM2	20JUL	20JUL	0PC	O
3	O	LX	2581	K	30JUL	SKG	ZRH	04:00p	OK	K03LGTM3	30JUL	30JUL	0PC	O
4	X	LX	978	K	30JUL	ZRH	BER	06:20p	OK	K03LGTM3	30JUL	30JUL	0PC	O

Fare Details

FARE:	EUR	54.00	
TAX:	EUR	9.00	YQ
TAX:	EUR	9.00	YQ
TAX:	EUR	5.00	YQ
TAX:	EUR	5.00	YQ
TAX:	EUR	8.44	AT
TAX:	EUR	18.77	ZY
TAX:	EUR	13.07	CH
TAX:	EUR	8.62	DE
TAX:	EUR	12.88	OY
TAX:	EUR	0.50	RA
TAX:	EUR	8.12	RA
TAX:	EUR	12.00	GR
TAX:	EUR	3.00	WP
TAX:	EUR	2.12	WQ
TAX:	EUR	0.70	ZL
TOTAL:	EUR	170.22	

Details

Form of payment: EUR 170.22 CASH /
Endorsements: FARE RESTRICTION MAY APPLY
Fare Calculation: BER LH X/VIE LH SKG28.09 LX X/ZRH LX BER36.45 NUC64.54END ROE0.836555

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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	MRS	JONA		SMITH	10Apr1991

Select a Fare Group

◉ EUR 264.41

				Class	→	Status	Cnx	🔗	
	Thu 12Aug21 07:45a - 08:55a	BER - FRA	LH 175	V	1h 10m 321	HK	Y	1	LH
	Thu 12Aug21 10:20a - 12:25p	FRA - PMI	LH 1152	V	2h 05m 321	HK		1	LH
	Thu 19Aug21 01:15p - 03:35p	PMI - FRA	LH 1153	V	2h 20m 321	HK	Y	2	LH
	Thu 19Aug21 04:45p - 05:55p	FRA - BER	LH 192	V	1h 10m 32A	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)	28.00	120.00	PD	28.00		
YQ (BER)				92.00		
DE	8.62	8.62	PD	8.62		
OY	12.88	12.88	PD	12.88		
RA	8.62	21.83	PD	8.62		
RA				13.21		
RD		30.45		30.45		
JD		6.63		6.63		
OG		0.62		0.62		
QV		3.38		3.38		
AT	8.44			8.44		Y... ▼
ZY	18.77			18.77		Y... ▼
CH	13.07			13.07		Y... ▼
GR	12.00			12.00		Y... ▼
WP	3.00			3.00		Y... ▼
WQ	2.12			2.12		Y... ▼
ZL	0.70			0.70		Y... ▼
	116.22	204.41	PD A/C Total	58.12 +146.29 204.41	58.10	

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	MRS JONA SMITH (ADT)	2205747140128	1, 2, 3, 4	EUR	CASH	12Apr21	5FL8MT		06492021
New	MRS JONA SMITH (ADT)			EUR		12Apr21	5FL8MT	▼	06492021

Calculation of Exchange

Equivalent Fare New	60.00
Equivalent Fare Original Ticket	- 54.00
Equivalent Fare Difference	6.00
Add Collect Taxes	146.29
Residual Taxes	-58.10
Penalty	0.00
Add Collect	EUR 152.29
Refund	EUR 58.10

New Fare Information

Reason for Issuance
REISSUE ▼

Endorsements
TWP2101 // FARE RESTRICTION MAY APPLY

Fare Calculation Line
BER LH X/FRA LH PMI35.86 LH X/FRA LH BER35.86 NUC71.72END ROE0.836555

Commission
No Commission due   13   0.00

Refund
☑ Issue Residual MCO/EMD/Other Document   58.10
In reference to original document: 22057471401280 ▼

Other
↙ CASH ▼

Total - 152.29

Exchange w/Add Collect
152.29 (EUR)
JONA SMITH

Submit   ⊗ Cancel   ⚙

The new ticket image with "**TWP2101**" in the 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:	12APR21	TKT:	2205747140129	AGT:	DAMIAN
PNR:	5FL8MT / F1 UGV5Y2 / LH	IATA:	06492021	FCI: FCPI:	4 D
ISO:	AT	TC:		VAL CXR:	LH
VOID BY:	12APR21 11:59P	ESAC:	220EKNJ6YNDI8	ORIG ISSUE:	2205747140128 VIE 12APR21 06492021
EXCH FOR:	2205747140128				

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	175	V	12AUG	BER	FRA	07:45a	OK	V03LGTU0	12AUG	12AUG	0PC	O
2	X	LH	1152	V	12AUG	FRA	PMI	10:20a	OK	V03LGTU0	12AUG	12AUG	0PC	O
3	O	LH	1153	V	19AUG	PMI	FRA	01:15p	OK	V03LGTU0	19AUG	19AUG	0PC	O
4	X	LH	192	V	19AUG	FRA	BER	04:45p	OK	V03LGTU0	19AUG	19AUG	0PC	O

Fare Details 🔲

FARE:	EUR		60.00	
TAX:	EUR	PD	28.00	YQ
TAX:	EUR		92.00	YQ
TAX:	EUR	PD	8.62	DE
TAX:	EUR	PD	12.88	OY
TAX:	EUR	PD	8.62	RA
TAX:	EUR		13.21	RA
TAX:	EUR		30.45	RD
TAX:	EUR		6.63	JD
TAX:	EUR		0.62	OG
TAX:	EUR		3.38	QV
TOTAL:	EUR		152.29A	

Details

Form of payment:	ADC EUR 152.29 CASH CASH Exch Doc 2205747140128
Endorsements:	TWP2101 // FARE RESTRICTION MAY APPLY
Fare Calculation:	BER LH X/FRA LH X/PMI35.86 LH X/FRA LH BER35.86 NUC71.72END ROE0.836555

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❌ Close

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
2205747140128	📄	💼	LH	EXCHANGED	12APR21 16:20	JONAMRS SMITH (ADT)	LH6358 BER-VIE 20JUL LH6442 VIE-SKG 20JUL LX2581 SKG-ZRH 30JUL LX978 ZRH-BER 30JUL
2205747140129	📄	💼	LH	TICKETED	12APR21 16:36	JONAMRS SMITH (ADT)	LH175 BER-FRA 12AUG LH1152 FRA-PMI 12AUG LH1153 PMI-FRA 19AUG LH192 FRA-BER 19AUG

Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
2201815034759	LH	EMD-S	12APR21 16:36	1	RESIDUAL VALUE FOR REFUND	ISSUED	EUR	58.10	MRS JONA SMITH (ADT)	ALL

Austrian ✈   Lufthansa   SWISS   brussels airlines   Eurowings

2   Keeping a PNR active in Farelogix SPRK

This is only valid with the current goodwill rule allowing to postpone a journey to a later date, even without knowing the new travel date:

The same process applies as described on the eXperts website, but there is no need to enter a MEMO element in SPRK. After deleting the flights from the PNR, the PNR will act as a shell for future bookings.

Select the flights for deletion and click **<Delete>**.

After deleting the flights, the itinerary should be empty, but the ticket reference remains in the transactions section.

At a later stage when the customer wants to do the reissue with new travel dates, **you can reuse this ticket by retrieving the old PNR**. Then follow the steps from the following chapter, depending on which TWP rule applies.