



Sprk

Igniting the Travel Desktop

The Agency Channel
Just Got Brighter !

SPRK Reference Guide

Version 3.6

Revision History

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Document Disclaimer

New enhancements to the SPRK product may outpace the revision of this document, which can cause screen field names and button names to be different than referenced in the document. We are constantly working on keeping this document current with product changes, but if you see a discrepancy, please ensure that you have the latest version. You may find the latest version in the SPRK Agent Portal (the link is found on the SPRK product), or you can request the latest version from the help desk or your project implementation manager.

We also use fictitious names when showing travelers' names and addresses. Any similarities to a real person or address are purely coincidental and unintentional.



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SPRK Reference Guide

Introduction

The purpose of this document is to enable you to become familiar with Farelogix SPRK features and benefits.

SPRK is a Graphical User Interface (GUI) travel-selling platform that enables you to take your supplier relationships and customer service offerings to a new level. With SPRK, you have access to expanded content sources, including direct connect and flight merchandising, delivered in an intuitive, flexible environment that requires little or no retraining to get started.

SPRK works best when it is enabled by a supported Internet browser. Using older versions or unsupported browsers may result in distorted graphic displays, slow response times, and in some cases incorrect results. Supported Internet browsers include:

- Microsoft Internet Explorer IE7.0 or greater 
- Mozilla Firefox 2.0 or greater 
- Apple Safari 
- Google Chrome 

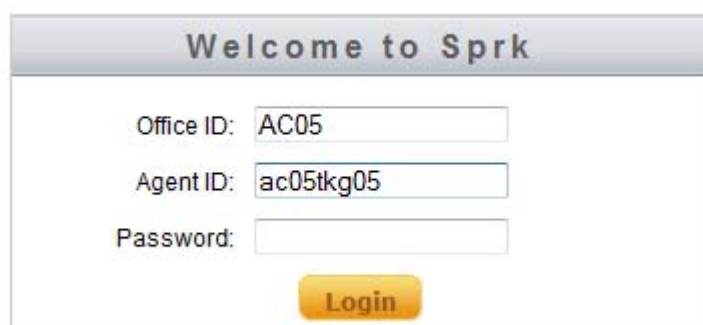
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Login

The Welcome Screen

To launch SPRK, enter the URL provided to you by your office administrator.

The SPRK Welcome page is displayed. To access SPRK, enter your office ID, agent ID, and password. *Note: This data is case sensitive!*



The screenshot shows a web form titled "Welcome to Sprk". It contains three input fields: "Office ID" with the value "AC05", "Agent ID" with the value "ac05tkg05", and "Password" which is empty. Below the fields is a yellow "Login" button.

Figure LOG1

The Auto-Login

Farelogix has provided the capability for other applications to pass credentials to the login page allowing automatic login. When this occurs, the "Welcome to Sprk" page will be by-passed. This is just basic HTML. Your technical team must have an HTML page with the three required fields, and you may include an optional 4th field (AutoLoginReceivedFrom).

The page will post to our login.aspx page. Once posted to the page it will look for these fields and process the login.aspx. Here is a sample URL to POST to:

<https://mob.farelogix.com/hedev/Login.aspx>

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Getting Started

The SPRK Reservations page is the main page of the application. Here you can perform any task needed to manage travel such as flight search, PNR servicing, and more. Think of the Reservations page as your home page where you can launch or retrieve any task.

The Reservation Screen

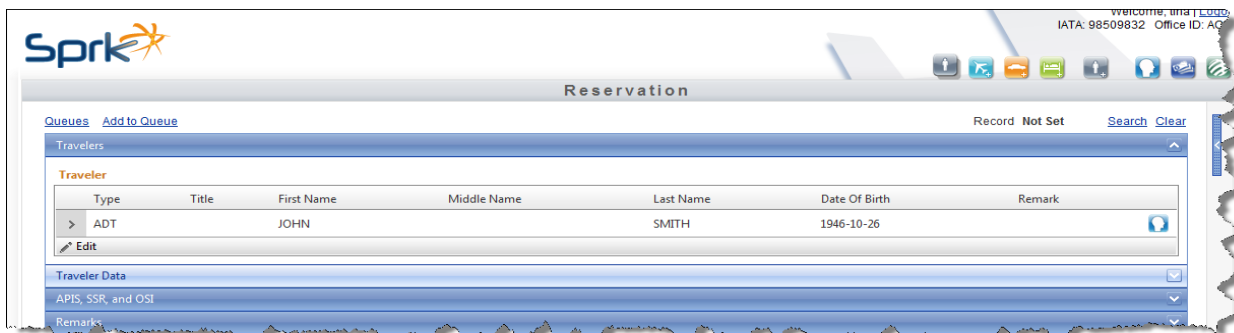


Figure GS1

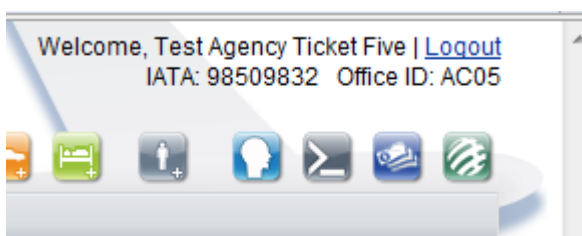


Figure GS2

On the top right hand area of the screen, you see a welcome message that displays information about your login including your name, IATA number, and office ID.

Special Links

At the bottom of the SPRK Reservations page you will find a section for Special Links.

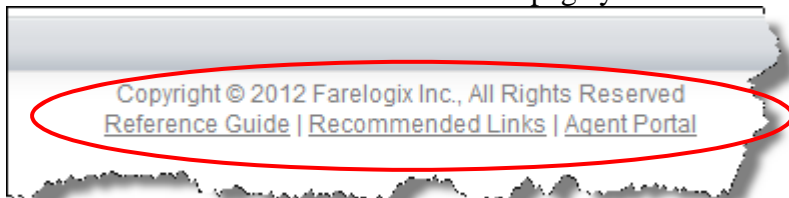


Figure GS3

- [Reference Guide](#) – provides a link to the online version of the SPRK Reference Guide. This guide will open in a new window, and it offers step-by-step instructions for performing any of the functions in SPRK.
- [Recommended Links](#) – provides a list of links that provide useful information relating to travel and travel management.
- [Agent Portal](#) – provides access to SPRK support and information. Once on the Agent Portal, you can access support information and contacts, documentation,

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Frequently Asked Questions, Outage and Release information, and much more valuable information.

The Icons

The icons on the Reservation page allow you to navigate among the various reservations functions. The “+” sign indicates that by clicking on that ICON, you will start a new reservation or search. You can have up to five reservations and five searches simultaneously.

**Please note that some icons may be inactive depending on settings determined by your administrator.*



Current Reservation icon identifies the current active booking.



The Add Flight icon takes you to the flight search page so you may add airline flights to your itinerary.



The Add Car icon represents the rental car feature, which offers rental vehicle products with technology from CarTrawler.



This Add Hotel icon represents the hotel feature, which provides hotel products with technology from Alliance Reservation Network (ARN).



The Add Reservations icon adds an additional reservation. By clicking this icon you can create a new reservation. You can have up to 5 reservations active at one time.



The Profile icon is used to activate Profile Management. Here you can create a profile or edit an existing one.



The MirFLX icon provides access to an accounting interface (MIR) that has all required data for agents to feed their back office systems.



The Globalization icon enables you to change the culture of the application. This allows you to change the language, currency, and time format settings.

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Passenger Name Record (PNR) Management

Entering Passenger Information

There are three methods to add traveler data to start the reservation process:

- Quick Traveler [found in the lower left of the screen]
- Transfer a previously built and stored profile.
- Expand and manually add/edit each field in the traveler section

*Note: To see a detailed description of managing both the Traveler and Company Profiles please refer to the section **Profiles** of this document.*

Quick Traveler

Quick Traveler provides a method to quickly add traveler data to the reservations page. Access by clicking on the Quick Traveler(s) link found in the lower left corner of the reservation page.

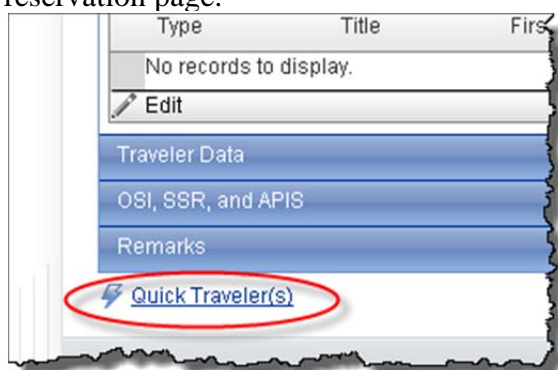


Figure PNR1

On the Quick Traveler screen you can add the minimum mandatory information required to make a reservation:

- Traveler Name, Date of Birth, and Gender
- Contact (email, phone, address)
- Form of Payment

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Quick Traveler(s)

Travelers - 1 - [Show Frequent Flyer Information](#)

| Type | Title | First Name | Middle Name | Last Name | Date Of Birth | Gender | Remark |
|------|-------|------------|-------------|-----------|---------------|--------|-------------------------|
| ADT | | | | | | | Add INF |

Email

Email

Telephone

| Type | Country Code | Telephone Number |
|------|--------------|------------------|
| | | |

Address

| Type | Address 1 | City | Country |
|------|-----------|-------|-------------|
| | | | |
| Name | Address 2 | State | Postal Code |
| | | | |

Form of Payment - [Show Other](#)

| Company | Number | Expires | Approval Code | First Name | Last Name |
|---------|--------|---------|---------------|------------|-----------|
| | | / | | | |

[Submit](#) [Cancel](#)

Figure PNR2

Click on the down arrow in the Travelers box [top left of screen] to change the number of travelers. You must also click on [Show Other](#) next to Form of Payment if payment is cash or check.

Once you have entered all the information on the Quick Traveler page, click on the [Submit](#) button.

Quick Profile

Once you have created a traveler using Quick Traveler, you now have the option to create a permanent Profile for the traveler that will be stored to use whenever needed.

The Reservation screen with the new Quick Traveler will display:

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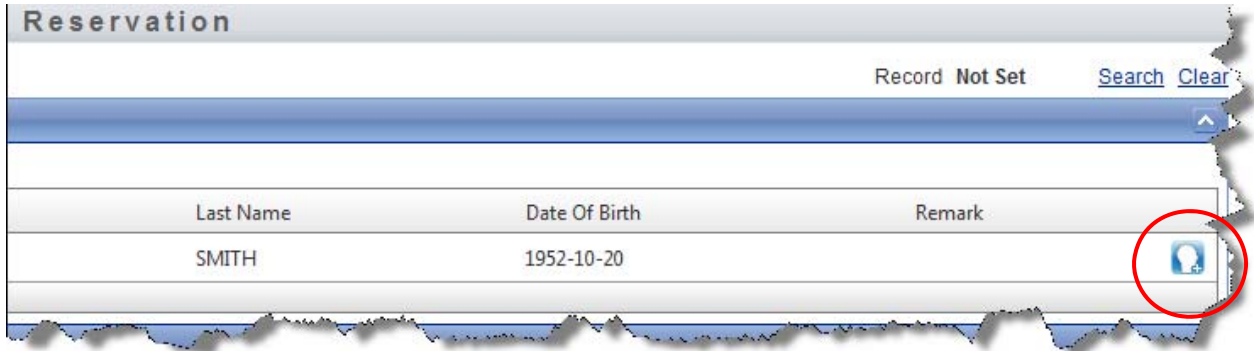


Figure PNR3

To the right of the Traveler name, the Profile Icon displays with a “+” symbol embedded. Click on the Profile Icon if you wish to make this traveler a permanent Profile. The Quick Profile screen will display:

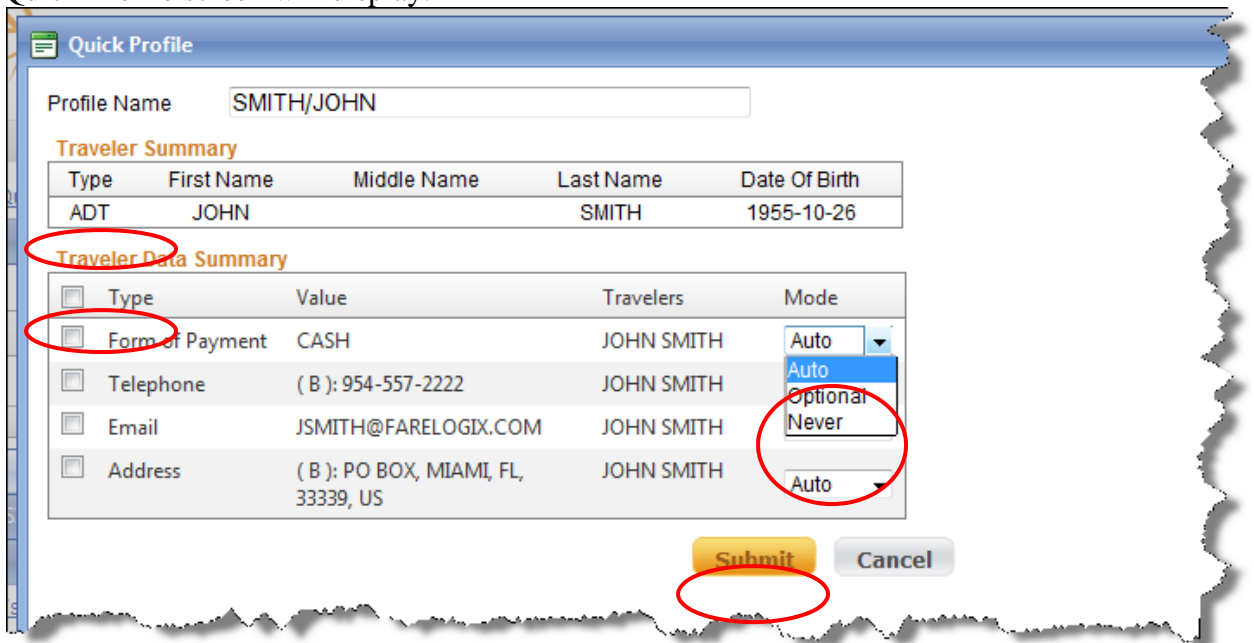


Figure PNR4

- Select Type to include all items under Type or select the individual Type you wish to include (i.e. email).
- The Mode can be selected using the drop down arrow. The Mode can be Auto or Optional.
- After making your selections, click **Submit** .

The Traveler now has a permanent Profile. After clicking **Submit** , the Reservation screen will display again. Note the Profile Icon to the right of the Traveler name no longer has the “+” symbol embedded.

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Figure PNR5

Transferring a Profile

To see a detailed description of adding a Traveler and Company Profile, please refer to the **Profiles** section of this document.

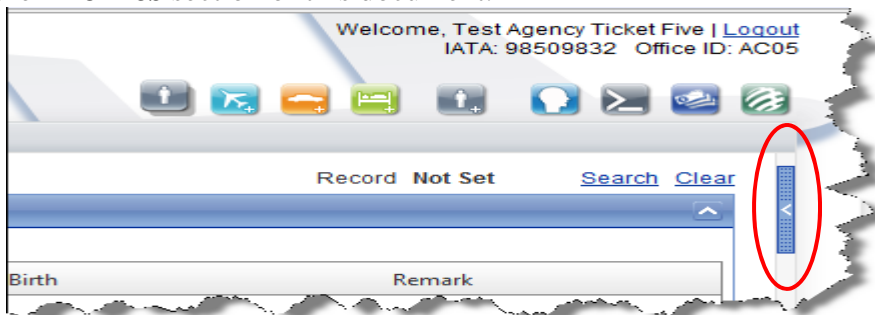


Figure PNR6

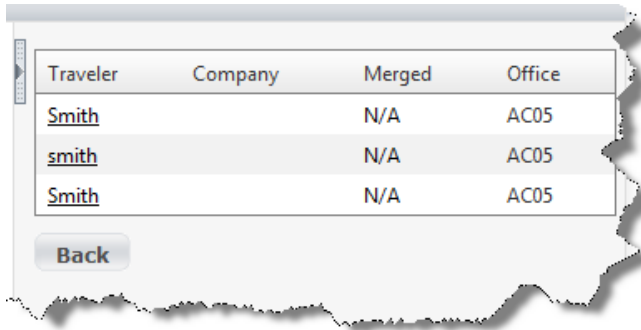
To transfer an existing Profile, click on the indicator on the right side of the Reservation screen.

| | |
|----------------|---|
| Office ID | <input type="text" value="AC05"/> |
| Traveler Name | <input type="text" value="sm"/> |
| Company Name | <input type="text"/> |
| | <input type="checkbox"/> List all associated Traveler |
| Account Number | <input type="text"/> |
| Customer ID | <input type="text"/> |
| Arranger ID | <input type="text"/> |
| | <input type="button" value="Search"/> |

Enter the traveler's complete name or part of the name then click on search.

Figure PNR7

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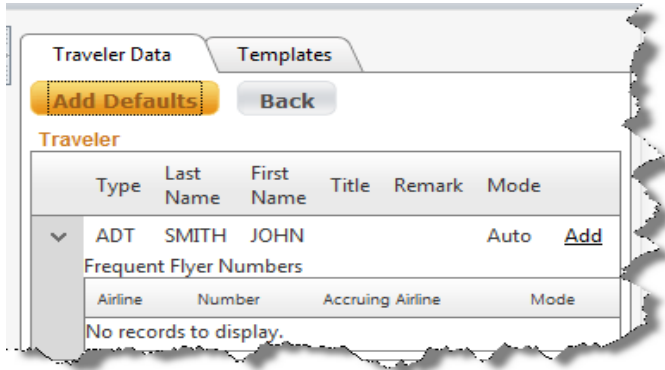


| Traveler | Company | Merged | Office |
|-----------------------|---------|--------|--------|
| Smith | | N/A | AC05 |
| smith | | N/A | AC05 |
| Smith | | N/A | AC05 |

[Back](#)

If more than one record is found from the search, a list will appear. Place your cursor over the Profile you wish to use and click.

Figure PNR8



Traveler Data Templates

[Add Defaults](#) [Back](#)

Traveler

| Type | Last Name | First Name | Title | Remark | Mode |
|------|-----------|------------|-------|--------|--------------------------|
| ADT | SMITH | JOHN | | | Auto Add |

Frequent Flyer Numbers

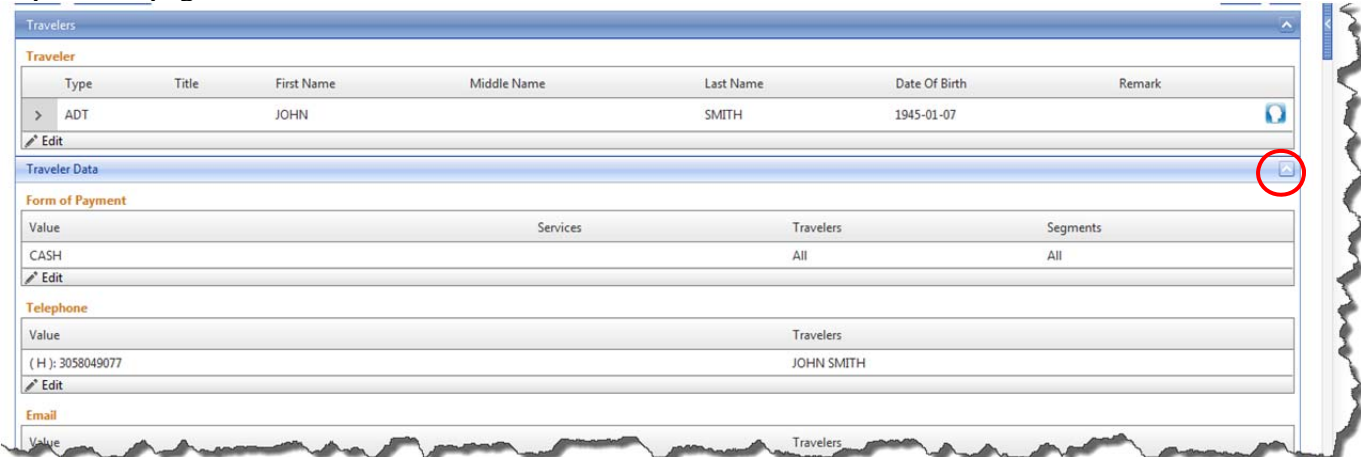
| Airline | Number | Accruing Airline | Mode |
|------------------------|--------|------------------|------|
| No records to display. | | | |

When the Profile is displayed, click on **Add Defaults** to add default passenger data to the Reservations, or you can [Add](#) each element manually.

Figure PNR9

Adding Traveler Information Manually

You can also add traveler data manually by expanding each section of the Reservation page and entering the information. From the Reservation screen, click on Travelers to expand the page.



Travelers

Traveler

| Type | Title | First Name | Middle Name | Last Name | Date Of Birth | Remark |
|------|-------|------------|-------------|-----------|---------------|--------|
| ADT | | JOHN | | SMITH | 1945-01-07 | |

[Edit](#)

Traveler Data [Add](#)

Form of Payment

| Value | Services | Travelers | Segments |
|-------|----------|-----------|----------|
| CASH | | All | All |

[Edit](#)

Telephone

| Value | Travelers |
|-----------------|------------|
| (H): 3058049077 | JOHN SMITH |

[Edit](#)

Email

| Value | Travelers |
|-------|-----------|
|-------|-----------|

Figure PNR10

You can then click on  Edit on each section to add, change, or delete information.

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In this example we'll add a passenger with an infant, a frequent flyer number, two telephone numbers, and a form of payment.

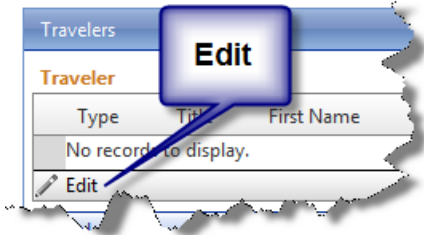


Figure PNR11

When you click on  Edit in the Travelers panel, the screen below is displayed.

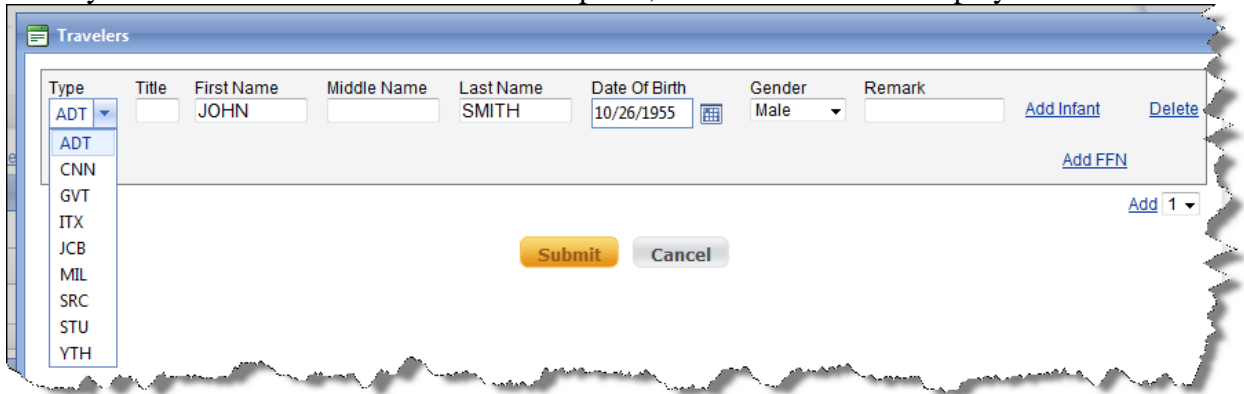


Figure PNR12

Adding Name, Frequent Flyer and Infant

The default Passenger Type (PTC) is Adult (ADT). You can click on the drop down to view and select other PTCs. Please refer to the Glossary for definition of the various PTCs. From this panel you can also add:

- A frequent flyer number (FFN) by clicking on the [Add FFN](#) link
- An Infant by clicking the [Add Infant](#) link
- More passengers by clicking on the [Add](#) link

Note: Any traveler type, including infant, must have Date of Birth and Gender.

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| Type | Title | First Name | Middle Name | Last Name | Date Of Birth | Gender | Remark |
|------|-------|------------|-------------|-----------|---------------|--------|--------|
| ADT | | JANE | | SMITH | 10/26/1955 | Female | |
| INF | | JACK | | SMITH | 1/2/2011 | Male | |

Frequent Flyer Numbers

| Airline | Number | Level |
|---------|--------|-------|
| | | |

Buttons: Submit, Cancel, Delete, Add FFN, Add 1

Figure PNR13

Once you have entered the required information, click  .

Composite Names

In Direct Sell and Quick Traveler, when adding multiple passenger names, the application will automatically populate the last name of the first traveler. When the cursor enters the first name field, the last name of the previous row is used to populate the current row's last name. Easily overwrite or delete this information if not applicable.


| Type | First Name | Middle Name | Last Name | Date Of Birth | Gender |
|------|------------|-------------|-----------|---------------|--------|
| ADT | JOHN | | SMITH | 10/26/1955 | Male |
| ADT | | | SMITH | | |
| ADT | | | | | |
| ADT | | | | | |

Buttons: Add INF, Add FFN, Add Traveler

Figure PNR13a

Adding a Form of Payment

From the Traveler Data panel you can add a Form of Payment. Adding a Form of Payment (FOP) requires two steps:

- Click  Edit to expand the Form of Payment panel.

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The screenshot shows a window titled "Travelers" with a "Traveler Data" header. Below this is a section titled "Form of Payment" with a table. The table has two columns: "Value" and "Services". The "Value" column contains the text "No records to display." and an "Edit" button with a pencil icon. The "Services" column is currently empty.

Figure PNR14

- Select the desired Form of Payment by clicking on [Add Credit Card](#) or [Add Other](#).

The screenshot shows a "Form of Payment" dialog box. At the top, there are two buttons: "Add Credit Card" and "Add Other". Below these buttons is a list of travelers with checkboxes and a "Delete" button. The list includes "Travelers" and "JANE SMITH". To the right of the list are dropdown menus for "Travelers" and "Segments", and a "Delete" button. At the bottom of the dialog are "Submit" and "Cancel" buttons.

Figure PNR15

In this example the form of payment is credit card.

The screenshot shows the "Form of Payment" dialog box with the "Credit Cards" section selected. The "Other (Check, Cash, etc.)" section is visible but not active. The "Credit Cards" section has a "Company" dropdown menu with "Master Card" selected, highlighted by a red circle. Other fields include "Number" (531358100012343), "Expires" (5 / 13), "Approval Code" (5555), "First Name" (Jane), and "Last Name" (Smith). There are "Delete" and "Add" buttons, and "Submit" and "Cancel" buttons at the bottom.

Figure PNR16

Use the drop down to choose a credit card company, then input the required information.

Note: The CID field has been removed from this screen.

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If there are multiple travelers, you can associate a form of payment to a specific traveler by clicking on the name. If no traveler is selected, the form of payment is associated to all travelers.


Only if the traveler has added optional services, for example seats with a premium, the outlined information will display.

Once you have entered all the Form of Payment information, click [Submit](#). You can add other credit cards by clicking [Add](#). Click [Delete](#) to remove the information.

Split Payment

Another form of payment option is [Split Payment](#). Split Payment refers to a scenario when payment is made by two different methods (e.g. cash and credit card, or two separate credit cards). SPRK offers functionality for split payment, however not every airline supports it. Please check with the applicable airline before proceeding with a Split Payment transaction.

In addition, the ARC market does not permit Split Payment. Please verify that your BSP allows the Split Payment method.

If the airline allows the Split Payment, expand Traveler Data and click  Edit:

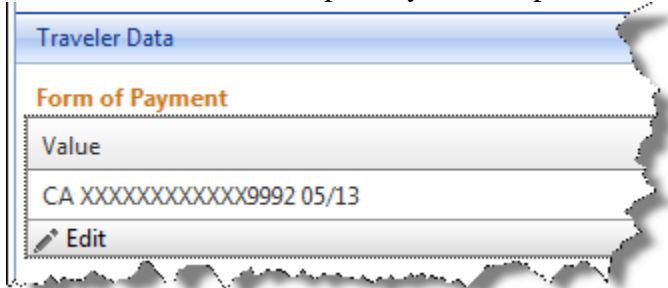


Figure PNR17

The Form of Payment screen will display. Click on [Split Payment](#).

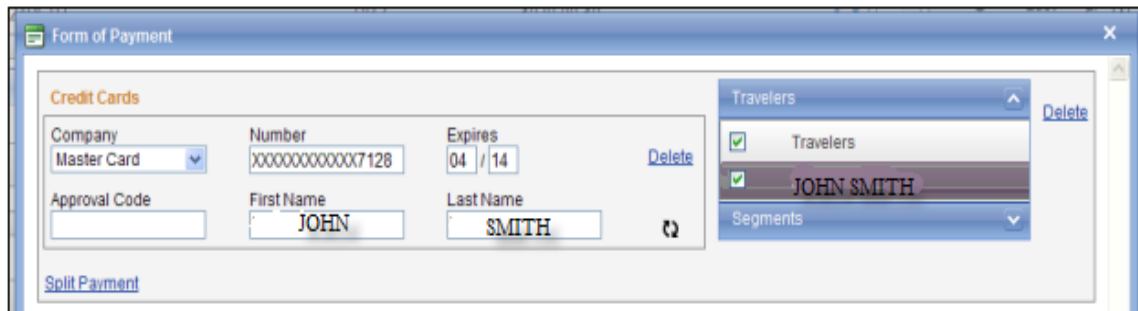


Figure PNR18

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The Form of Payment screen will then display with the added option to enter a Partial Amount.

Form of Payment

Credit Cards

| | | | |
|---------------|------------------|-----------|----------------|
| Company | Number | Expires | |
| Master Card | XXXXXXXXXXXX7128 | 04 / 14 | Delete |
| Approval Code | First Name | Last Name | Partial Amount |
| | JOHN | SMITH | |

Travelers

- Travelers
- JOHN SMITH
- Segments

Add Credit Card Add Other

Figure PNR19

To enter the balance of the Partial Amount click on [Add Credit Card](#) or [Add Other](#). For this example we will follow the [Add Other](#) path. Click on [Add Other](#) and the screen will give you the option of adding a partial cash payment. Enter the amounts in the Partial Amount boxes and click **Submit**.

Form of Payment

Credit Cards

| | | | | |
|----------------|---------|------------|----------------|--------|
| Company | Expires | Last Name | Approval Code | |
| Master Card | 05 / 13 | SMITH | AAA | Delete |
| Number | | First Name | Partial Amount | |
| XXXXXXXXXXXX09 | | JOHN | 400 | |

Other (Check, Cash, etc.)

| | | |
|-------|----------------|--------|
| Other | Partial Amount | |
| CASH | 400.00 | Delete |

Add Credit Card Add Other

Submit Cancel

Figure PNR20

The Traveler Data screen will be displayed showing the different Form of Payment options now available.

Traveler Data

| Form of Payment | Services | Travelers | Segments |
|--------------------------------------|----------|------------|----------|
| CA XXXXXXXXXXXXXXX9992 05/13 CASH | | JOHN SMITH | All |

Telephone

Figure PNR21

Pagos Parcelados

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Pagos Parcelados is a payment plan agreed to between airlines (the validating carrier) and credit card companies. It allows the card holder to pay for airline tickets over a period of months. This concept is available in several South American countries and is very popular.

When “Add Payment Plan” is selected from the Form of Payment screen, the following Payment Plan elements are exposed:

The screenshot shows a web form titled "Form of Payment". It is divided into two main sections: "Credit Cards" and "Payment Plan".

Credit Cards Section:

| | | | | |
|-----------------|-------------|------------|---------------|------------------------|
| Company | Expires | Last Name | Approval Code | Delete |
| Master Card | 99 / 99 | TEST | | |
| Number | Security ID | First Name | | |
| XXXXXXXXXXXX343 | | PAGOS | | |

Payment Plan Section:

| | | | | | |
|--------------|---------------|--------------------|-------------|----------------|--|
| Payment Plan | | | | | <input type="checkbox"/> Payment Extension |
| Plan Code | # of Payments | Installment Amount | Net Balance | Passenger Type | |
| | | | | ADT | |

Below the Payment Plan table are two links: [Split Payment](#) and [Delete Payment Plan](#). At the bottom right of the form are two buttons: "Submit" and "Cancel".

Figure PNR22

Definition of fields:

- **Plan Code:** A 3-6 alphanumeric field provided by the airline that represents the Credit Card agreement. The first two characters always represent the airline designation code. E.g., "AA003" for American Airlines.
 - *Note: FLX will validate that the first two characters of the Plan Code matches the validating carrier to avoid BSP errors if a typo is made.*
- **# of Payments:** A 1-2 numeric value representing the number of installments agreed by the airline based on the Plan Code. E.g., "03" or "3" means 3 payments.
 - No FLX validation
- **Installment Amount:** The amount of each payment should be entered without decimals (e.g. To enter \$150, type in "15000").
 - To determine the Installment Amount the agency should take the Base Fare amount (or Equivalent amount in local currency if applicable) divided by the number of payments. The resulting amount is the installment amount.

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- **Net Balance:** The total remaining amount including decimals after the first installment is made (e.g. "2581.25").
 - To determine the Net Balance the agency should take the Total Fare including taxes, minus the first installment.
- **Payment Extension:** Checkbox to indicate that the payments will be part of the Payment Extension Plan.

Notes:

1. Where multiple PTCs exist:
 - a. If it's the same PTC, only 1 Payment Plan information line will be required.
 - b. If PTCs differ, the Payment Plan will be required by PTC as the Net Balance will differ.
2. There is discussion as to whether the approval code will be required or not. It appears the agency always gets an approval code upfront.
3. All Payment Plan fields other than "Payment Extension" are required elements when participating in the plan.

Here is an example of a completed Payment Plan:

| Payment Plan | | | | <input type="checkbox"/> Payment Extension |
|--------------|---------------|--------------------|-------------|--|
| Plan Code | # of Payments | Installment Amount | Net Balance | Passenger Type |
| aa005 | 03 | 15000 | 359.96 | ADT |

Figure PNR23

Adding a Telephone Number

From the Traveler Data panel of the Reservation screen you can add additional information relating to the traveler. Click **Traveler Data** to expand the screen.

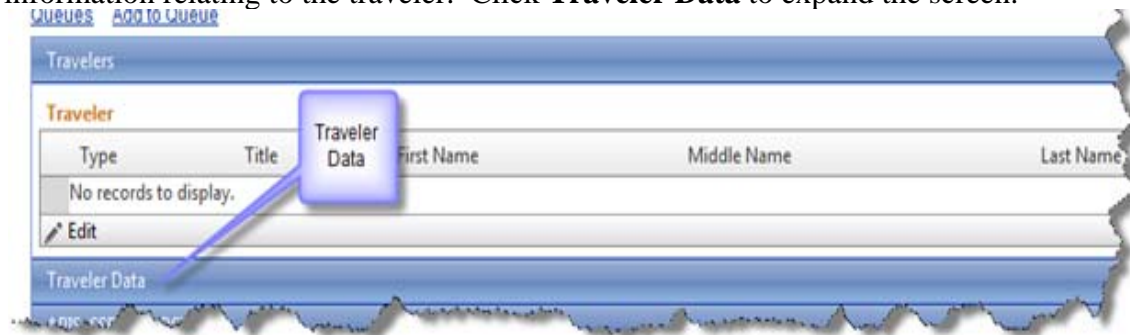


Figure PNR24

In the Telephone section, click  Edit.

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Figure PNR25

The Telephone screen will display. You can add up to two telephone numbers.

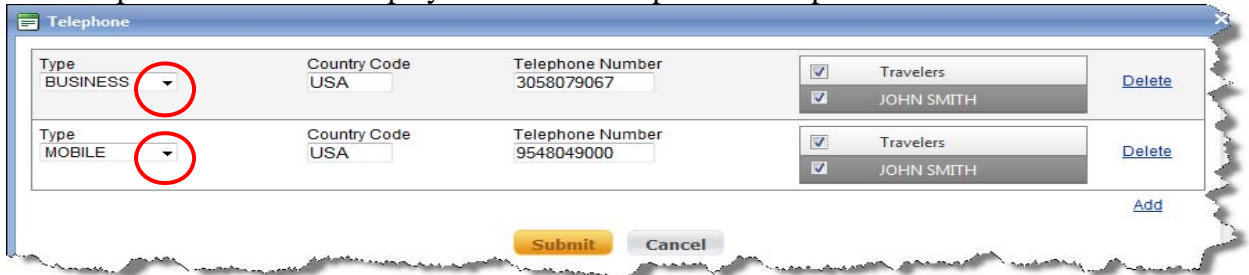


Figure PNR26

Use the drop down to see other phone types. If there are multiple travelers, you can associate a telephone number to all travelers by clicking **Travelers**, or assign each traveler a unique telephone number by using the Add function and checking the name.

Remember to **Submit**.

Adding an Email Address

From the Traveler Data panel of the Reservation screen (see above) you can add email addresses.

If there are multiple travelers, you can associate one email address to all travelers by clicking **Travelers**.

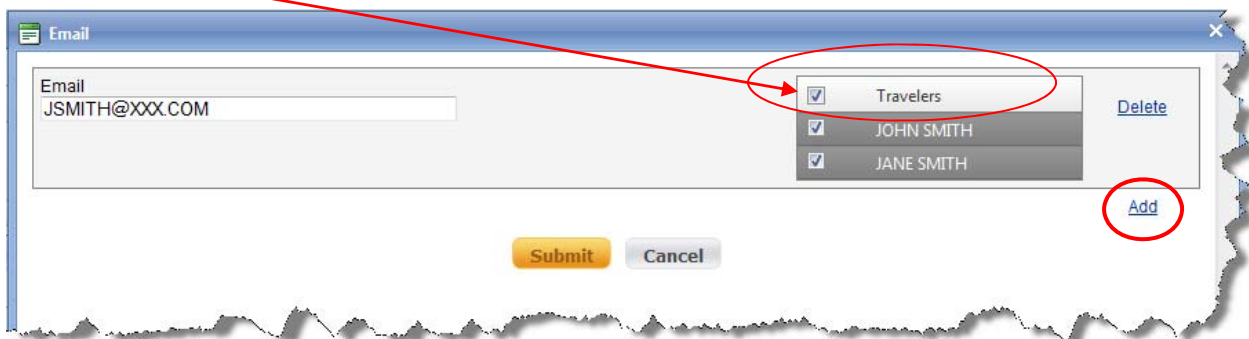


Figure PNR27

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If you wish to assign a unique email addresses to each traveler, click Add. The screen will expand as displayed below. Check the name of the traveler and enter the email address.

Note: If you have previously checked both names de-select the name you want to assign the new email address and check that name in the new display box.

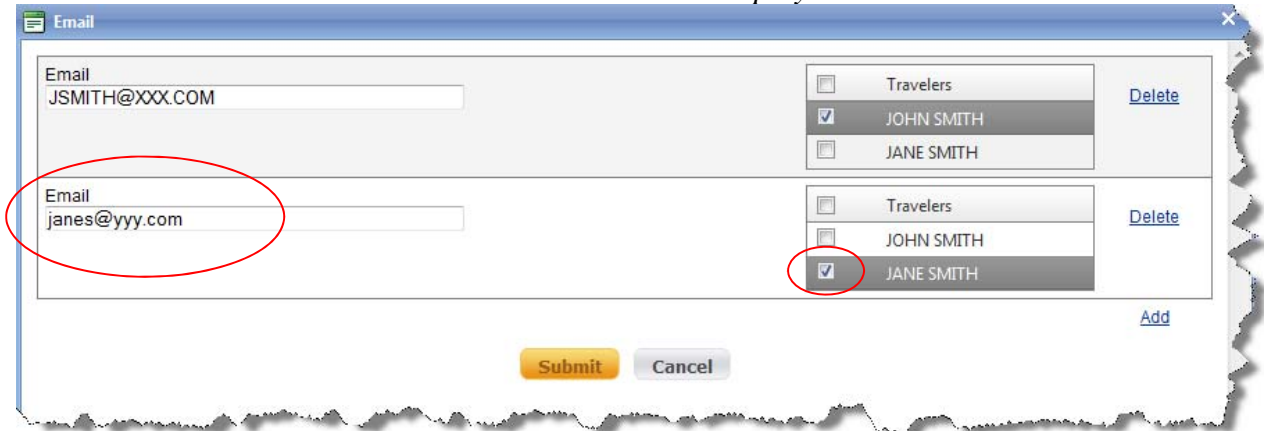


Figure PNR28

When completed, click .

Adding an Address

From the Traveler Data panel of the Reservation screen (see above) you can add an Address.

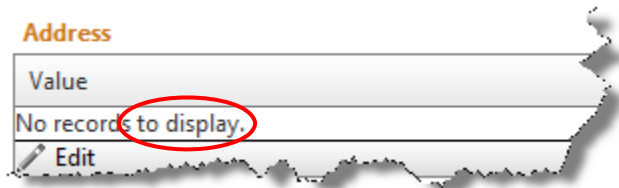



Figure PNR29

Click  Edit and the Address screen will display. If there are multiple travelers, you can associate an address to all travelers by clicking **Travelers**. Enter the fields as described:

- The **Type** is used to identify the specific address type.
- The **Name** field is optional, used to further describe the address, as when *Other* is selected. It is also used when the billing address name is different than the traveler. The billing address could be a company that was not setup in the profile.
- **Address 1** is for the first address line, which is normally your street address. *Note: If you are booking Air Canada, Address 1 must only contain the numeric address from 1 to 6 digits. The street name must go on Address 2 as well as any suite and/or apartment numbers.*

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Address

Type: BILLING
Name:
Address 1: PO BOX 1
Address 2:
City: MIAMI
State: FL
Postal Code: 33333
Country: US

Travelers: Travelers
 JOHN SMITH
 JANE SMITH

Buttons: Submit, Cancel, Add

Figure PNR30

If you want each traveler to have a unique address, click Add.

Address

Type: BILLING
Name:
Address 1: PO BOX 1
Address 2:
City: MIAMI
State: FL
Postal Code: 33333
Country: US

Type: HOME
Name:
Address 1: PO BOX 2
Address 2:
City: MIAMI
State: FL
Postal Code: 33333
Country: US

Travelers: Travelers
 JOHN SMITH
 JANE SMITH

Buttons: Submit, Cancel, Add

Figure PNR31

Check the name you want associated with the new address and enter the address data as described above. *Note: If you have previously checked both names de-select the name you want to assign the new address and check that name in the new display box.*

When all Address information is completed, click **Submit**.

APIS, SSR, OSI, and Remarks

To add **APIS**, **SSR**, or **OSI** click the header below or the drop down arrow to expand the panel.

Travelers

Traveler Data

APIS, SSR, and OSI

Remarks

Buttons: Submit, Cancel


Figure PNR32

APIS

APIS (Advance Passenger Information System) is required by the U.S. Government for all travelers traveling to, from, and within the United States. **Effective November 1,**

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2010, all passengers must have Secure Flight Passenger Data (SFPD) in their reservation at least 72 hours prior to departure.

Once the APIS, SSR, and OSI panel is expanded, click on  Edit in the APIS panel to add APIS information.

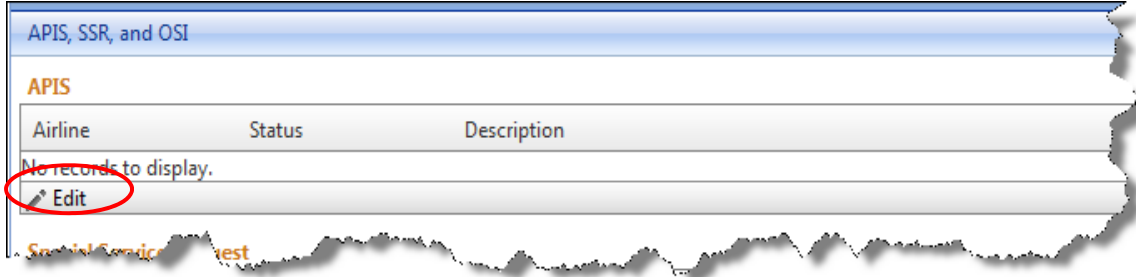


Figure PNR33

To add APIS, click Add PictureID/Secure Flight.

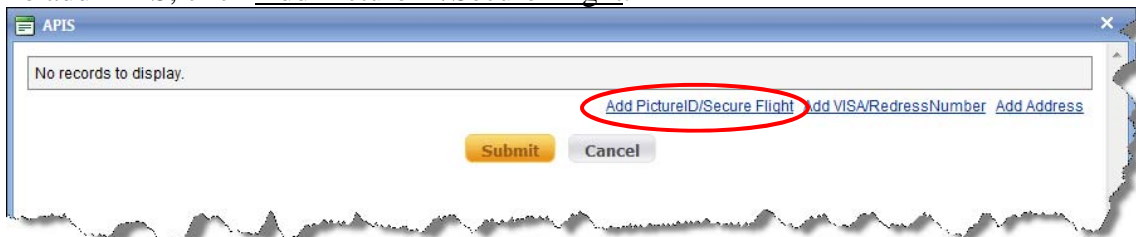


Figure PNR34

The following panel is displayed:

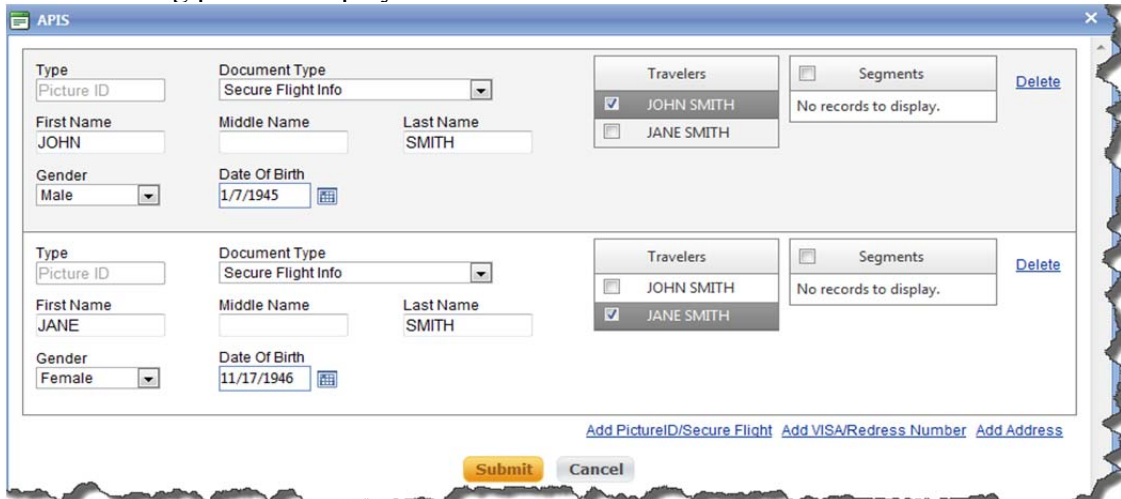


Figure PNR35

Use the drop down in the **Document Type** box to select the applicable document type, then complete all required information.

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The screenshot shows the APIS interface with the 'Document Type' dropdown menu open. The menu lists several options: Secure Flight Info (highlighted), Alien resident card, Permanent resident card, Passport, Refugee travel document and re-entry permit, US Travel document, Facilitation document, Military, Naturalization certificate, and Border crossing card. A callout box highlights the 'Secure Flight Info' option in the dropdown.

Figure PNR36

Use the drop down for **Gender** options. For DOB, enter the dates manually or use the calendar. You can select which segments the data applies. If no segments are selected, then the information applies to all segments.

The screenshot shows the APIS interface with the 'Gender' dropdown menu open, displaying options: Male, Female, Male traveling with an infant, Female traveling with an infant, and Unknown at the time of booking. A red arrow points to the 'Date Of Birth' field. Another red arrow points to the 'Segments' list, which contains four entries: US MIA CLT 18OCT, US CLT ATL 18OCT, US ATL CLT 28OCT, and US CLT MIA 28OCT. The 'Travelers' list shows 'JOHN SMITH' selected.

Figure PNR37

Once you have completed entering the information click [Submit](#).

Information required depends on the document type selected. For example, if you select [Secure Flight Info](#), only boxes for the required information are displayed.

The screenshot shows the APIS interface with the 'Document Type' set to 'Secure Flight Info'. The 'Type' field is 'PictureID'. The 'First Name' is 'JOHN', 'Middle Name' is empty, and 'Last Name' is 'SMITH'. The 'Gender' is 'Male' and 'Date Of Birth' is '1/7/1945'. The 'Travelers' list shows 'JOHN SMITH' selected and 'JANE SMITH' unselected.

Figure PNR38

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You can add multiple APIS information, such as PictureID/SecureFlight Info and Address at the same time. Simply click the appropriate link, enter information, then click

Submit

In addition to [PictureID/Secure Flight](#), you can add [Visa/Redress Number](#) and [Address](#). A Redress Number is a unique identification number assigned to travelers under the Department of Homeland Security Traveler Redress Inquiry Program. Travelers who have been repeatedly identified for additional screening during the check-in process may apply for a Redress number to help prevent watch list misidentifications in the future.

The screenshot shows a web form for adding a Visa/Redress Number. The 'Type' dropdown is set to 'VISA/RedressNi'. The 'Document Type' dropdown is set to 'VISA'. There are input fields for 'Document Number', 'Place Of Issue', 'Issue Date', 'Place Of Birth', and 'Visiting Country'. A checkbox for 'Infant on lap' is present. A 'Travelers' panel on the right lists 'JOHN SMITH' and 'JANE SMITH', with 'JOHN SMITH' selected. Below the form are links for 'Add PictureID/Secure Flight' and 'Add VISA', and 'Submit' and 'Cancel' buttons.

Here is an example of the Visa/Redress Number page. As you can see, only boxes for the required information are displayed.


Figure PNR39

The screenshot shows a web form for adding an Address. The 'Type' dropdown is set to 'Address'. There are input fields for 'Address Type', 'Address', 'City', 'State', 'Postal Code', and 'Country'. A checkbox for 'Infant on lap' is present. A 'Travelers' panel on the right lists 'JOHN SMITH' and 'JANE SMITH', with 'JOHN SMITH' selected. Below the form are links for 'Add PictureID/Secure Flight' and 'Add VISA', and 'Submit' and 'Cancel' buttons.

Here is an example of the Address page. Again, only boxes for the required information are displayed.

Figure PNR40

SSR

Adding SSR (Special Service Request) information follows a similar flow as that for APIS (see above). Select SSR from the panel, then select or expand. Once expanded, click  Edit.

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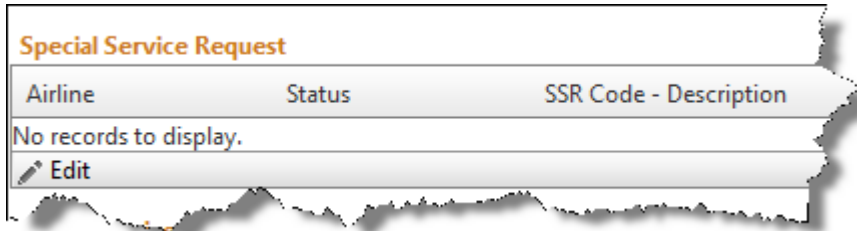


Figure PNR41

To add an SSR, begin typing the code for the service or use the drop down for a list of possible service options.

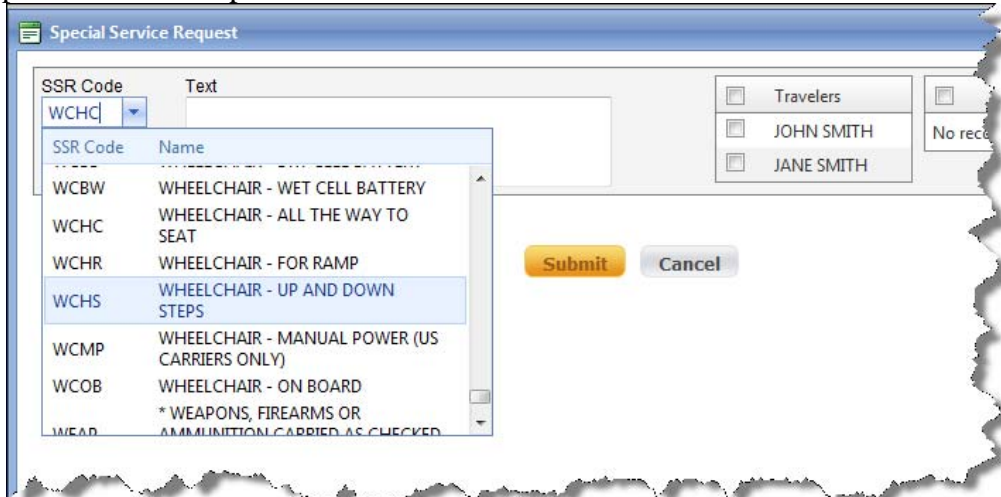


Figure PNR42

Once you select the desired service, you can add free-flow text. You also have the option to select the passenger(s) or segments to which the service applies. If no traveler or segment is selected, the service applies to all travelers.

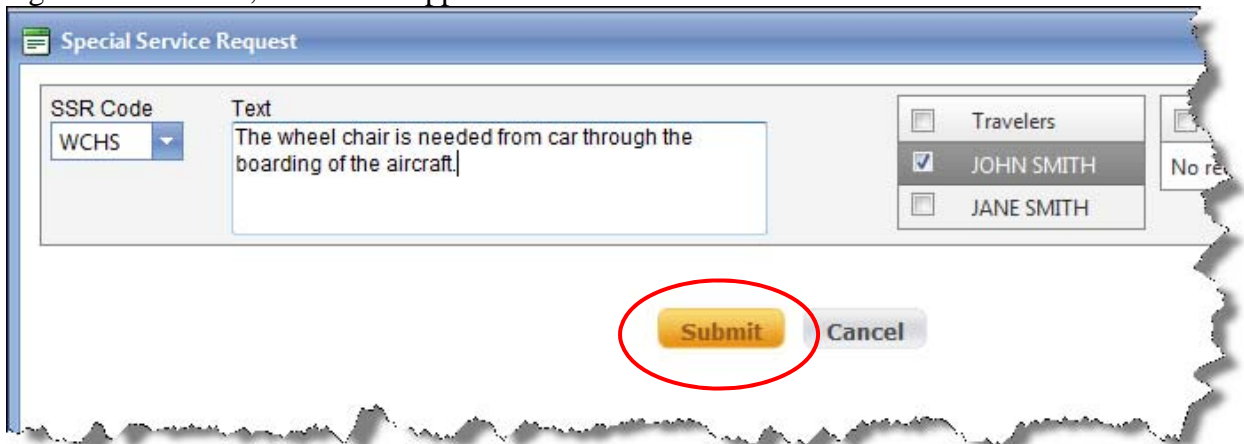


Figure PNR43

To add another service, click Add. When you are finished, click **Submit**.

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OSI


Adding OSI (Other Service Information) follows a similar flow as that for APIS (see above). Select OSI from the panel, then select or expand. Once expanded, click on  Edit.



Figure PNR44

To add an OSI, begin typing the Airline code, this panel is stroke sensitive, so you must begin keying to get a listing of selections.

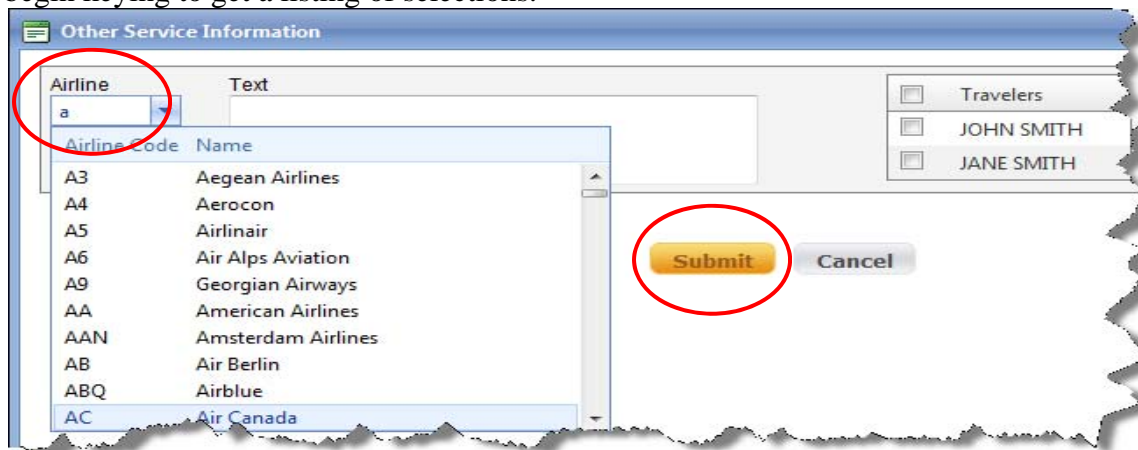


Figure PNR45

A list of Airlines will appear. Select the Airline to which the OSI is directed. You can then add any applicable text. You also have the option to select the passenger(s) or segments to which the service applies. If no traveler or segment is selected, the OSI applies to all.

To add another OSI, click Add. When you are finished, click .

Remarks

To add **Remarks**, first click on the header below or on the drop down arrow:



Figure PNR46

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The following Remarks screen will display:

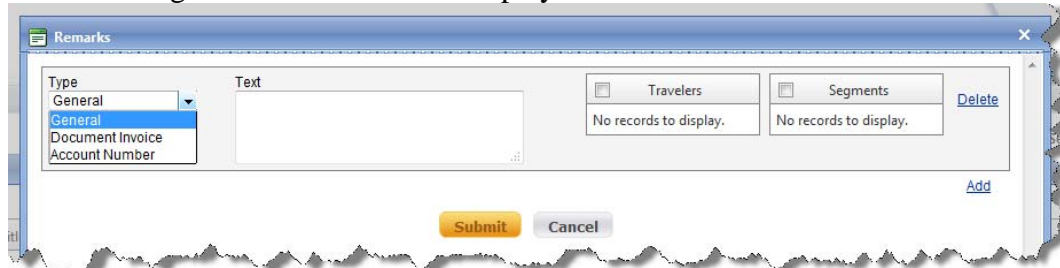


Figure PNR47


Select the remark type using the drop down

- General is the general remark of the PNR
- Document Invoice is used by the MIR backend and can be used for Accounting remarks or Invoice remarks.
- Account Number remark is dedicated to be used for the true “Account Number,” typically coming from a corporate profile, but it can be entered manually.

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Creating a Trip

Adding a Flight

To begin a search for flights, click on the Add Air  icon. The following screen appears. You can select to search for **Round Trip**, **One Way**, or **Multi City** itineraries by choosing the applicable tab.

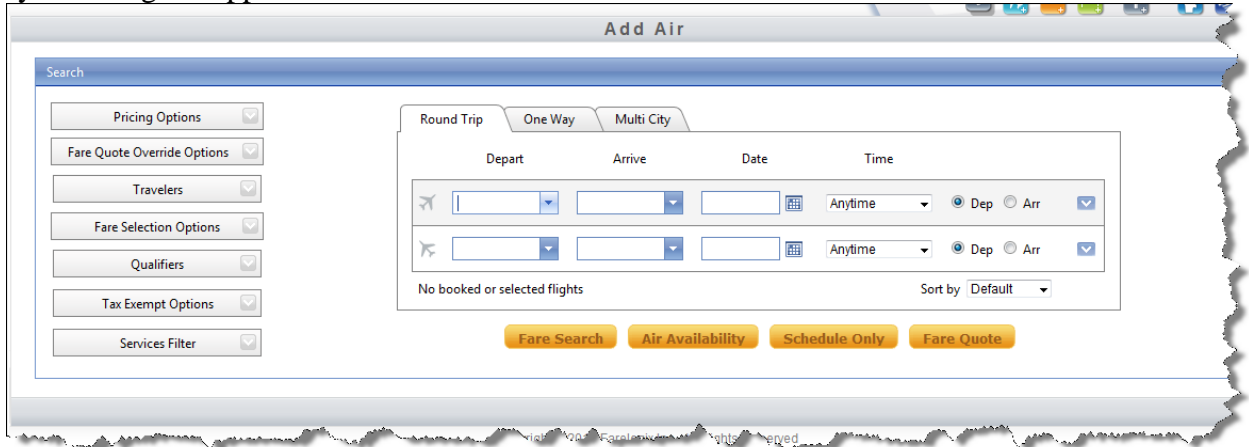
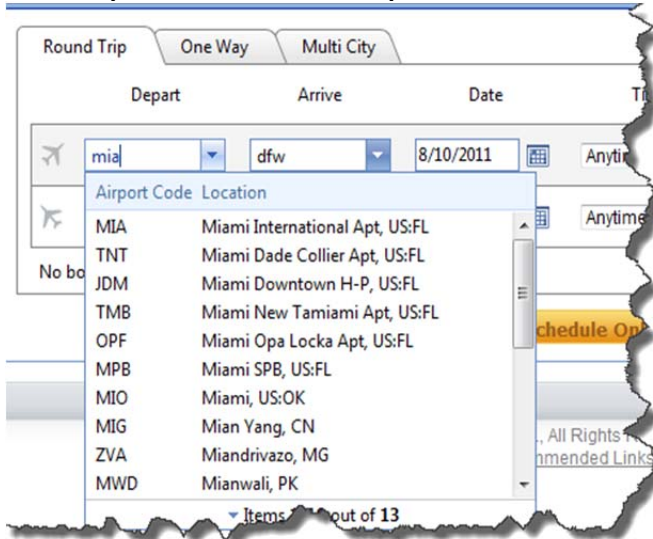


Figure CAT1

Enter departure and arrival airports/cities.



Enter the airport code or city name. After typing a few letters, you can use the drop down to see a list of city, airport, or train station names to choose from.

Figure CAT2

Note: Non-airport locations, such as railway stations, may also be displayed.

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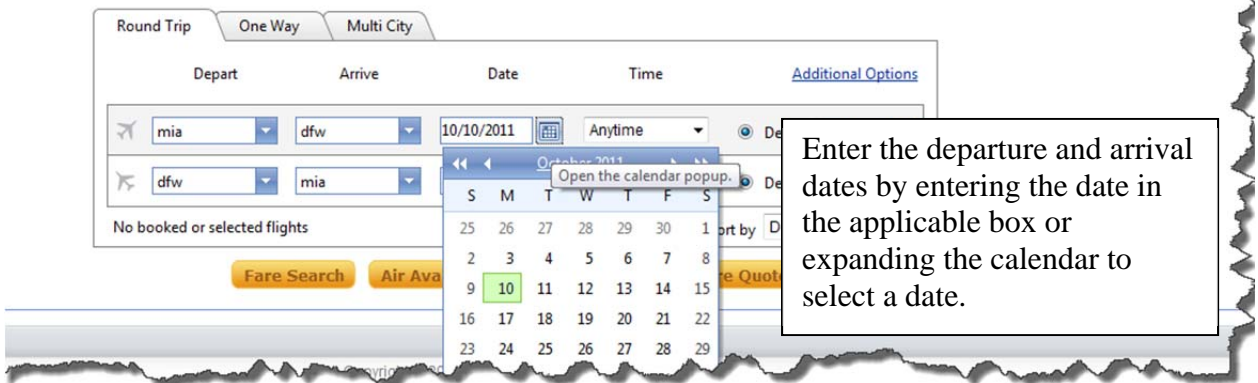


Figure CAT3

The date can be entered as: 10/AUG, 10/08 or 08/10. The year is not required, as the system defaults to the current year.

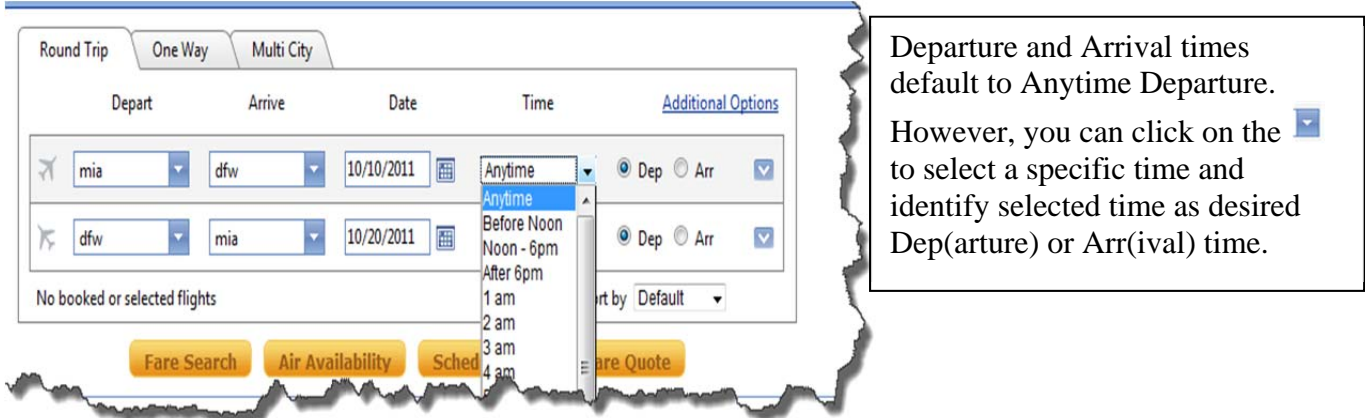


Figure CAT4

Once you have entered all the information in the Add Air panel, you can request a **Fare Search**, **Air Availability**, **Schedule Only**, or **Fare Quote**.

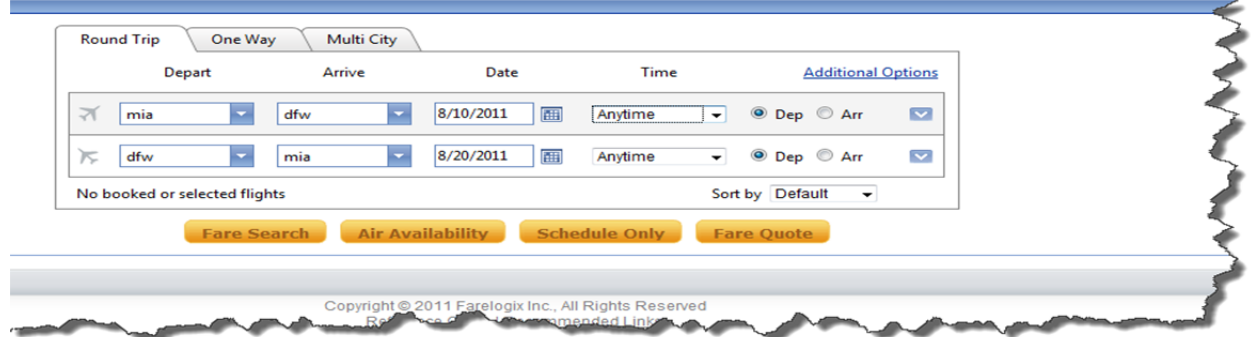


Figure CAT5

Fare Search is criteria specified – city pair, dates, airline, etc. Fares are shown from lowest to highest and grouped by carrier.

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Air Availability lists all flights available for the dates and city pair specified. Direct flights are displayed first, followed by connections.

Schedule Only gives information about the flight schedule only.

Fare Quote displays fares available for the dates and city pair requested. The data in this display comes directly from the airlines, and the fares are sorted from lowest to highest.

Booking a Flight

In this Fare Search example, a list of all flights that meet the criteria are display by Fare Group:

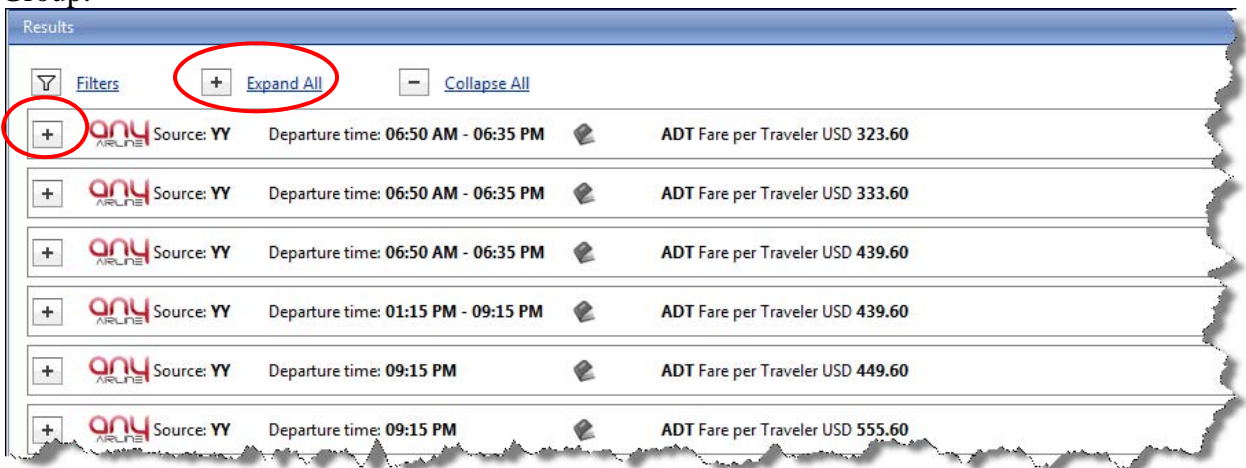


Figure CAT6

To see flights in a Fare Group, click the “+” icon or select Expand All. Once expanded the following screen will display:

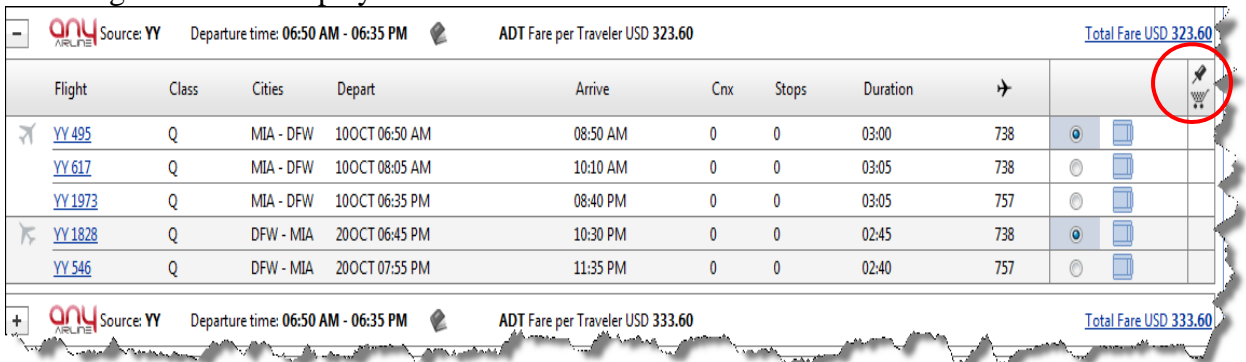


Figure CAT7

You are presented with two options:

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- 1) If you know which itinerary you want, select the “Shopping Basket” to move it to the shopping cart on the Reservations page.
- 2) Or you can select the “Pin” to save this itinerary for shopping with your client. You may save up to 5 itineraries.

The following screen will display each time you mark a new “pin” selection. Each flight option will display with a yellow heading denoting that you have selected this combination as an option.

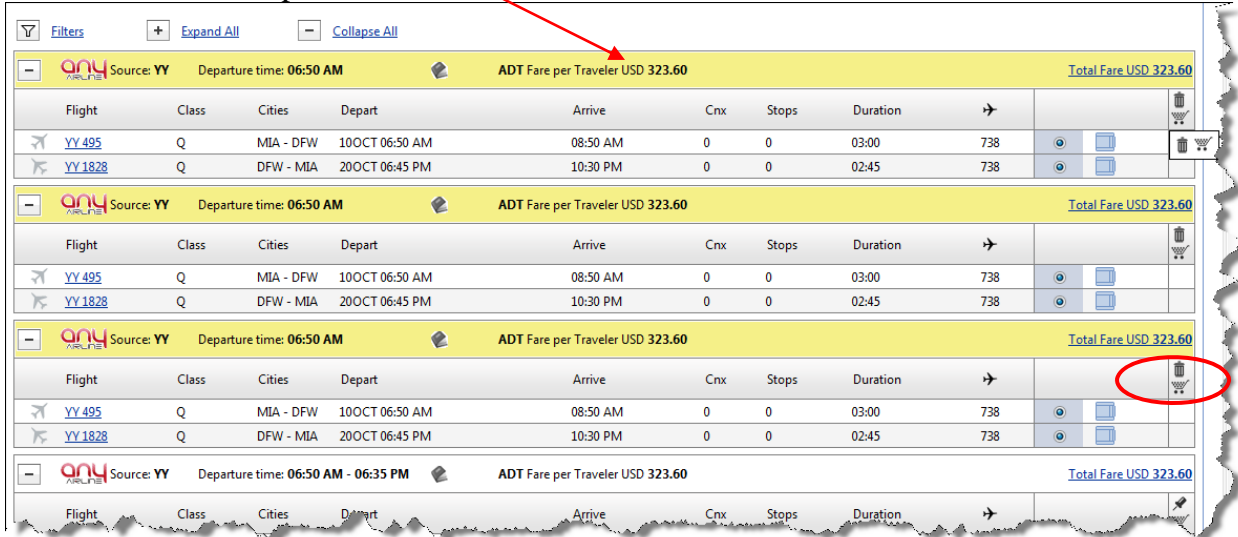



Figure CAT8

When you have decided which flight option works best, click the shopping cart icon . This moves the selected flight(s) to the shopping cart. Or select the trash can icon to remove the flight from the list.

After the flight(s) has been added to the shopping cart, a Fare for selected Flights screen will be displayed. If applicable, you may choose these optional services at this time and they will be added into the price of your flight.

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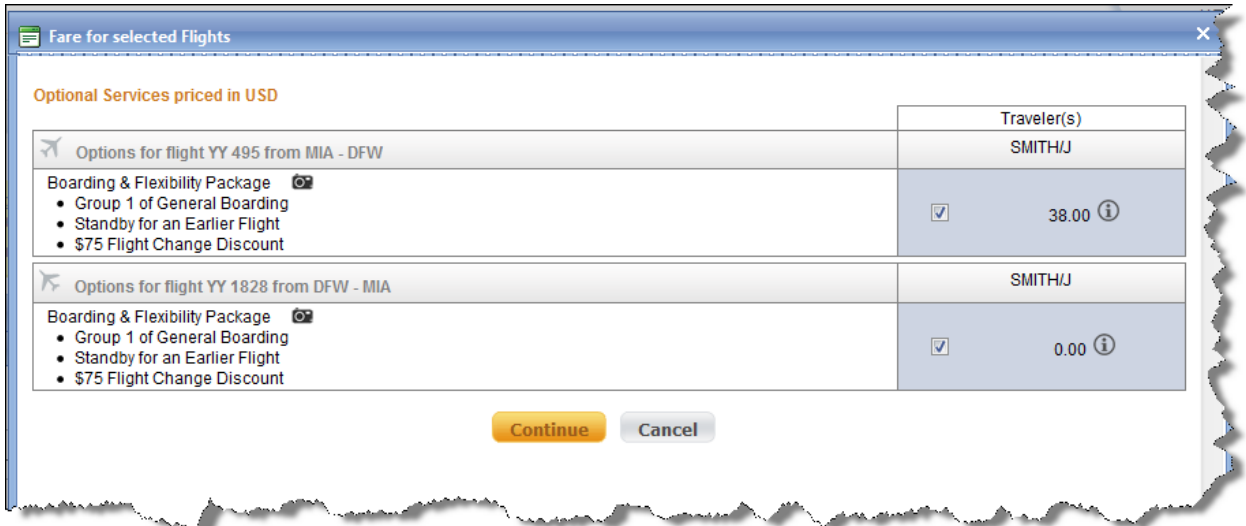


Figure CAT9

To add an optional service, check the boxes you wish to include, click **Continue** or if you don't want the additions click **Skip**. By hovering over the camera icon, a window will pop up showing what is included in the optional service (if applicable).

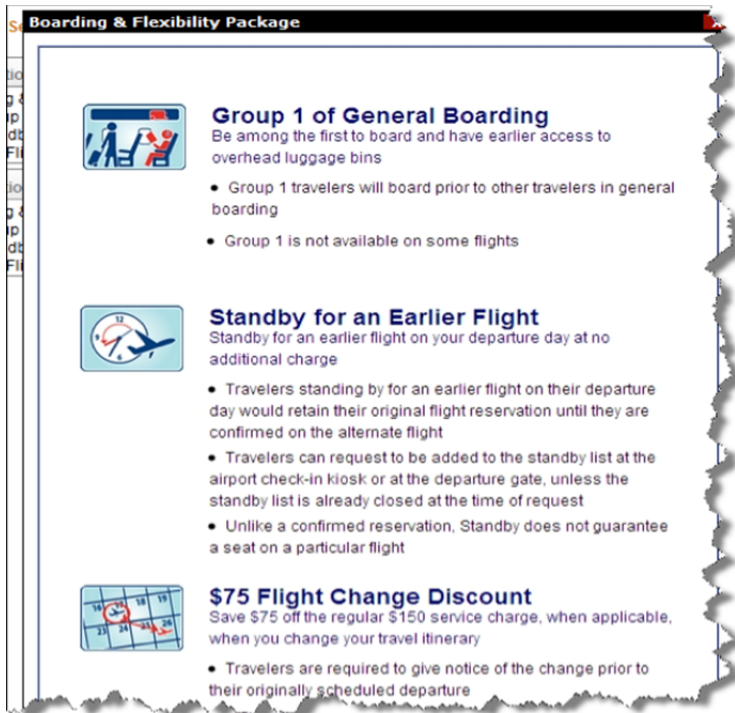


Figure CAT10

If an optional service is selected, it will display in the **Fare for selected Flights** screen. The total fare is now \$361.60, which is the original fare (\$323.60) plus the addition of the optional service (\$38.00)

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The screenshot shows a window titled "Fare for selected Flights" with a sub-header "Additional Fare Details (Fare Calculation / Endorsement)". The main content is divided into "Itinerary Details" and "Services priced in USD".

| Passenger Type | Currency | ADT (PRO) |
|--|------------|---------------|
| Base Fare per Passenger | | |
| YY 495: MIA-DFW (Boarding & Flexibility Package) | USD | 158.14 |
| YY 1828: DFW-MIA (Boarding & Flexibility Package) | USD | 158.14 |
| Total Base Fare per Passenger | USD | 316.28 |
| Taxes and Fees | | |
| US US Transportation Tax | USD | 23.72 |
| ZP US Flight Segment Tax | USD | 7.60 |
| AY US September 11th Security Fee | USD | 5.00 |
| XF US Passenger Facility Charge | USD | 9.00 |
| Total Taxes and Fees | USD | 45.32 |
| Total airfare per passenger - (Validated on YY) | USD | 361.60 |
| Grand Total USD - (PRO x 1) | | 361.60 |

| Services priced in USD | Traveler(s) |
|---|---------------|
| Options for flight YY 495 from MIA - DFW | SMITH/J |
| Boarding & Flexibility Package | Included |
| Options for flight YY 1828 from DFW - MIA | SMITH/J |
| Boarding & Flexibility Package | Included |
| Summary of all Charges | SMITH/J |
| Selected Options per traveler | 0.00 |
| Basic Airfare per traveler (see above) | 361.60 |
| Grand Total per traveler | 361.60 |

At the bottom, there are two buttons: "Add to Shopping Cart" (highlighted in orange) and "Cancel".

Figure CAT11

The **Fare for selected Flights** page summarizes the passenger type (PTC) and fare selected. A breakdown of the fare, along with all applicable taxes, and total is included. When there are multiple travelers in the itinerary, a breakdown by PTC is shown along with the total for all the travelers. Click on **Add to Shopping Cart** to continue or **Cancel** to return to the results display.

The flights are added to the Shopping Cart. From this display, you can book the itinerary, price it, select seats, or delete.

Note: When you place flights in the Shopping Cart, an Optional Services screen may appear. Seats can also be selected after the itinerary is booked. Please refer to the Merchandising section for more information

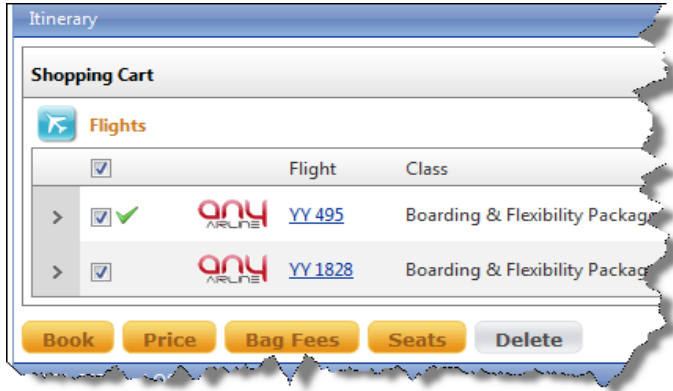
The screenshot shows a window titled "Shopping Cart" with a sub-header "Flights". It contains a table with the following columns: Flight, Class, Cities, Depart, Arrive, Status, Cnx, Stops, Duration, Source, and Fare.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|---|--------------------------------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| <input checked="" type="checkbox"/> YY 495 | Boarding & Flexibility Package | MIA - DFW | WED 10OCT 06:50 AM | 08:50 AM | | | 0 | 03:00 | 738 YY | 1 |
| <input checked="" type="checkbox"/> YY 1828 | Boarding & Flexibility Package | DFW - MIA | SAT 20OCT 06:45 PM | 10:30 PM | | | 0 | 02:45 | 738 YY | 1 |

Below the table are buttons: "Book", "Price", "Bag Fees", "Seats", and "Delete". At the bottom, it says "APIS, SSR, and OSI".

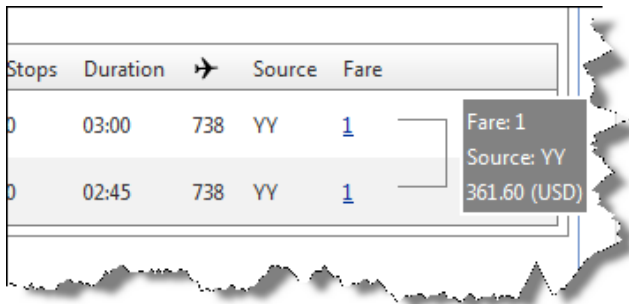
Figure CAT12

SPRK Reference Guide



Click the top box to select all of the flights, or select each one individually to take action on that segment only.

Figure CAT13



You can view the Fare Group by hovering over the area in the Fare column, as shown here.

Figure CAT14

For the purposes of this example, we will book the itinerary before adding seats. Ensure that all Traveler information has been added, then select the itinerary and click **Book**.
Note: For more information on how to book and modify seats, please refer Seats section.

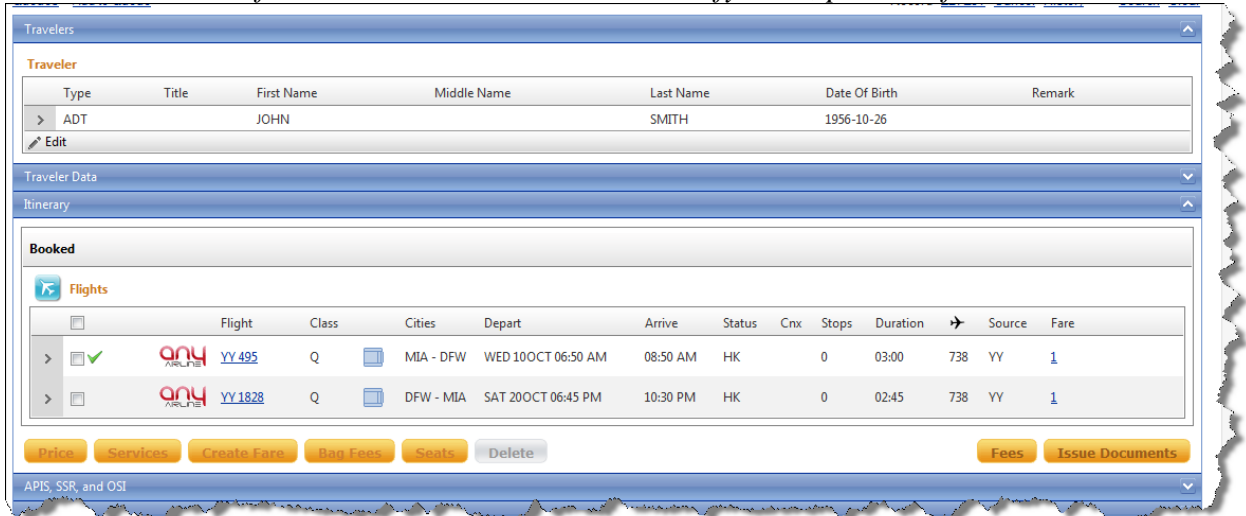


Figure CAT15

The itinerary is now **Booked**. The SPRK record locator appears on the top left of the screen. By hovering over the Fare column, you can view the airline record locator.



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Note: The message on the top left of the screen advising the record has been successfully updated. You can redisplay the PNR by clicking the Record Locator on the left.

Splitting a Passenger Name Record (PNR) for a Booked Flight

There will be occasions when two or more passengers book a flight together. When one passenger that is ticketed with a group needs to change itinerary then the Passenger Name Record (PNR) must be split. To do this, click on Split Reservation.

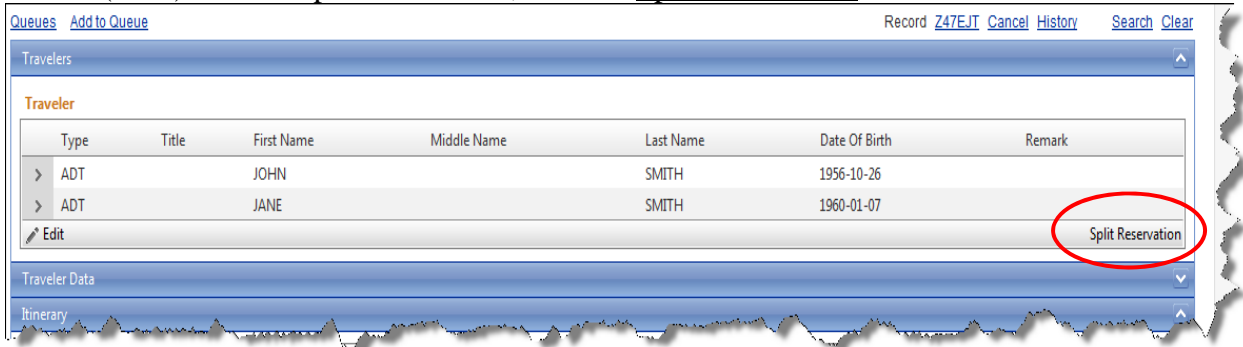


Figure CAT16

The Split Reservation screen will be displayed. In the following example we are selecting the second traveler to change. Click on the box before the name, then click

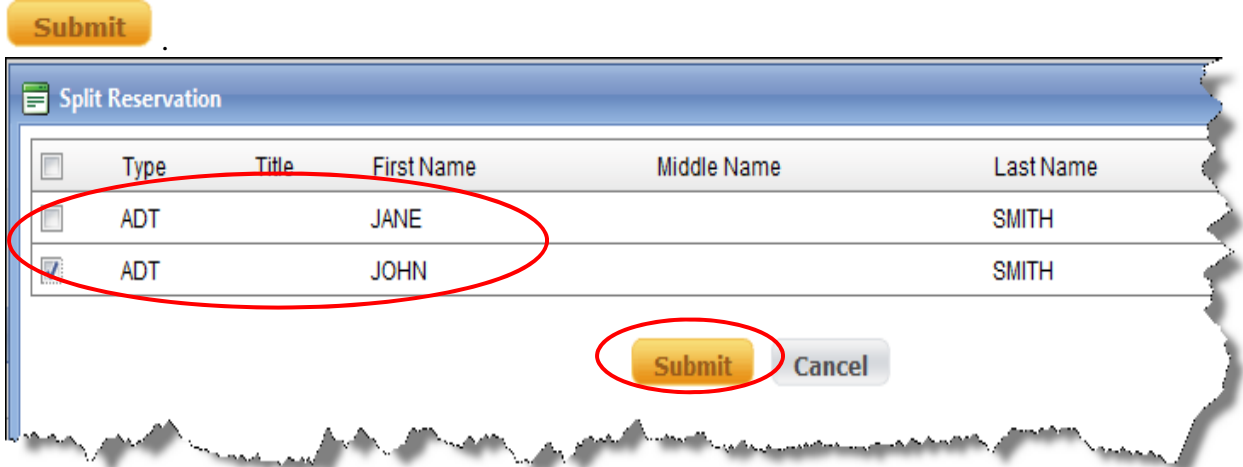


Figure CAT17

A new Reservation page will be displayed with only the selected traveler appearing. The original traveler will remain on the original PNR.

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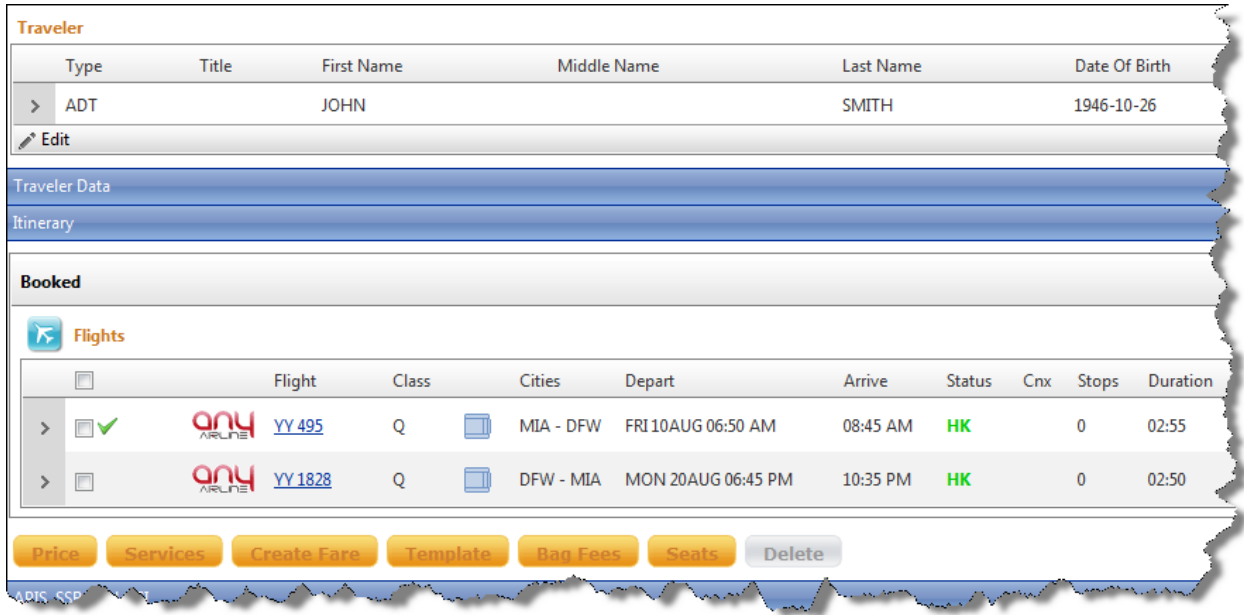


Figure CAT18

You must then add the new itinerary and exchange it for the Ticketed itinerary. For a full explanation of this process see the **Ticket Exchange and Reissue** section of this manual.

Direct Sell

Direct Sell allows you to create a ready-to-ticket PNR from one dialogue window. To begin, click on Direct Sell on the home page:

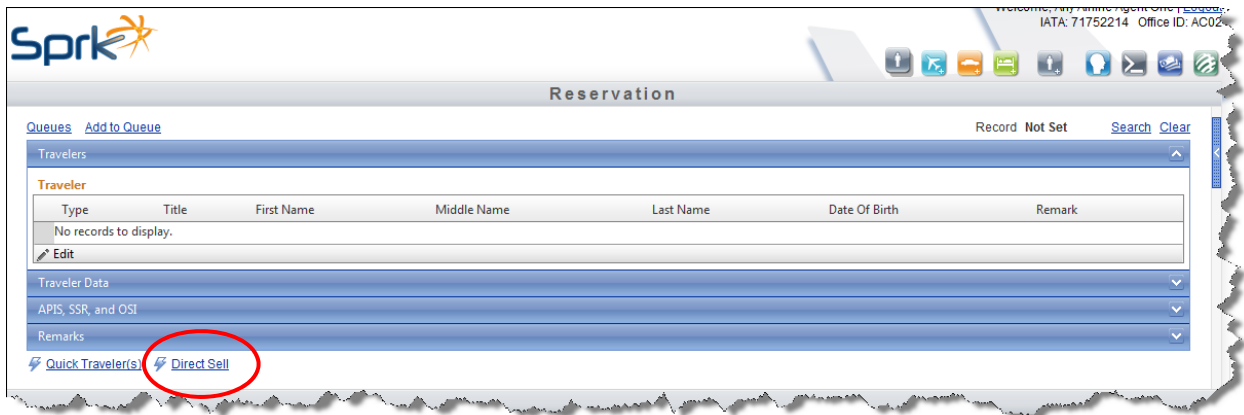



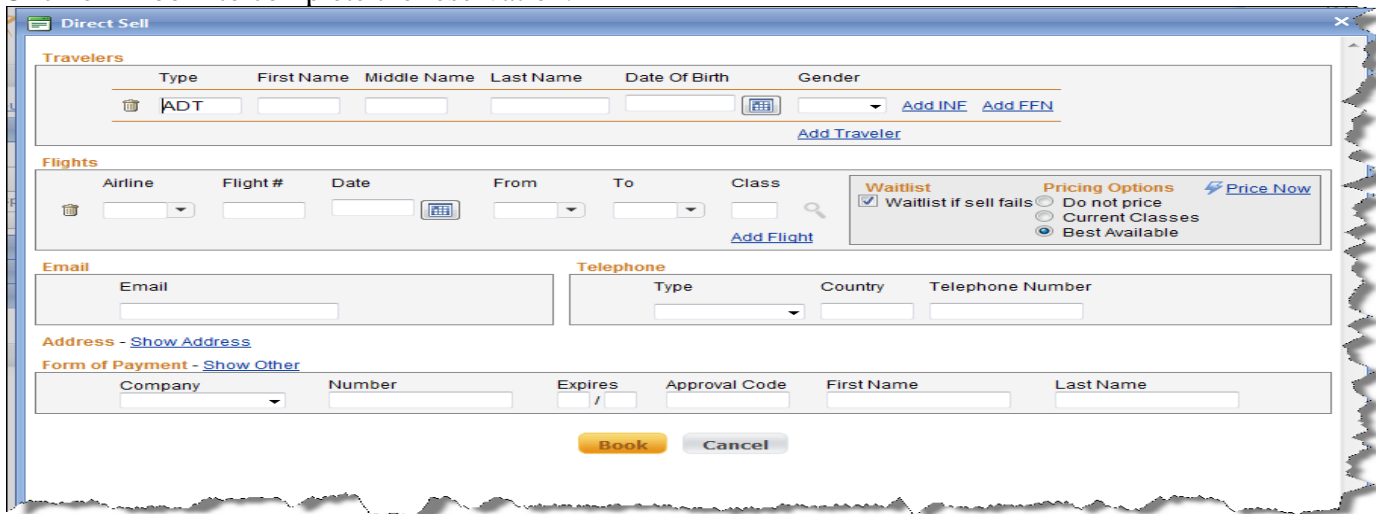
Figure CAT18a

Complete all the fields as you normally would. Direct Sell has a few new tools, which are explained below.

SPRK Reference Guide

- Once you have entered an Airline, Date, and To and From cities, use the ‘Spy Glass’  to search for flight numbers.
- Waitlist – The application is designed to place a flight on waitlist if not available. This functionality is only functional if supported by the carrier. If you do not to automatically place a flight on waitlist, then uncheck this option.
- Pricing Option – The application is designed to Price in the lowest fare available. Alternately, you can choose not to price by selecting ‘Do Not Price,’ or to price in the class of service entered.
- Price Now – This allows you to check the price of the fare before confirming the reservation.

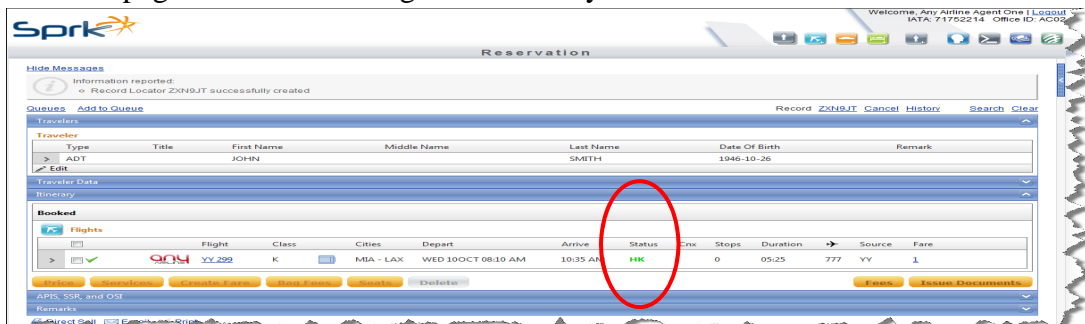
Click on ‘Book’ to complete the reservation.



The screenshot shows the 'Direct Sell' reservation interface. It features several input sections: 'Travelers' with a table for Name, DOB, and Gender; 'Flights' with a table for Airline, Flight #, Date, From, To, and Class; 'Email' and 'Telephone' fields; 'Address - Show Address'; and 'Form of Payment - Show Other' with fields for Company, Number, Expires, Approval Code, First Name, and Last Name. A 'Book' button is prominently displayed at the bottom center.

Figure CAT18b

The next page will show the flight “HK” and you will have the Record Locator.



The screenshot displays the 'Reservation' confirmation page. It includes a 'Traveller' table with columns for Type, Title, First Name, Middle Name, Last Name, and Date of Birth. Below it is a 'Booked' section with a 'Flights' table. The 'Status' column in the 'Flights' table is highlighted in green, showing the code 'HK'. A red circle is drawn around this 'HK' status.

Figure CAT18c

Note: The Status Indicator will now be highlighted in green. All codes such as UC, HL, UN, etc. will be highlighted in orange.



SPRK Reference Guide

Saving a Trip

Once the flight is booked a panel of options will be displayed below the booked flight. If the passenger on this flight travels this Trip on a regular basis you can click on

Template

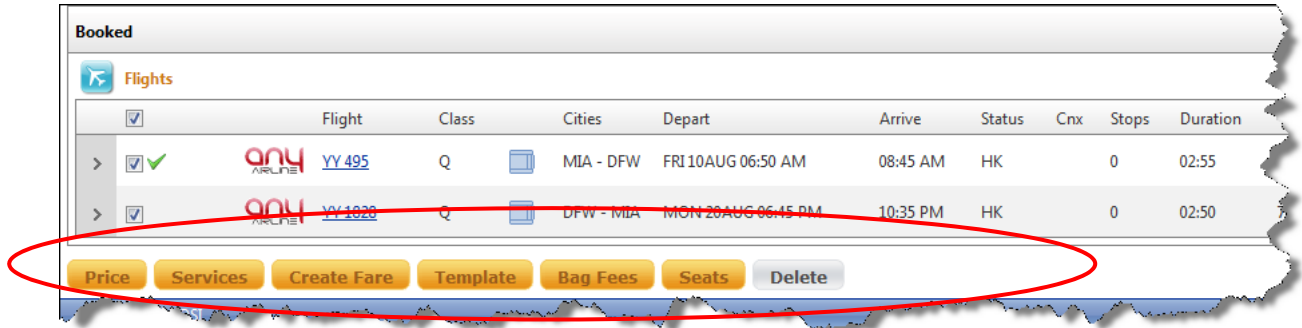


Figure CAT19

The Save Trip Template will display. Check the passenger, enter a meaningful name for the trip in the Name area, click **Submit**.

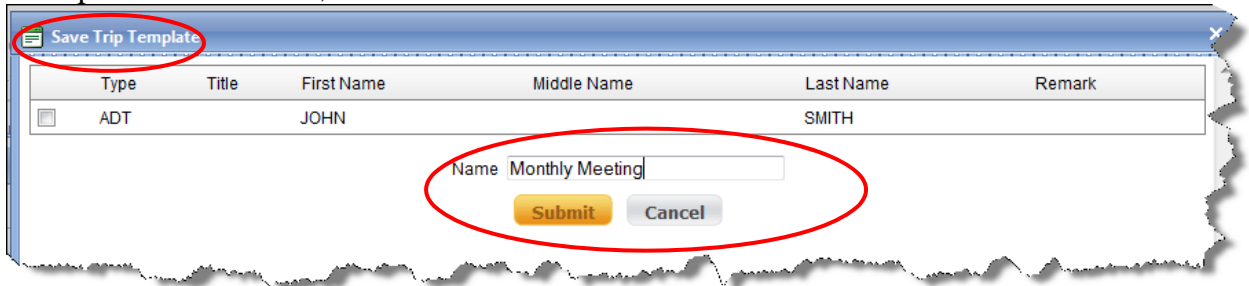


Figure CAT20

The Trip will be saved in Templates with the passenger profile. When the passenger flies this itinerary again you can select the itinerary from Templates when you select the Profile.

SPRK Reference Guide

| Type | Last Name | First Name | Title | Remark | Mode |
|------|-----------|------------|-------|--------|------|
| ADT | SMITH | JOHN | | | Auto |

Frequent Flyer Numbers

| Airline | Number | Accruing Airline | Mode |
|------------------------|--------|------------------|------|
| No records to display. | | | |

Form of Payment

| Type | Info | Exp | Remark | Mode |
|-------|------|-----|--------|------|
| Other | CASH | | | Auto |

Figure CAT21

If a trip is saved as a template, it will no longer be necessary to enter the itinerary information. Select the trip name the passenger is flying. Enter the Depart Date. The Return Date is not necessary because the length of the Trip has been stored, click

Search

| Name | Depart | Arrive |
|-----------------------|--------|--------|
| monthly board meeting | MIA | DFW |

Depart Date 8/10/2011

Search Book Back

Figure CAT22

The Search a Trip screen will display. To book, follow the **Booking a Flight** detailed in the section above

Flight Information (FLIFO)

You can access flight information by hovering over the airline and flight number in the **Fare Search** display. A window will pop up displaying the flight number, carrier,

SPRK Reference Guide

frequency, etc. FLIFO can also be viewed from **Air Availability** or the **Shopping Cart**. This flight information reflects static data.

| Flight | Class | Cities | Depart | Arrive | Cnx | Stops | Duration |
|-------------------------|-------|-----------|----------------|----------|-----|-------|----------|
| YY 495 | Q | MIA - DFW | 10AUG 06:50 AM | 08:45 AM | 0 | 0 | 02:55 |
| YY 617 | | | | 0:10 AM | 0 | 0 | 03:05 |
| YY 1828 | | | | 0:35 PM | 0 | 0 | 02:50 |
| YY 546 | | | | 1:40 PM | 0 | 0 | 02:45 |

| | | | | | | | |
|--|--------------------------|-----------------------------|-----------------------------|--|--|--|--|
| Flight Information - click to view more details | | | | | | | |
| Flight # | YY 495 | Frequency | Mon Tue Wed Thu Fri Sat Sun | | | | |
| Operating Carrier | ANY | Flight Duration | 02:55 | | | | |
| Equipment | Boeing 737-800 Passenger | On Time Perf | 90-100% | | | | |
| E-Ticketing | Y | Traffic Restrictions | | | | | |
| Meals | F | | | | | | |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| + any ARLINE Source: YY Departure time: 06:35 PM ADT Fare per Traveler USD 479.60 | | | | | | | |
|--|--|--|--|--|--|--|--|

Figure CAT23

You can view more detailed flight information by clicking on the flight number.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx |
|-------------------------|-------|-----------|--------------------|----------|--------|-----|
| YY 495 | Q | MIA - DFW | FRI 10AUG 06:50 AM | 08:45 AM | HK | |
| YY 1828 | Q | DFW - MIA | MON 20AUG 06:45 PM | 10:35 PM | HK | |

Price Services Create Fare Bag Fees Seats Delete

Figure CAT24

Below is a response of more detailed flight information. Any operational information (delays, etc.) is included in this display.



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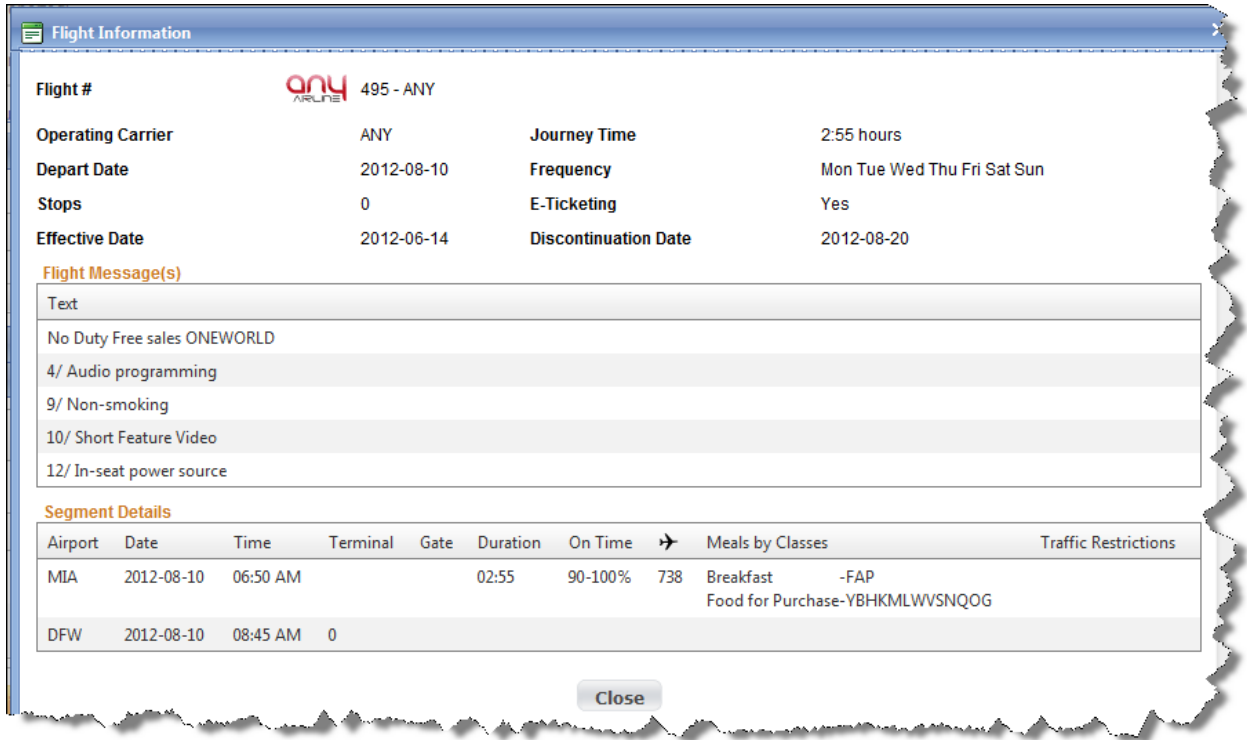


Figure CAT25

Flight Options

You can select additional Flight Options to narrow the search by applying more parameters. The Flight Options indicator can be expanded for each leg of the itinerary.

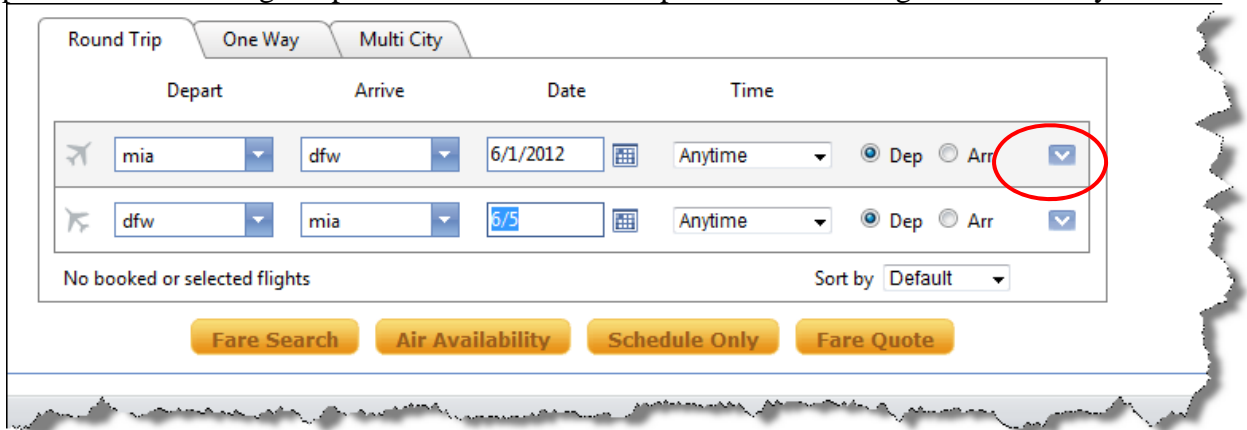


Figure CAT26

When this section is expanded by clicking the down arrow, the screen will display with additional parameters.

SPRK Reference Guide

The screenshot shows the flight search interface with the following details:

- Search type: Round Trip (selected), One Way, Multi City
- Depart: mia, Arrive: dfw, Date: 6/1/2012, Time: Anytime
- Options: Dep, Arr
- Filters: Airline(s) [], Alliance [], Transfer(s) [], Stops: All, Cabin/Booking Class: Cabin
- Second leg: Depart: dfw, Arrive: mia, Date: 6/5/2012, Time: Anytime
- Options: Dep, Arr
- Status: No booked or selected flights
- Sort by: Default (circled in red)
- Buttons: Fare Search, Air Availability, Schedule Only, Fare Quote

Figure CAT27

You can specify an Airline, Alliance, Transfer (connecting point), Stops, or Booking Class by using the corresponding drop down. If no selection is made, the resulting display includes all fares and flights. The user may choose to **Sort** the results by departure time, arrival time, or shortest elapsed time.

Include or Exclude an Airline

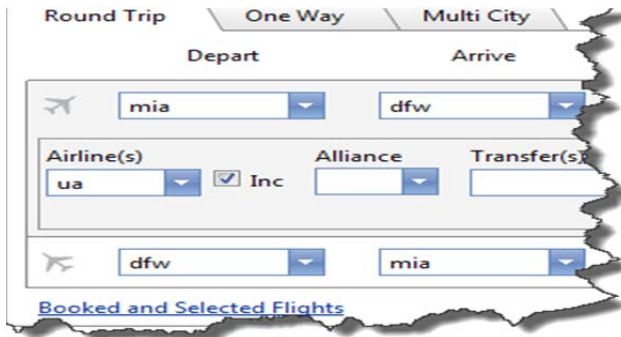
The screenshot shows the flight search interface with the Airline(s) dropdown menu open. The search criteria are: Depart: mia, Arrive: dfw, Date: 8/10/2011. The dropdown menu lists the following airlines:

| Airline Code | Name |
|--------------|-------------------|
| U2 | Easyjet |
| U4 | Buddha Air |
| U5 | Usa 3000 Airlines |
| U6 | Ural Airlines |
| U7 | Air Uganda |
| U8 | Armavia |
| U9 | Tatarstan |
| UA | United Airlines |
| UB | Myanma Airways |
| UC | Lan Cargo |

To include an airline in the display enter the desired airline name or 2-letter code. A list of airlines whose names or code start with that letter is displayed.

Figure CAT28

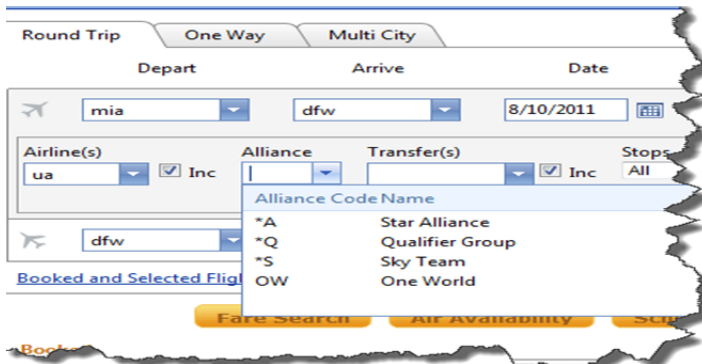
SPRK Reference Guide



To exclude an airline from the display, deselect the box next to "Inc."

Figure CAT29

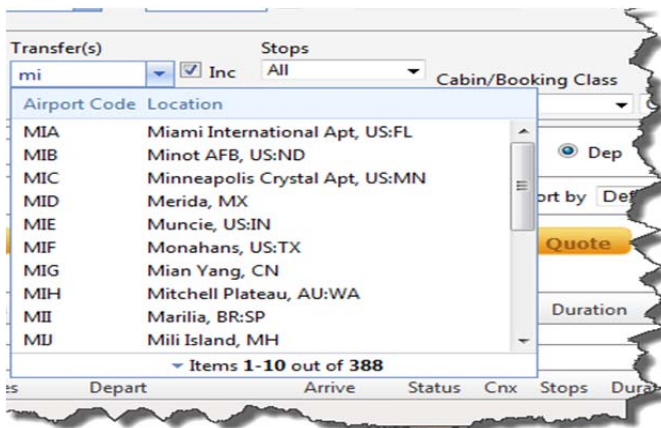
Include an Alliance



Use the drop down in the Alliance box to select a specific airline alliance.

Figure CAT30

Select a Transfer Point

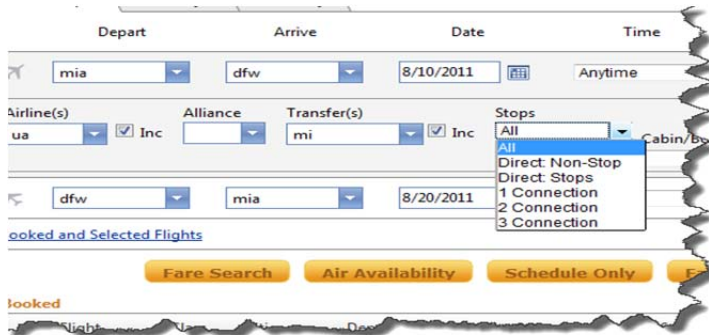


Just like when entering a departure or arrival city, you can enter the first letters of a city or airport code to select a transfer or connecting point. To exclude a transfer point, deselect the box next to Inc Inc.

Figure CAT31

SPRK Reference Guide

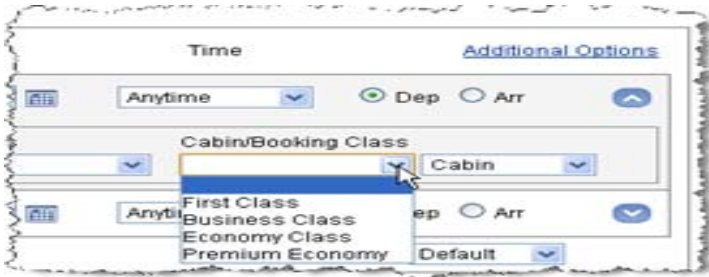
Select the Number of Stops



Click on the down arrow in the Stops box to select the stops or connections desired.

Figure CAT32

Select a Cabin or Booking Class



Click on the down arrow next to the applicable box(es) to select a specific cabin or booking class. If you select Booking Class, you can enter specific booking class like “Y”.

Figure CAT33

Groups

Travel Agents can now claim airline Group PNRs already booked through an airline and manage the process of assigning names, pricing, ticketing, and assigning seats. Airlines may assign all, some, or none of the passenger names before the Travel Agent claims the Group PNR.

Note: Functionality of Groups may differ by carrier and administrator’s settings.

Functionality

SPRK Reference Guide

Select Search to claim the airline's Group PNR:

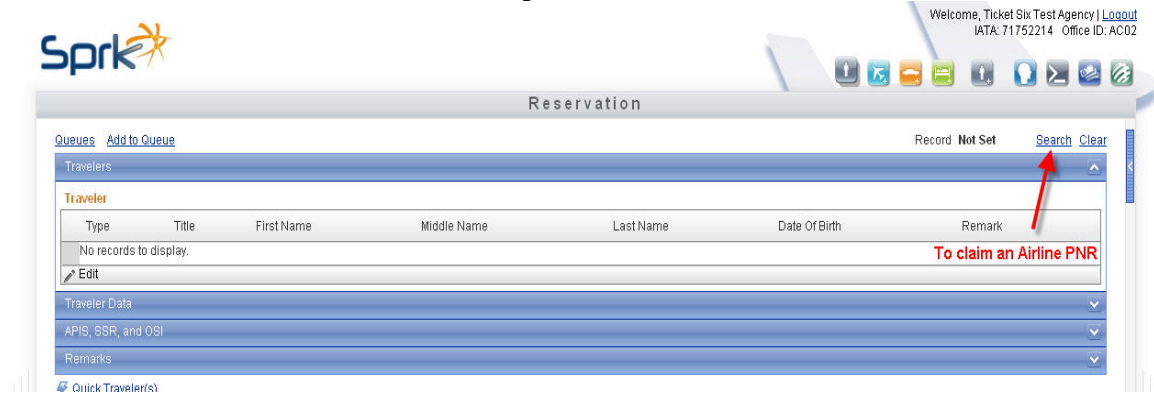


Figure CAT34

Select Claim Reservation tab to claim the airline's Group PNR:

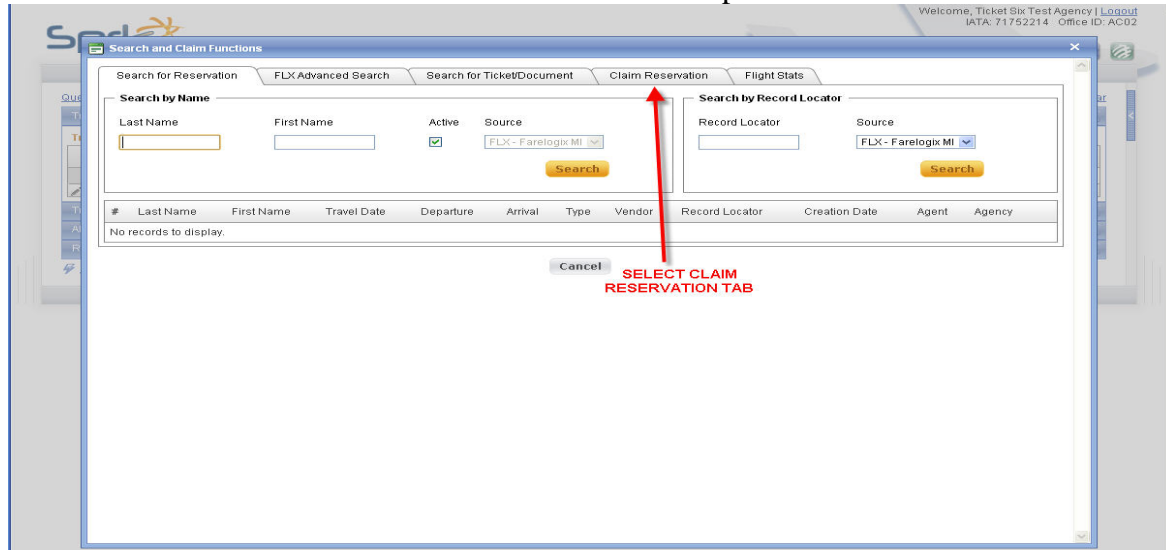


Figure CAT35

SPRK Reference Guide

Enter the Airline Record Locator and Source Airline, then select the **Claim** button:

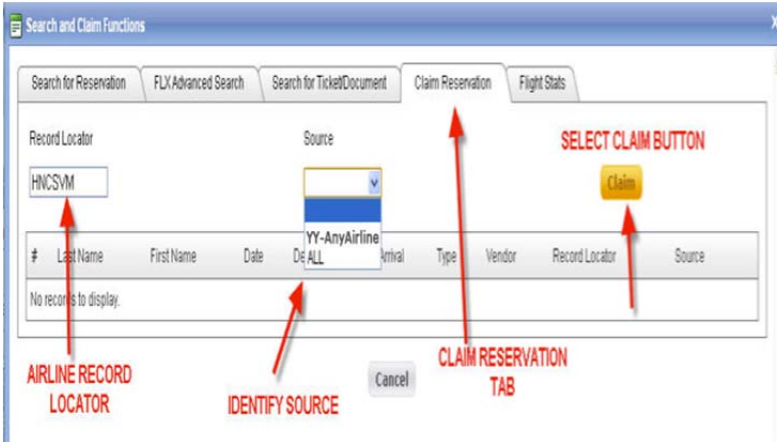


Figure CAT36

Check the details of the PNR being claimed and select Confirm Claim:

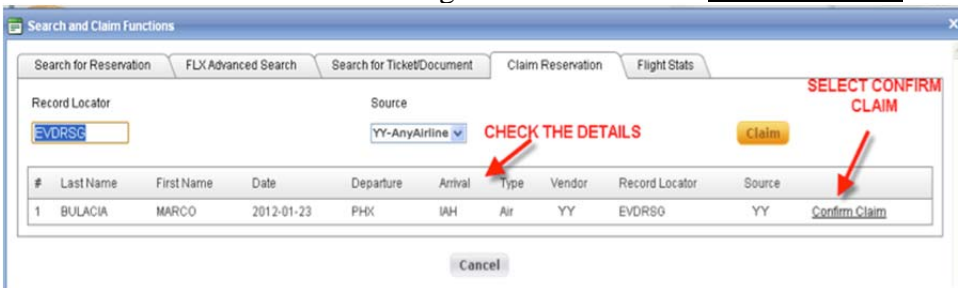


Figure CAT37

Once claimed, the PNR will display. Again, the airline may have already assigned all, some, or none of the passenger names.

SPRK Reference Guide

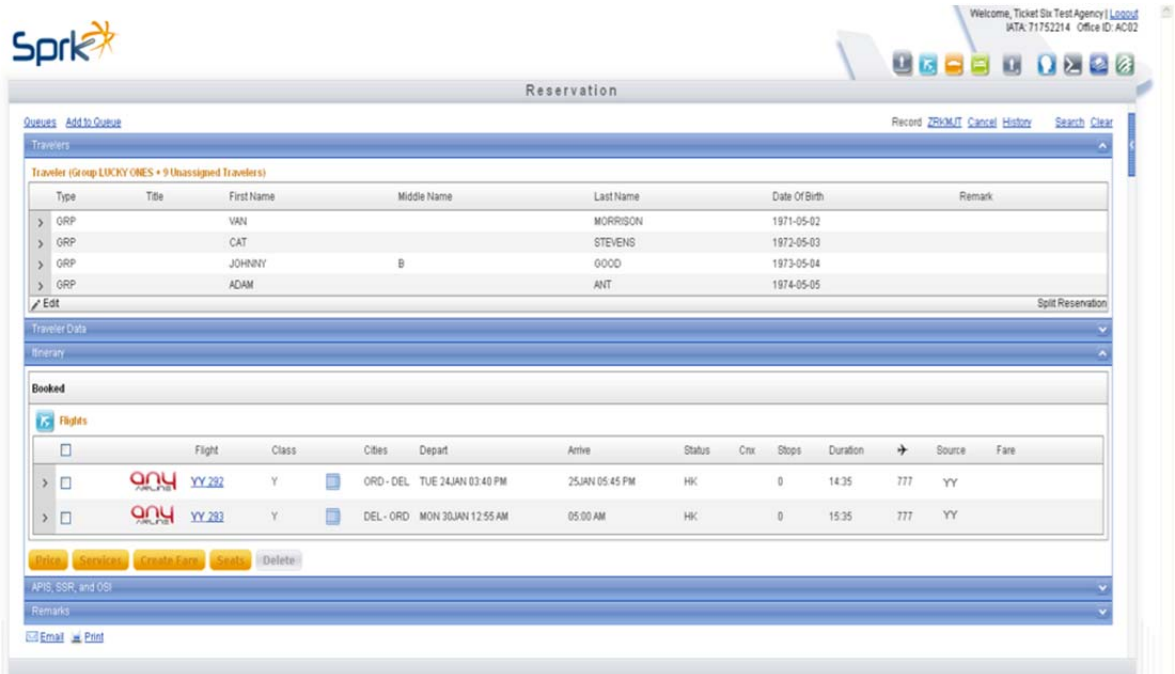


Figure CAT38

To add/edit passenger names, first click Edit in the Travelers section.

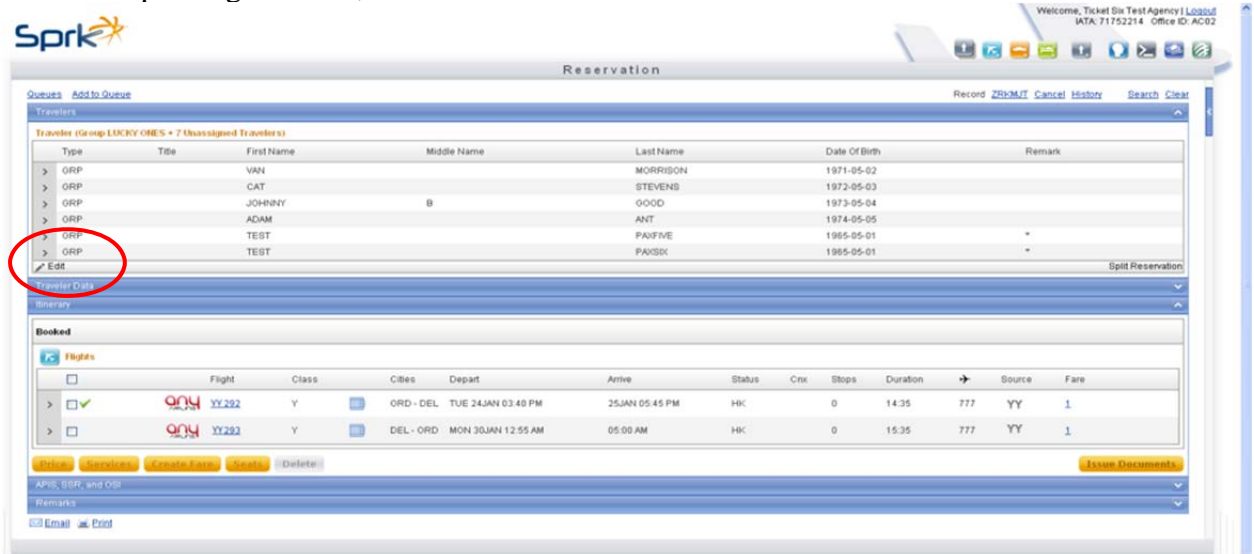


Figure CAT39

The pop-up will allow you to enter/edit the passenger names, DOB, and Gender. To add a passenger name (if the airline did not provide one), click Add and input all the required information. Click **Submit** when all names and information has been entered.

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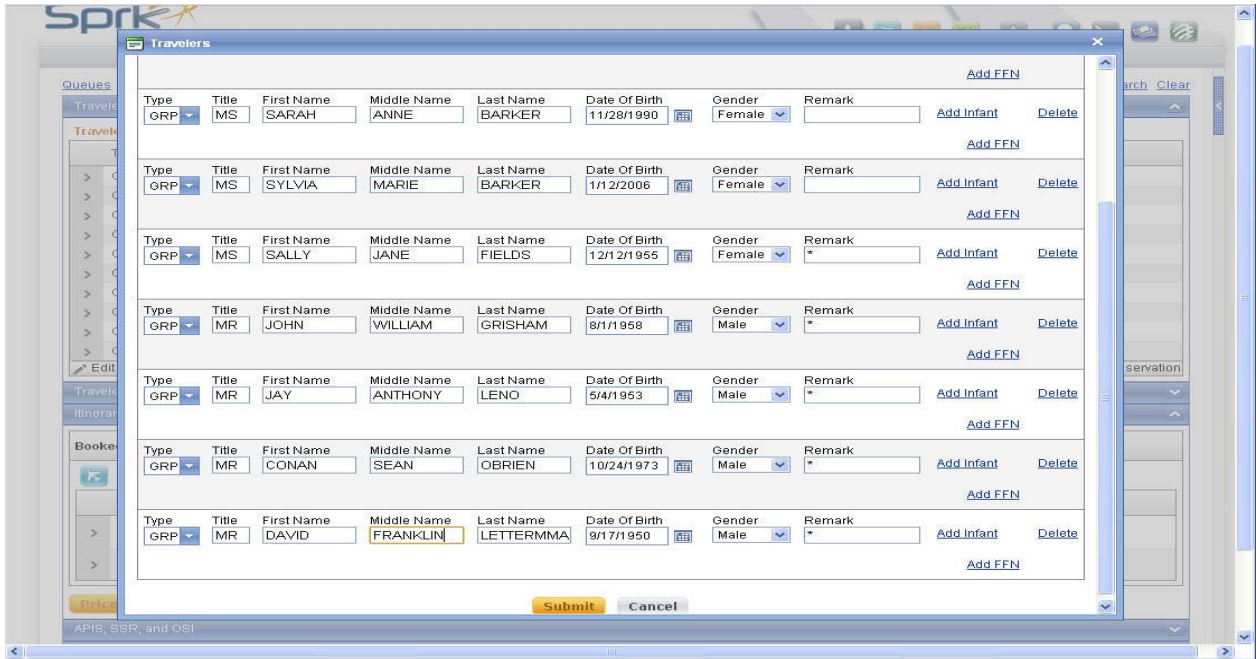


Figure CAT42

PNR displays with the changes.

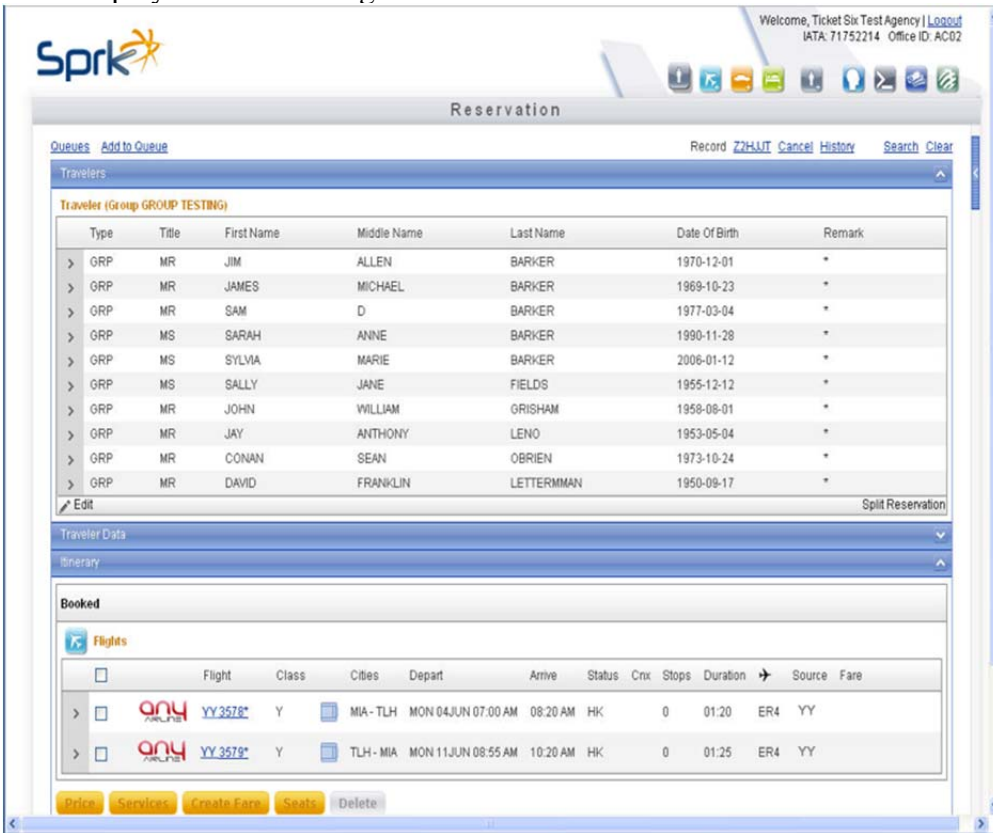


Figure CAT43

SPRK Reference Guide

Click down arrow in Traveler Data section to enter Form of Payment (FOP), Telephone, Email, and Address. The airline will require a main contact name and number, but information can be entered for any or all additional travelers, if desired.

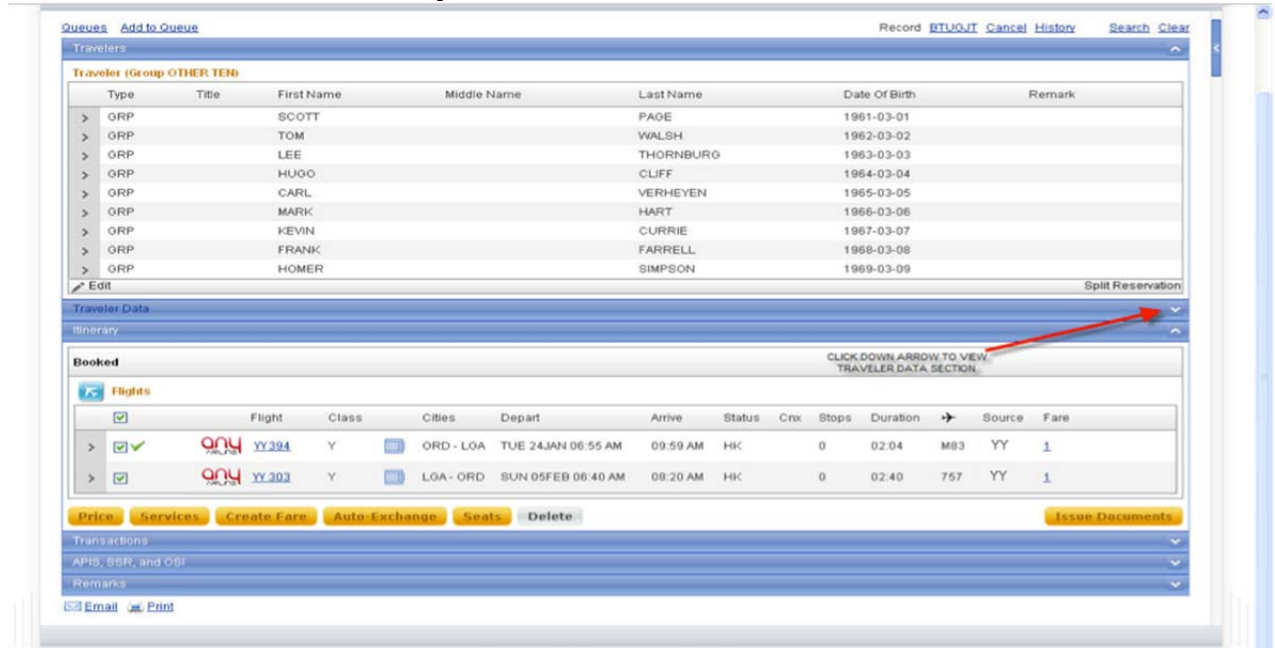


Figure CAT44

After all the traveler information has been entered, it is time to either Price or Create Fare (depending on the carrier). In this example, we will Create Fare.

SPRK Reference Guide

The screenshot displays the 'Reservation' interface. At the top, there are navigation links: 'Queues', 'Add to Queue', 'Record ZTWLUT', 'Cancel', 'History', 'Search', and 'Clear'. Below this is a 'Travelers' section with a sub-header 'Traveler (Group DECAGROUP + 5 Unassigned Travelers)'. It contains a table with columns: Type, Title, First Name, Middle Name, Last Name, Date Of Birth, and Remark. The table lists five travelers: KIRK DOUGLAS (1921-06-01), MICHAEL DOUGLAS (1942-06-02), ALEX NORTH (1923-06-03), TONY CURTIS (1924-06-04), and PETER USTINOV (1925-06-05). Below the travelers is a 'Traveler Data' section and an 'Itinerary' section. The 'Itinerary' section is titled 'Booked' and has a red 'CREATE MANUAL FARE' button. Below this is a 'Flights' table with columns: Flight, Class, Cities, Depart, Arrive, Status, Cnx, Stops, Duration, Source, and Fare. The table lists four flights: YY1299 (DFW-MIA, FRI 24FEB 10:30 AM), YY931 (MIA-UIO, FRI 24FEB 04:40 PM), YY932 (UIO-MIA, TUE 24APR 06:45 AM), and YY401 (MIA-DFW, TUE 24APR 03:15 PM). Below the flights table are buttons for 'Price', 'Services', 'Create Fare', 'Seats', and 'Delete'. A red arrow points from the 'CREATE MANUAL FARE' button to the 'Create Fare' button.

Figure CAT45

Mandatory Fields in Manual Fare are:

- Validating Carrier
- Fare Basis
- Baggage Allowance (can be 2PC for pieces or 20K for weight)
- StopOver Indicator (STP) for each segment GRP (allowed values: O or X)
- Fare Calculation Line

SPRK Reference Guide

The screenshot shows the 'Stored Fare' application window. At the top, there are input fields for Office ID (AC02), Agent ID (ac02tkg06), Origin Destination (ORDORD), and Validating Carrier (YY). Below this, the Passenger Type is set to ORP and the Last Date/Time to ticket is blank. A table lists two flight segments:

| STP | DEP | ARR | AL | FLTNO | CL | DATE | TIME | ST | FARE BASIS | DESIGNATOR | NVB | NVA | BAG |
|-----|-----|-----|----|-------|----|---------|----------|----|------------|------------|-----|-----|-----|
| 0 | ORD | LGA | YY | 394 | Y | 24JAN12 | 06:55 AM | HK | GRP001 | | | | 2PC |
| 0 | LGA | ORD | YY | 303 | Y | 5FEB12 | 06:40 AM | HK | GRP001 | | | | 2PC |

Below the table are two summary sections:

- Fare Details:** Base Fare (USD 200.00), Taxes (USD 10.00), Total (USD 210.00).
- Commission and Information:** Commission Amount, Reason (FIRST TICKET), Tour Code, and Endorsements.

At the bottom, there is a 'Fare Calculation Line' section with a text area containing 'TEST'. A 'Received From' field shows 'AC02TKG06'. At the very bottom are 'Submit' and 'Cancel' buttons.

Figure CAT46

Note: If using Price, the system will price the fare based on information provided by the airline.

Select **Issue Documents** for ticketing. Select the passengers to ticket then click



Note: 5 passengers can be ticketed at a time in this version.

SPRK Reference Guide

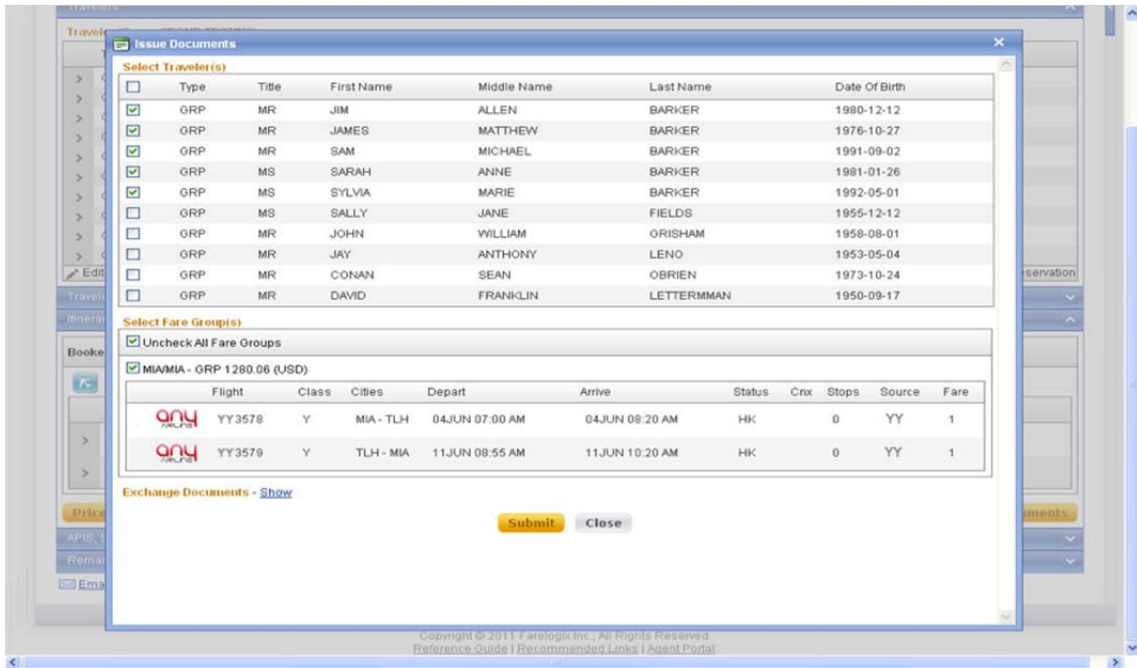


Figure CAT47

To see if seats have already been assigned, click on the right-facing chevron. If seats have not been assigned, you may do so now.



Figure CAT48

SPRK Reference Guide

Inclusions

- A passenger name can be added only when the allocated number of passengers of the group stays the same.
- When claiming an airline Group PNR, the airline PNR locator will be posted in history and SPRK will assign a SPRK record locator address. Travel agents can search SPRK for the PNR with either the airline PNR locator or the SPRK PNR locator.
- Travel agents can post the Group PNR to queue for later processing, search the database for the Group PNR by email, group name, last name, flight number, and dates.
- Travel Agent can override fare expiration using Create Fare.

Exclusions

- Travel Agent cannot create a Group PNR.
- Travel Agent cannot change the itinerary of an existing Group PNR.
- Travel Agent cannot split a Group PNR.
- Travel Agent cannot change the number of allocated passengers in a Group PNR.
- Travel Agent cannot price Group PNR using best available.

Pricing Options

You can further customize your trip by the Panel to the left of Flight Selection:

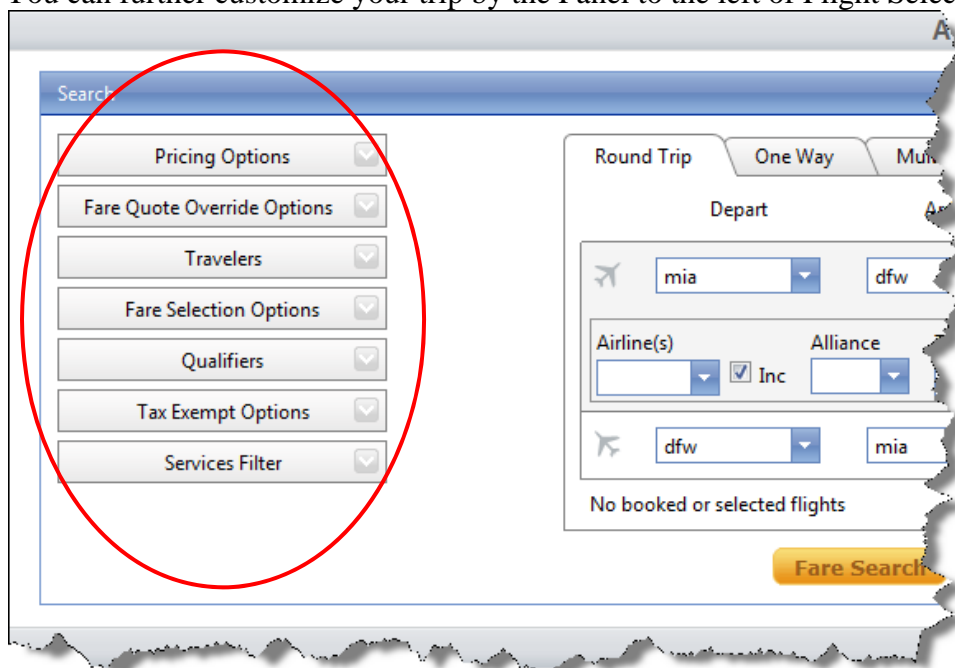
The image shows a screenshot of a web application interface for flight booking. On the left side, there is a vertical panel titled 'Search' containing several dropdown menus: 'Pricing Options', 'Fare Quote Override Options', 'Travelers', 'Fare Selection Options', 'Qualifiers', 'Tax Exempt Options', and 'Services Filter'. This entire panel is circled in red. To the right of this panel is the 'Flight Selection' area, which includes tabs for 'Round Trip', 'One Way', and 'Multi-City'. Below the tabs, there are input fields for 'Depart' (with 'mia' selected) and 'Arrive' (with 'dfw' selected). There are also fields for 'Airline(s)' and 'Alliance', with a checked 'Inc' checkbox. At the bottom of the flight selection area, there is a 'Fare Search' button. The interface has a light blue header and a white background with a subtle shadow effect.

Figure CAT49

SPRK Reference Guide

Pricing Options:

Select Pricing Options from the Panel by using the down arrow.

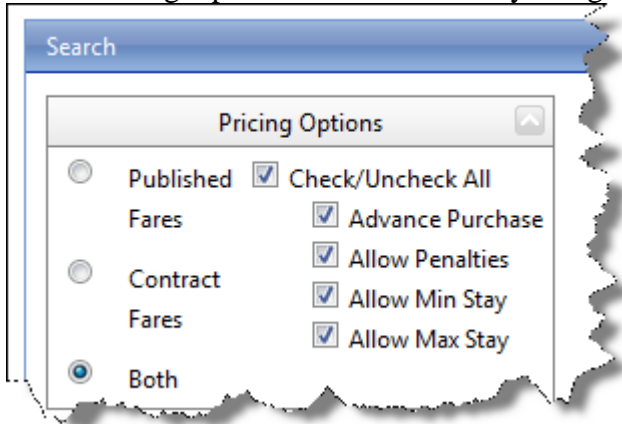


Figure CAT50

1. **Published Fares** – By selecting this option the results will only display Published Fares.
2. **Contract Fares** – By selecting this option the results will only display Contract Fares.
3. **Both** – By selecting this option the results will display both Published and Contract Fares.
4. **Advance Purchase** – By selecting this option the results will include fares with advance purchase requirements.
5. **Allow Penalties** – By selecting this option the results will include fares where penalties apply.
6. **Allow Min Stay** – By selecting this option the results will include fares that have minimum stay requirements.
7. **Allow Max Stay** – By selecting this option the results will include fares that have maximum stay requirements.

Fare Quote Override Options:

Select Fare Quote Override Options from the Panel by using the down arrow.

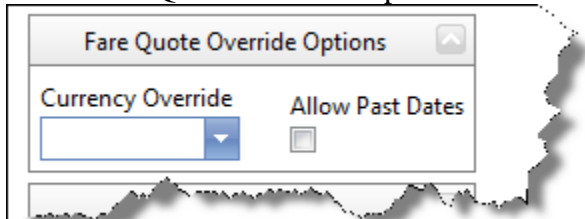


Figure CAT51

- **Fare Quote Only** - You can allow the user to override currency to see other fares filed in different currencies.

SPRK Reference Guide

Travelers:

Select Travelers for the Panel by using the down arrow.

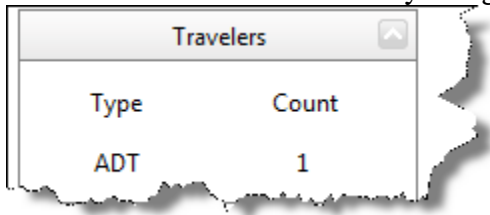


Figure CAT52

1. **Travelers** – This field confirms the number of passengers that will be included in the pricing request.
2. **Options** – You can select traveler type, such as ADT (adult).

Fare Selection Options:

Select Fare Selection Options by using the down arrow.

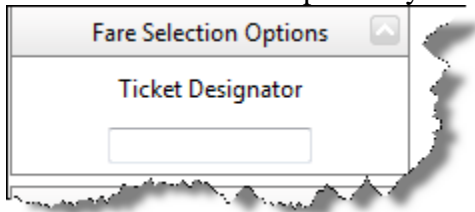


Figure CAT53

Qualifiers:

Select Qualifiers from the Panel by using the down arrow.

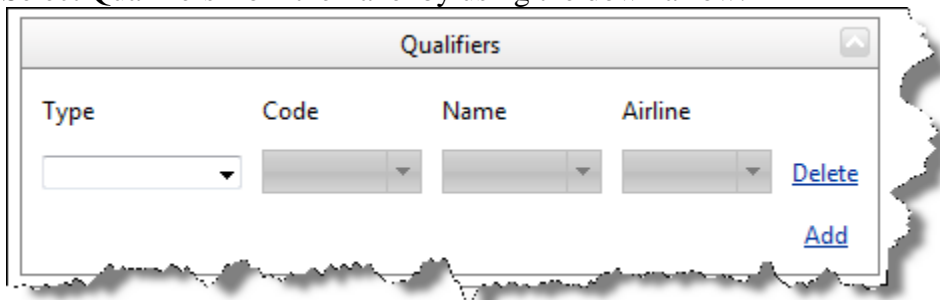


Figure CAT54

Qualifiers (Types):

1. **Contract ID** – If applicable, you may include a contract ID in the pricing request.
2. **Corporate ID** – If applicable, you may include a corporate ID in the pricing request.
3. **Promo Code** – If applicable, you may include a Promo Code in the pricing request.
4. **Loyalty Program** – If applicable, you may include a Loyalty number in the pricing request.

SPRK Reference Guide

Tax Exempt:

Select Tax Exempt from the Panel by using the down arrow.

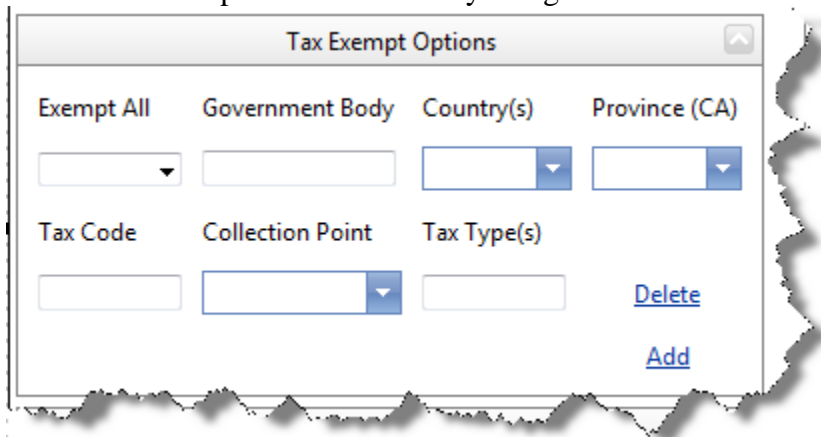


Figure CAT55

1. **Tax Exempt** – Certain countries and government bodies allow you to book tax exempt fares.
2. **Options** – If applicable, you would select “yes” under Exempt All and complete the remaining fields to be included in the pricing request.

Service Filter:

Select Service Filter from the Panel by using the down arrow.

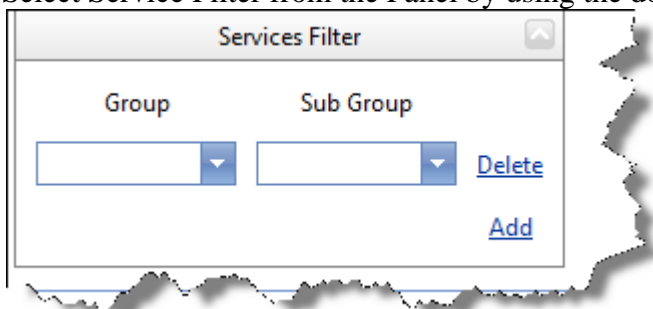


Figure CAT56

1. **Service Filter**– This section is being used for ancillary and merchandising options.
2. **Options** – If applicable to your airline, the user can select from the pre-defined fields in the drop down box.

Rebooking

In some instances, you may need to rebook some or all the segments of a flight. To do this, begin with the booked flight. In this example, we will change the departure date by one day.

SPRK Reference Guide

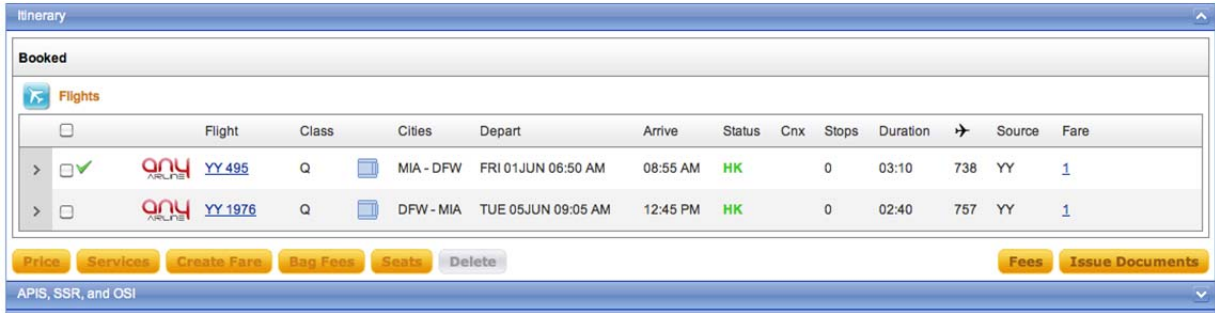



Figure CAT56a

Click on the Add Air  icon, select the tab for your trip. Notice the current booked flight below the search panel. You can either enter your new criteria manually or drag and drop the segments, then change the criteria you need to.

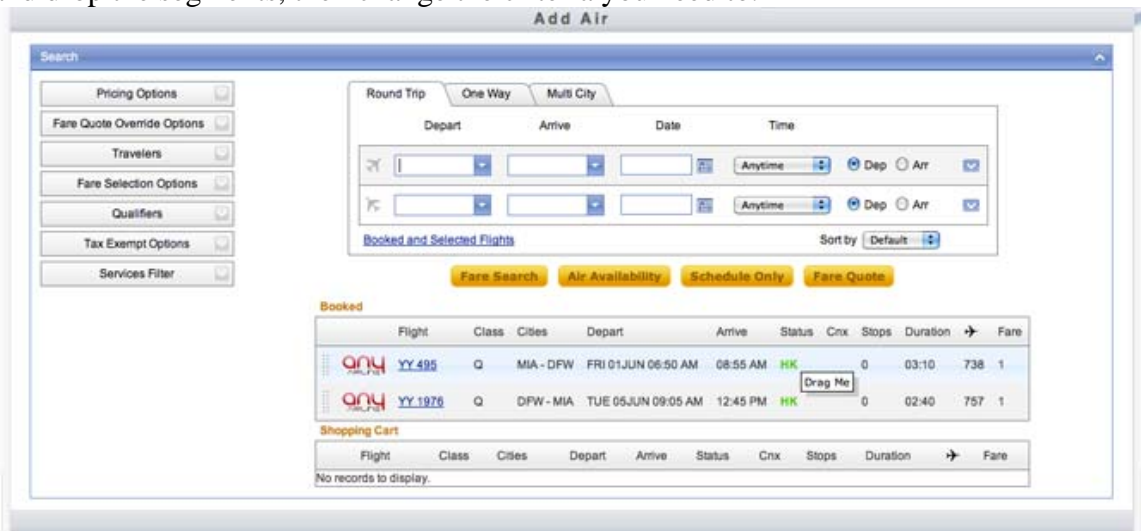


Figure CAT56b

Once you've selected your new flight(s), add it to the Shopping Cart. Back on the Reservations page, notice the old flight is under Booked and the new flight is under Shopping Cart.

SPRK Reference Guide

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|---------|-------|-----------|---------------------|----------|--------|-----|-------|----------|--------|------|
| YY 495 | Q | MIA - DFW | FRI 01 JUN 06:50 AM | 08:55 AM | HK | | 0 | 03:10 | 738 YY | 1 |
| YY 1976 | Q | DFW - MIA | TUE 05 JUN 09:05 AM | 12:45 PM | HK | | 0 | 02:40 | 757 YY | 1 |

Figure CAT56c

Note: It is generally recommended that you book the new flight(s) before deleting any existing segments. This flow ensures the original itinerary is not lost before any new flights are completely confirmed.

After booking the new flight, you'll need to delete the old one. Select the flight(s) to delete and delete them.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|---------|-------|-----------|---------------------|----------|--------|-----|-------|----------|--------|------|
| YY 495 | Q | MIA - DFW | FRI 01 JUN 06:50 AM | 08:55 AM | HK | | 0 | 03:10 | 738 YY | |
| YY 617 | Q | MIA - DFW | SAT 02 JUN 08:05 AM | 10:15 AM | HK | | 0 | 03:10 | 757 YY | 1 |
| YY 1976 | Q | DFW - MIA | TUE 05 JUN 09:05 AM | 12:45 PM | HK | | 0 | 02:40 | 757 YY | 1 |
| YY 1976 | Q | DFW - MIA | TUE 05 JUN 09:05 AM | 12:45 PM | HK | | 0 | 02:40 | 757 YY | |

Figure CAT56d

After deleting the old flights, select the new flight(s) and click **Price** to reprice.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|---------|-------|-----------|---------------------|----------|--------|-----|-------|----------|--------|------|
| YY 617 | Q | MIA - DFW | SAT 02 JUN 08:05 AM | 10:15 AM | HK | | 0 | 03:10 | 757 YY | |
| YY 1976 | Q | DFW - MIA | TUE 05 JUN 09:05 AM | 12:45 PM | HK | | 0 | 02:40 | 757 YY | |

Figure CAT56e

SPRK Reference Guide

Finally, after reviewing the pricing screen, complete the rebooking by clicking Rebook.

| Passenger Type | Currency | ADT |
|--|------------|---------------|
| Base Fare per Passenger | | |
| YY 617: MIA-DFW (Q) | USD | 140.47 |
| YY 1976: DFW-MIA (Q) | USD | 140.46 |
| Total Base Fare per Passenger | USD | 280.93 |
| Taxes and Fees | | |
| US US Transportation Tax | USD | 21.07 |
| ZP US Flight Segment Tax | USD | 7.60 |
| AY US September 11th Security Fee | USD | 5.00 |
| XF US Passenger Facility Charge | USD | 9.00 |
| Total Taxes and Fees | USD | 42.67 |
| Total airfare per passenger - (Validated on YY) | USD | 323.60 |
| Grand Total USD - (ADT x 1) | | 323.60 |

Figure CAT56f

Deleting Segments

To cancel or delete a segment, select the segment you wish to delete by clicking the box or the green arrow to select all segments in the itinerary, then click Delete.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|-------------------------------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| <input checked="" type="checkbox"/> | Q | MIA - DFW | FRI 10AUG 06:50 AM | 08:45 AM | HK | 0 | 0 | 02:55 | 738 YY | 1 |
| <input checked="" type="checkbox"/> | Q | DFW - MIA | MON 20AUG 06:45 PM | 10:35 PM | HK | 0 | 0 | 02:50 | 738 YY | 1 |

Figure CAT57

Seat Management

Seats Overview

You can access the seat map from any display where the seat icon appears.

SPRK Reference Guide

- With **Air Availability** and **Fare Search** you can view the seat availability, although you cannot select a seat to book.
- After you have selected your flights and the flights are in the **Shopping Cart** on the Reservation page, you can view and pre-select seats.
- Once you Book your flights, with your seat selections made, the seats are a part of your **PNR** and are purchased.

For purposes of this example we will select seats from a booked itinerary on the Reservation page.

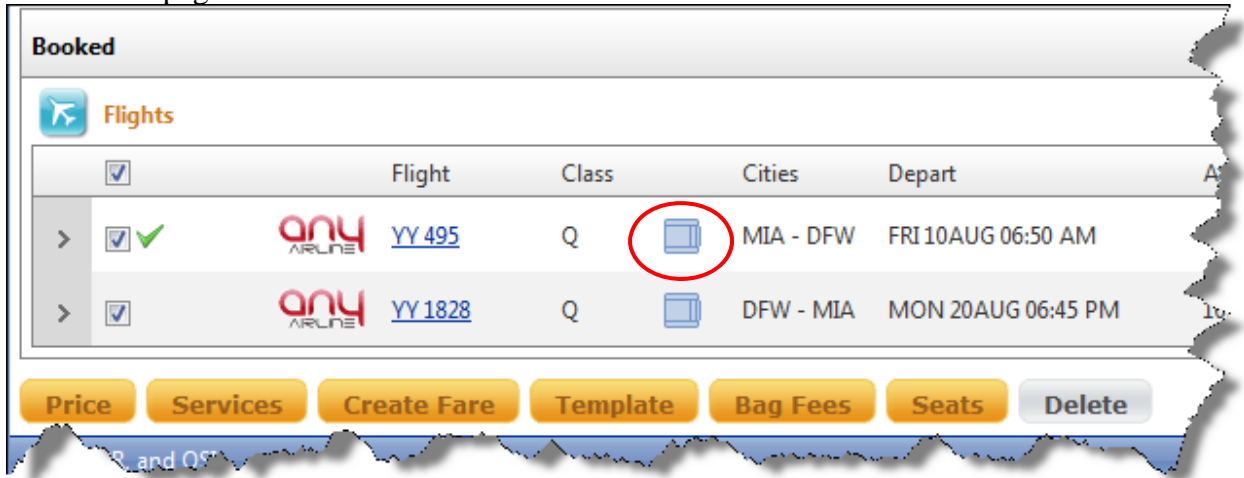



Figure CAT58

Once you click the  icon, the seat map displays. This includes the aircraft information and the name of the class of service. Refer to the legend at the top of the page to see which seats are available, restricted, occupied, etc.

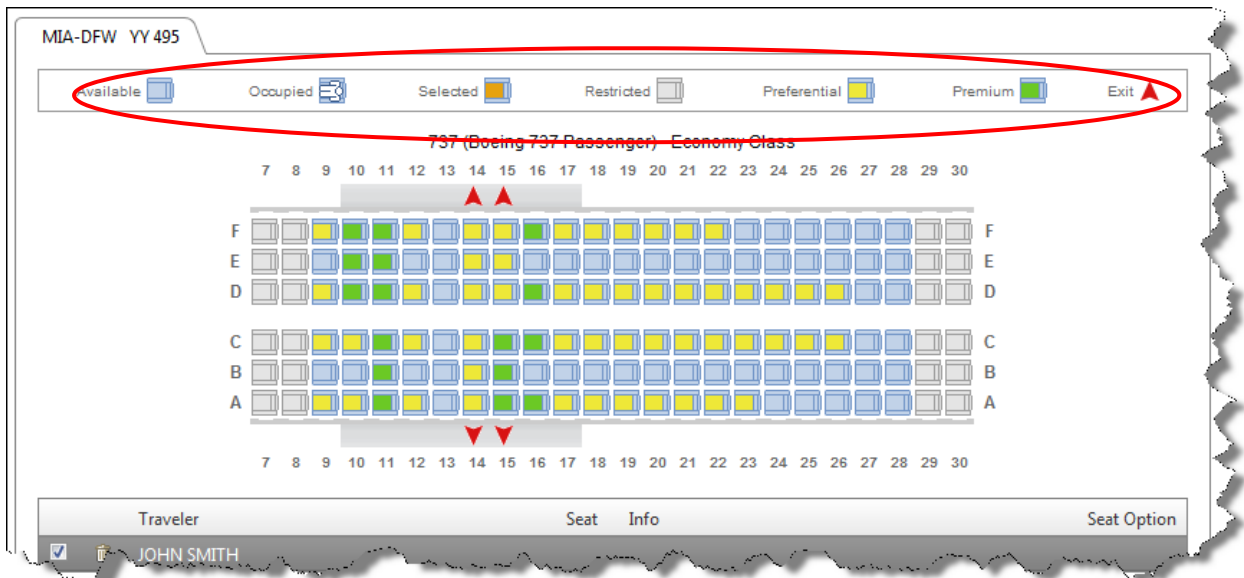


Figure CAT59

SPRK Reference Guide

Seat Icons:

- Available – This is a seat that is available for your selection.
- Occupied – This has already been selected and is not available.
- Selected – The seat you select prior to seat confirmation.
- Restricted – You must meet certain criteria (i.e. exit rows, out of class, back rows).
- Preferential – Seats available to Top Tier customers.
- Premium – Seats will have an additional cost attached.
- Exit – Designates exit row.

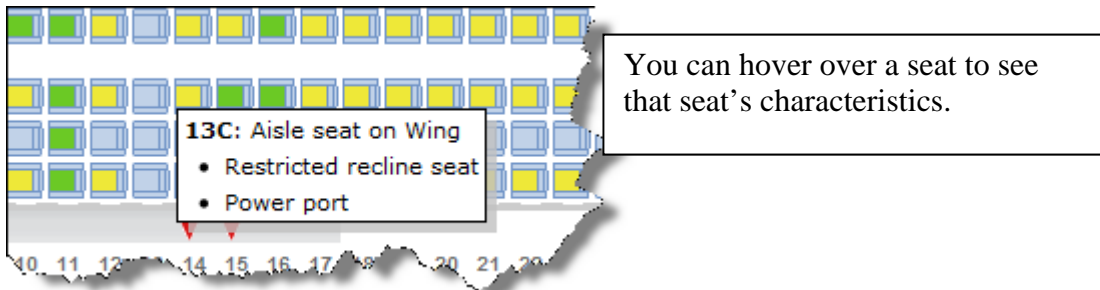



Figure CAT60

Booking Seats

Click on  for each flight leg to view the seat map for each flight and select seats.

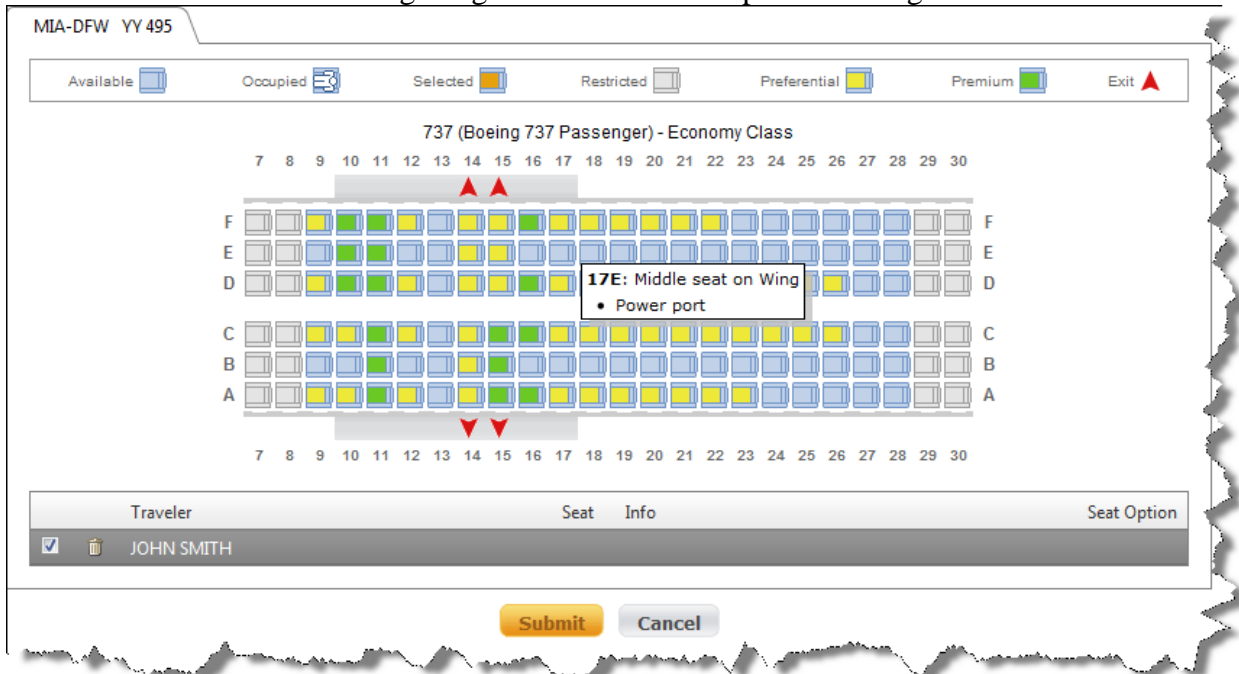


Figure CAT61

SPRK Reference Guide

Click on the seat you wish to select. Click . You will be returned to the Reservation page. Selected seats appear in the PNR with the associated flight segment.

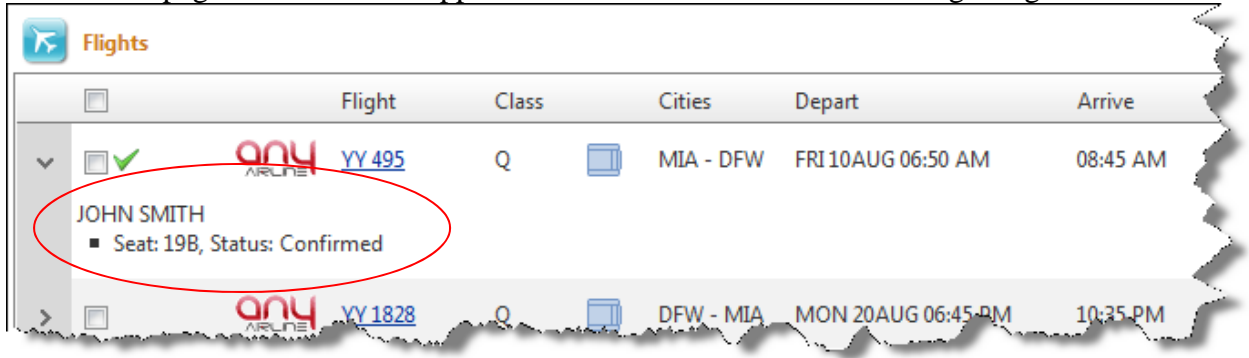


Figure CAT62

You can now complete the seat selection process for the remaining legs of your flight.

Preferred Seats

We will now select the seat for the second leg of our flight.

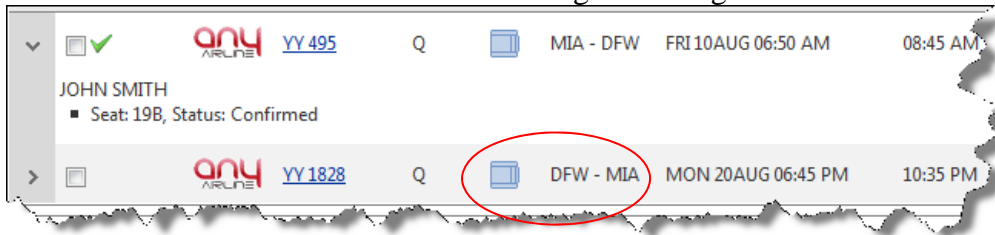


Figure CAT63

Note: If the passenger is an Elite passenger (Diamond, Executive, Gold, etc.), additional charges may not be added to the ticket. If you hover over a seat that does have fees attached, no cost will display for an Elite passenger. Also, depending on an airline's policy, passengers traveling with an elite status passenger may not incur costs for premium seating.

SPRK Reference Guide

Select the seat icon and the seat map will again display:

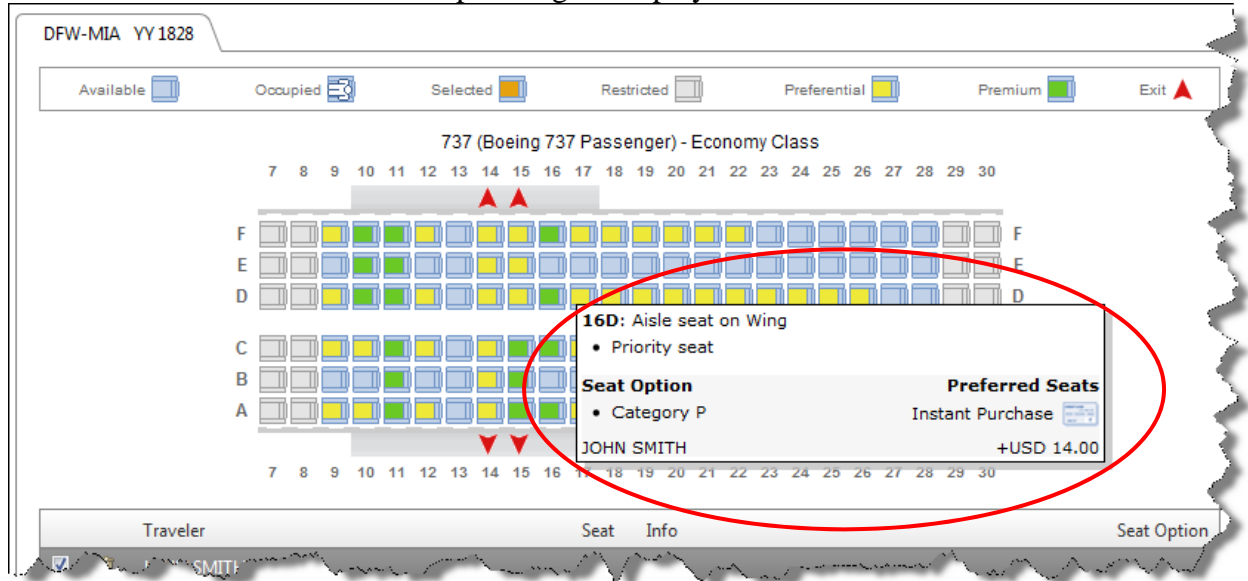


Figure CAT64

If there is a fee associated with your preferred seat, as in the above example, (+USD 14.00), when you accept the selection, the fee will be carried through the remainder of the Pricing process. Once you click submit, you will return to the Reservation page and your Preferred Seat, with its additional charge, will display.

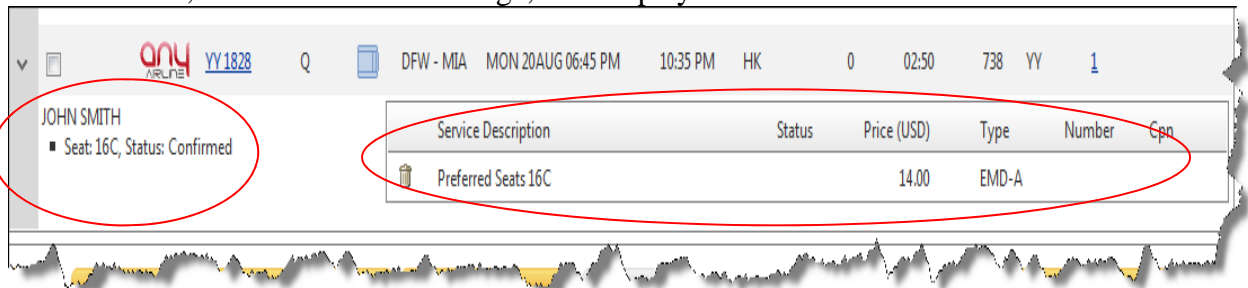


Figure CAT65

Seat Optimization

Once a flight is booked you can proceed with selecting your seat or proceed with ticketing. If you were not able to get your preferred seat, SPRK's Seat Optimization allows you the capability to enter your preferred seat options and we will search the airline seat database to find a better seat for you based on your selected options. Each time we find a seat that satisfies any one of your options we will hold that seat for your approval and will continue to look for the remaining options until you stop the process.

To activate Seat Optimization, expand the flight by clicking the down arrow on the left margin. Next, click on the icon to view the selections that you are offered.

SPRK Reference Guide

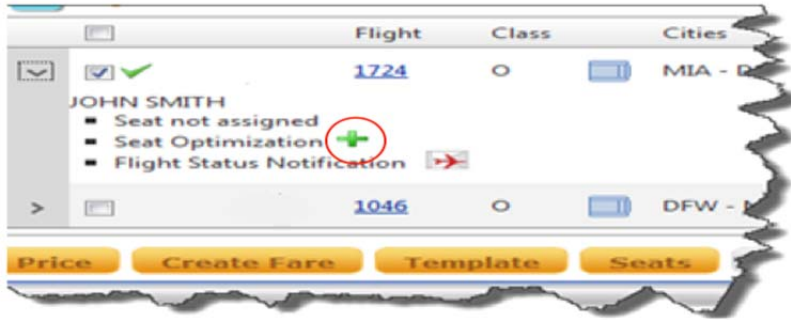


Figure CAT66

The Seat Optimization section at the bottom of the screen contains all the choices the passenger has available. The choices are also in the order of “Most Important” to “Nice to Have.” Proceed with selecting your desired options using the drop down feature. You can also drag the feature you are selecting in the order of its importance to you. When you are finished making your selections click **Submit**.

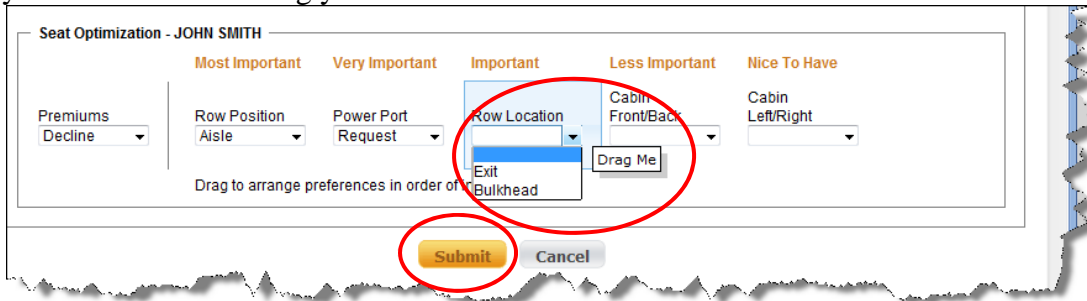


Figure CAT67

Note: This example is not in the order of the original Seat Optimization screen display because the user has changed the sequence of importance.

If one of the desired options becomes available the seat will be changed so you have the most desirable seat available. This search will continue as long as the customer has seat requirements (or desires) that have not been satisfied. You may change the selection options or cancel the Seat Optimization process after it has begun by going to the same area to select the edit or stop options.

Modifying and Deleting Seats


To change or delete a seat, access the seat map and click on the  icon. You can then select another seat. Once you have made all the changes or deletions, click **Submit**.



Figure CAT68

Note: You can also delete a seat by clicking on the seat itself.

SPRK Reference Guide

PCC Bridging

Functionality

There are times when you need to be able to log into another PCC agency in order to assist customers with a reservation or to help resolve issues. Currently, agents are forced to log out and login to another browser window. This is because the technology does not enable agents to utilize two browsers at the same time. PCC Bridging allows agents to easily crossover to another PCC window without ever logging out of their home PCC. This means that an agent (HOME AGENCY) will be able to simulate login to another agency (BRIDGED AGENCY) from the same window browser.

Essentially, agents will be able to emulate between agencies without opening additional browser windows. This will improve efficiency, speed, and ease of service.

ACL Requirements and Setup

PCC Bridging is easily enabled for an agency through the ACL Management Interface, where agencies are setup for bridging. Currently, all configurations and initialization of bridged agents will continue to be provided by Farelogix IT services. Basic setup will consist of:

- a) HOME Agency to BRIDGED agency configuration
- b) BRIDGED agency role definition

Once bridging has been setup, you will immediately see the agencies that have been bridged to via a dropdown list. If using SPRK, this dropdown list will appear on the upper right-hand corner of the home screen, as shown below:

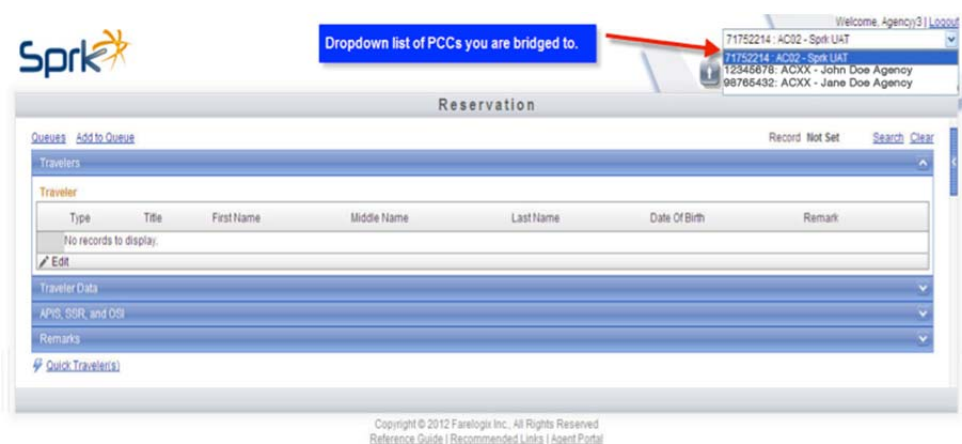


Figure PCC1

SPRK Reference Guide

The above setup can be duplicated for multiple BRIDGED agencies, within the ACL interface. The HOME agency > to the BRIDGED agency will always function based on the setup in the ACL configuration.

In the example below, you can see how Bridging agent for JohnDoe Agent (HOME AGENT) is ac02_JDoe (BRIDGED AGENT).

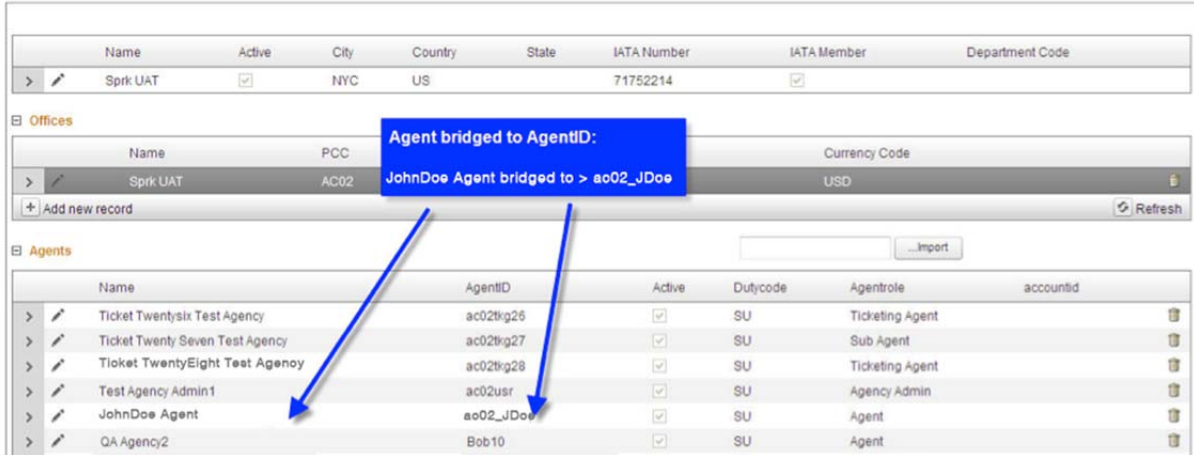


Figure PCC2

There are no special rules for the naming convention used. You may use any name for either the HOME AGENT or the BRIDGED AGENT.

What an agent can or cannot do when bridged to another PCC agency is managed by the role assigned to them on the BRIDGED AGENCY side. This means that, if your role is that of an Admin Agent on the HOME Agency, and that of a Ticketing Agent on the BRIDGED agency side, then your functionality rights will mirror those of a ticketing agent once you are in bridged mode; your role functional access is always governed by role assigned to you by BRIDGED agency.

The figure below illustrate the functionalities across assigned roles; HOME Agency role functions versus BRIDGED Agency role functions:

| Agency Role | Functional capabilities | | | | | | | | | | |
|-------------------------------|-------------------------|------------------|--------------------|--------------------|--------------------|----------------------|------------------------|--------------|-----------------|---------------|-----------------|
| | Book a flight | Reserve a ticket | Retrieve Own PHR's | Retrieve All PHR's | Void a reservation | Refund a reservation | Exchange a reservation | Create Users | Create Profiles | Edit Profiles | Create Agencies |
| HOME Agency: Enterprise Admin | YES | yes | yes | Agency's | yes | yes | yes | yes | yes | yes | yes |
| BRIDGED Agency: Agent | yes | no | yes | Same PCC | no | no | no | no | no | no | no |

Figure PCC3

All of role/rights/access is managed via the ACL interface.

SPRK Reference Guide

| AgentID | Active | Dutycode | Agentrole | accountid |
|---------------|-------------------------------------|----------|-----------------|-----------|
| ac02tkg26 | <input checked="" type="checkbox"/> | SU | Ticketing Agent | |
| ac02tkg27 | <input checked="" type="checkbox"/> | SU | Sub Agent | |
| ac02tkg28 | <input checked="" type="checkbox"/> | SU | Ticketing Agent | |
| ac02usr | <input checked="" type="checkbox"/> | SU | Agency Admin | |
| ac05_jazzyj | <input checked="" type="checkbox"/> | SU | Agent | |
| ac05_pianoman | <input checked="" type="checkbox"/> | SU | Agent | |
| ana | <input checked="" type="checkbox"/> | SU | Agency Admin | |
| Bob10 | <input checked="" type="checkbox"/> | SU | Sub Agent | |
| candice | <input checked="" type="checkbox"/> | SU | Agency Admin | |
| debbie | <input checked="" type="checkbox"/> | SU | Agency Admin | |

Figure PCC4

Note: In future releases, there's the possibility of providing Agencies with a PCC user interface (UI) where they can manage the bridging themselves.

Advantages of PCC Bridging

PCC Bridging will bring tremendous amount of flexibility and efficiency for agents who currently need to log in and out, in order to assist customers across PCCs. Four key functional values include:

- Ability to seamlessly be logged in to multiple bridged agency windows from the same browser.
- Ability to emulate applicable roles while in bridged mode, thus allowing agents to reproduce steps and procedures related to issues.
- Ability to report issues to Farelogix as if they were logged into the bridged agency will save time when trying to resolve issues.
- Ability of agent to be bridged to not one but multiple agencies within the same window will be a big time saver and offer a great level of flexibility for working with multiple customers.

The greatest value to the user is that PCC bridging enables you to transfer from one PCC to another or to claim a PNR from another PCC (as long as security access has been set-up ahead).

SPRK Reference Guide

Ticketing

Ticketing an Itinerary

After you have booked your itinerary, you are ready to Ticket. To Ticket, click

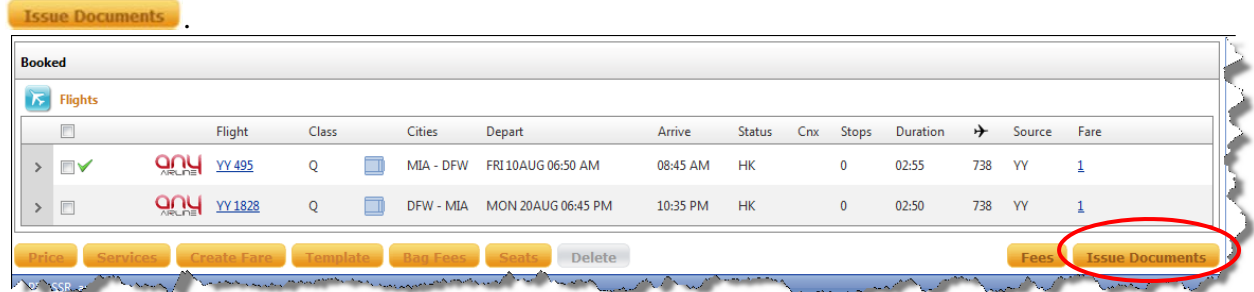


Figure TIC1

The response is the Issue Documents page, which includes a recap of the passenger information and itinerary. Select the traveler(s) and itinerary to be ticketed by checking the desired traveler and fare group and clicking **Submit**.

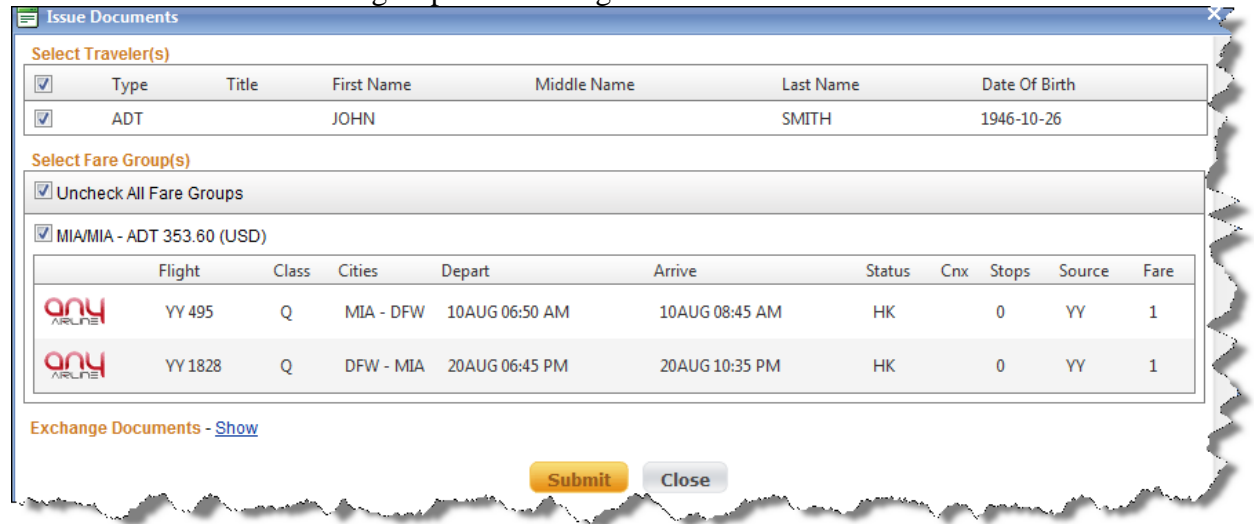


Figure TIC2

The Electronic Ticket Image page is displayed. If there are multiple passengers in the PNR, you can click on the down arrow next to the passenger name to view the ticket image for each passenger.

SPRK Reference Guide

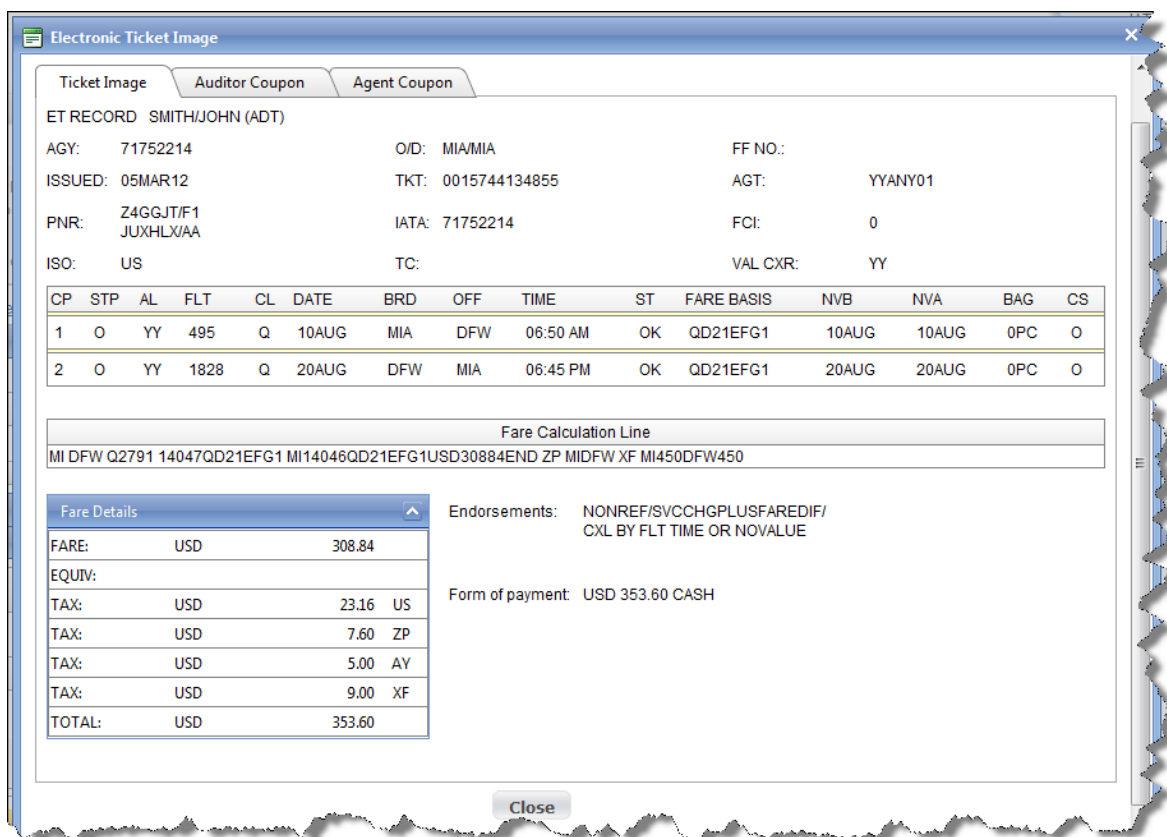


Figure TIC3

The Ticket Image has three sections. The top part of the ticket image defines ticket issue information:

| | | | |
|--------|---------------------------|---------|---|
| AGY | Agency issuing the ticket | IATA | Agency IATA number |
| ISSUED | Ticket issue date | TC | Tour Code (if present) |
| PNR | Record locator | FF NO. | Frequent Flyer Number (if present) |
| ISO | Agency country code | AGT | Agent issuing the ticket |
| O/D | Origin-Destination | FCI | Fare Code Indicator. (0=auto priced, 1=manually priced) |
| TKT | Ticket number | VAL CXR | Validating carrier |

Figure TIC4

The next section of the ticket image displays the Ticket itinerary:

| | | | |
|-----------|----------------------|------------|-------------------|
| CP | Coupon number | TIME | Departure time |
| STP | Number of stops | ST | Ticket Status |
| AL | Airline | FARE BASIS | Fare Basis code |
| FLT | Flight number | NVB | Not valid before |
| CL | Class of Service | NVA | Not valid after |
| DATE | Date of travel | BAG | Baggage allowance |
| BRD & OFF | Board and Off points | CS | Coupon Status |

Figure TIC5

SPRK Reference Guide

The last section of the Electronic Ticket Image page displays the Fare Calculation Line, Fare Details, Endorsements, and Form of Payment. Click on **Close** to return to the Reservation page.

To email the itinerary, click Email at the bottom left of the screen.

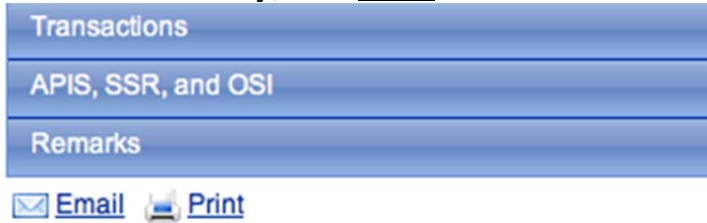


Figure TIC5a

Enter the email address and any comments, then click **Send**. Click **Close** to return to the Reservation page.

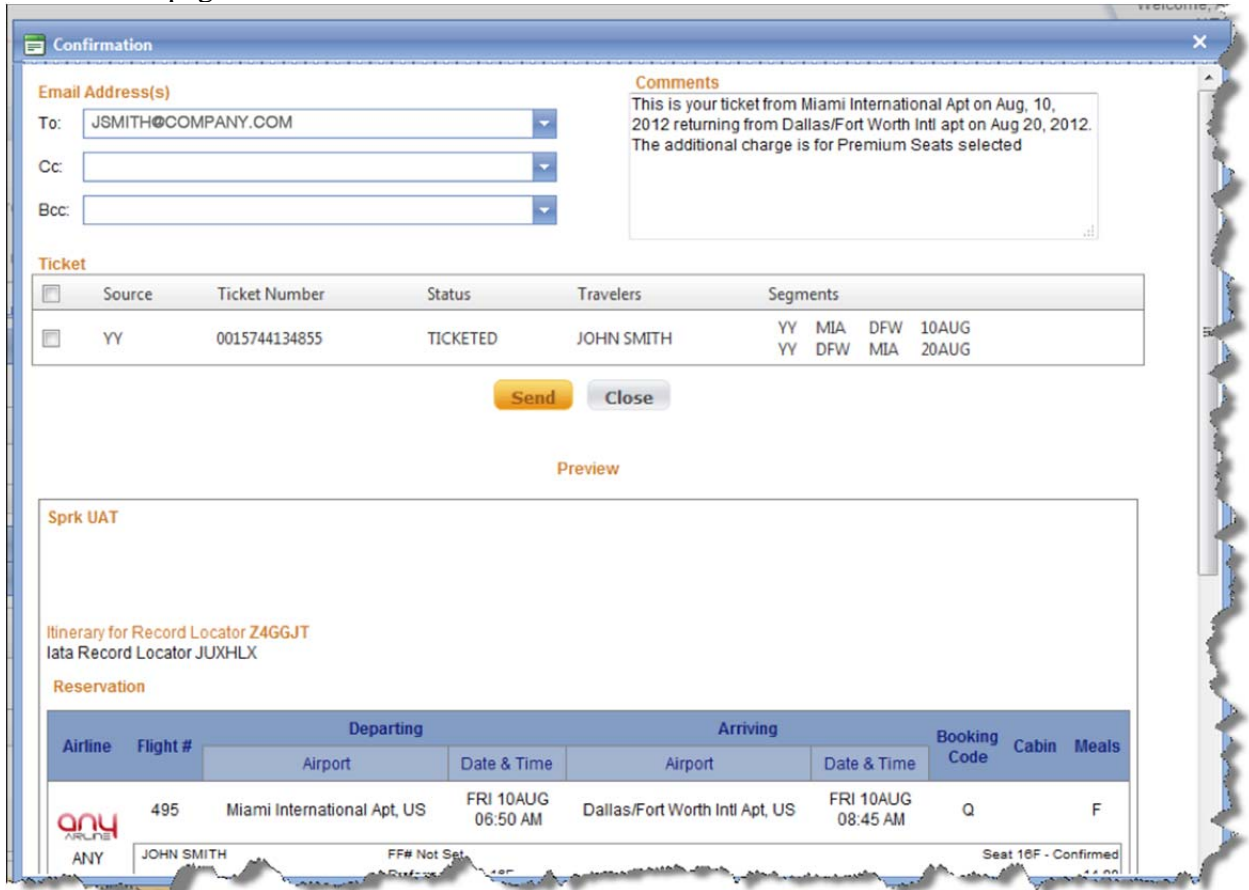


Figure TIC6

SPRK Reference Guide

After the ticket is issued, click on the Transactions bar Transactions to expand the section and see the ticket information. Click on the Reference number to view the Ticket and see the various options.

Note: If there have been additional fees associated with the ticket, an additional Reference number is issued (Type EMD-A) to give an explanation of the additional charges.

| Transaction Reference | Fare Rules | Source | Type | Issuance Date | Status | Travelers | Segments |
|-----------------------|------------|--------|--------|------------------|----------|------------|---|
| 0015744134933 | | YY | Ticket | 05MAR12 03:03 PM | TICKETED | JOHN SMITH | 495 MIA DFW 10AUG 1828 DFW MIA 20AUG |

APIS, SSR, and OSI

Figure TIC7

You can now perform various processes as described in detail on the following pages, or Close this page taking no further action.

Electronic Ticket Image

Ticket Image | Auditor Coupon | Agent Coupon

ET RECORD SMITH/JOHN (ADT)

AGY: 71752214 O/D: MIA/MIA FF NO.:

ISSUED: 05MAR12 TKT: 0015744134855 AGT: YYANY01

PNR: Z4GGJT/F1 IATA: 71752214 FCI: 0

ISO: US TC: VAL CXR: YY

| CP | STP | AL | FLT | CL | DATE | BRD | OFF | TIME | ST | FARE BASIS | NVB | NVA | BAG | CS |
|----|-----|----|------|----|-------|-----|-----|----------|----|------------|-------|-------|-----|----|
| 1 | O | YY | 495 | Q | 10AUG | MIA | DFW | 06:50 AM | OK | QD21EFG1 | 10AUG | 10AUG | 0PC | O |
| 2 | O | YY | 1828 | Q | 20AUG | DFW | MIA | 06:45 PM | OK | QD21EFG1 | 20AUG | 20AUG | 0PC | O |

Fare Calculation Line
MI DFW Q2791 14047QD21EFG1 MI14046QD21EFG1USD30884END ZP MIDFW XF MI450DFW450

| Fare Details | | |
|--------------|-----|----------|
| FARE: | USD | 308.84 |
| EQUIV: | | |
| TAX: | USD | 23.16 US |
| TAX: | USD | 7.60 ZP |
| TAX: | USD | 5.00 AY |
| TAX: | USD | 9.00 XF |
| TOTAL: | USD | 353.60 |

Endorsements: NONREF/SVCHGPLUSFAREDIF/
CXL BY FLT TIME OR NOVALUE

Form of payment: USD 353.60 CASH

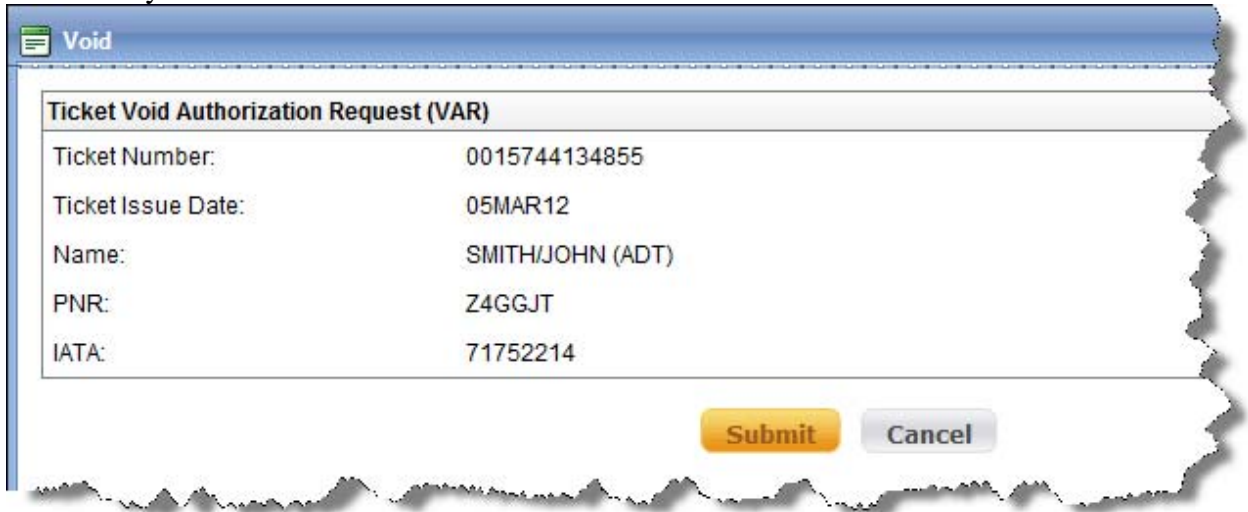
Void Refund Exchange/Reissue Revalidation Close

Figure TIC8

SPRK Reference Guide

Void

Once a ticket is issued, it can be voided within the guidelines established by ARC or the applicable BSP. To void a ticket, first expand the **Transactions** section of the PNR to view ticket information. Click on the ticket number and then click **Void**. The response is the Ticket Void page with the pertinent information, including the SPRK record locator. From this page you can **Submit** to continue the process of voiding, or click **Cancel** if you do not want to continue.



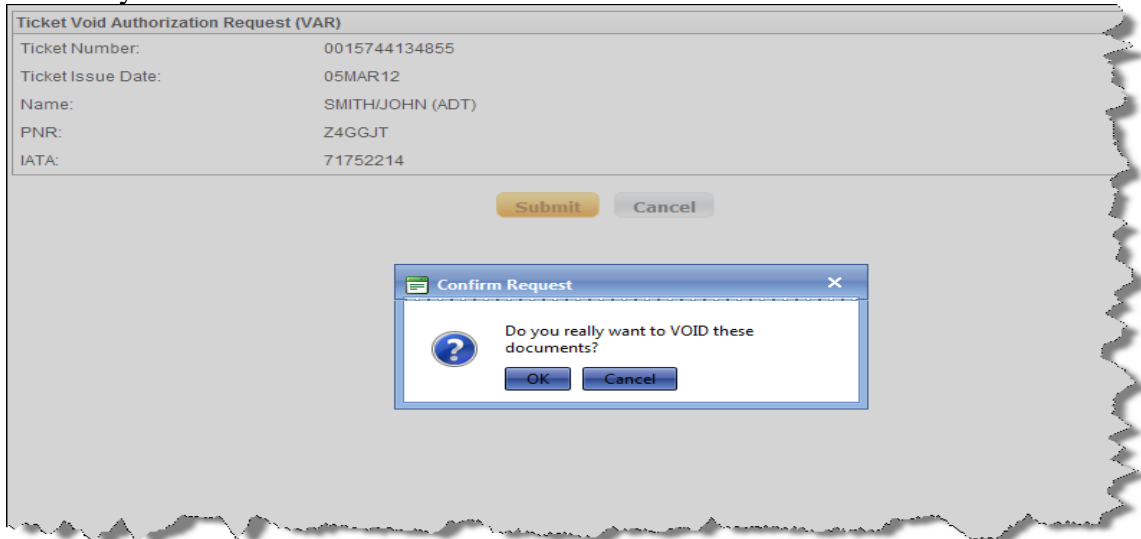
The screenshot shows a web form titled "Void" with a sub-header "Ticket Void Authorization Request (VAR)". The form contains the following fields:

| | |
|--------------------|------------------|
| Ticket Number: | 0015744134855 |
| Ticket Issue Date: | 05MAR12 |
| Name: | SMITH/JOHN (ADT) |
| PNR: | Z4GGJT |
| IATA: | 71752214 |

At the bottom right of the form are two buttons: "Submit" (orange) and "Cancel" (grey).

Figure TIC9

After submitting, you are asked to confirm the process to void the ticket. You may cancel if you do not wish to continue.



The screenshot shows the same "Ticket Void Authorization Request (VAR)" form as in Figure TIC9, but with a "Confirm Request" dialog box overlaid. The dialog box contains the following text:

Do you really want to VOID these documents?

At the bottom of the dialog box are two buttons: "OK" and "Cancel".

Figure TIC10

After clicking OK, the Ticket Void Confirmation page is displayed.

SPRK Reference Guide

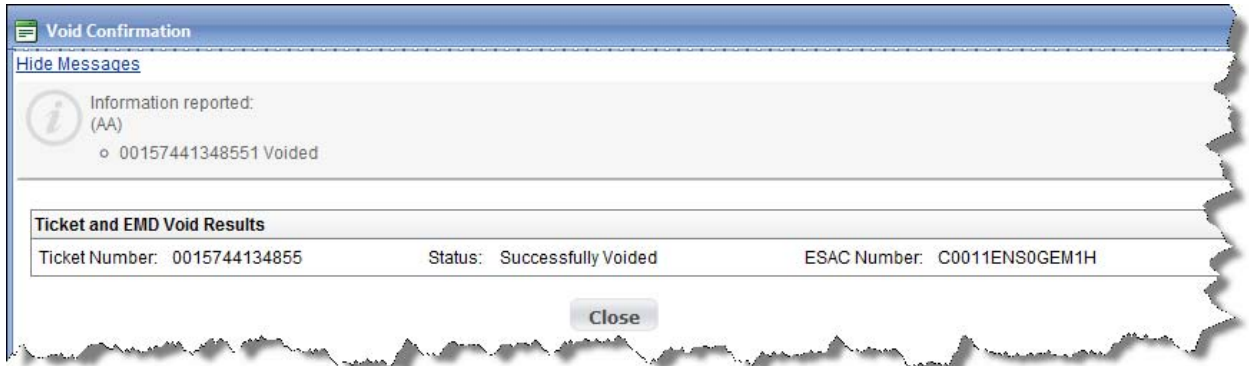


Figure TIC11

Remember you can view ticketing information by expanding the **Transactions** section of the PNR. Notice that the status for this ticket is **VOIDED**.

| Reference | Fare Rules | Source | Type | Issuance Date | Status | Travelers | Segments |
|-------------------------------|------------|--------|--------|------------------|--------|------------|---|
| 0015744134933 | | YY | Ticket | 05MAR12 03:06 PM | VOIDED | JOHN SMITH | 495 MIA DFW 10AUG 1828 DFW MIA 20AUG |

Figure TIC12

Refund

Once a ticket is issued, it can be refunded within the guidelines of the fare. You can also add a penalty if required. To Refund a ticket, first expand the **Transactions** section of the PNR to view ticket information, then click **Refund**. The response is the Ticket Refund page with all the ticket details. You must check the fare rules to see if a penalty is required and add that penalty on this screen. From this page you can **Submit** to continue the process or click **Close** if you do not want to proceed.

SPRK Reference Guide

Ticket Refund

Ticket Information

Name: SMITH/JOHN (ADT) Issue Date: 05MAR12 IATA: 71752214 Tour Code:
 Ticket Number: 0015744134861 Currency Code: USD PNR: ZDGGJT

| TKT | CP | AL | FLT | CL | DATE | BRD | OFF | FARE BASIS | ST | USED |
|-----|----|----|------|----|-------|-----|-----|------------|----|--------------------------|
| 861 | 1 | YY | 495 | Q | 10AUG | MIA | DFW | QD21EFG1 | O | <input type="checkbox"/> |
| 861 | 2 | YY | 1828 | Q | 20AUG | DFW | MIA | QD21EFG1 | O | <input type="checkbox"/> |

Calculation of Refund

Base Fare: 308.84
 Base Fare Used: 0.00
 Base Fare Refund: 308.84
 Tax Original: 44.76
 Tax Used: 0.00

Tax Details (dropdown arrow)

Tax Refund: 44.76
 Ticket Refund: 353.60
 Penalty: 0.00
 Total Refund: 353.60

Commission

On Penalty: 0.00
 Returned on Original ticket: 0.00
 No Commission due: 0.00

Monetary Settlement

| | Charged To | Refunded To |
|---|------------|----------------------|
| CASH | 353.60 | CASH 353.60 |
| Issue NEW residual MCO/EMD/Other Document for | | 0.00 |
| Total Amount | 353.60 | Refund/Credit 353.60 |

Current amount discrepancy: 0.00

Submit Close

Figure TIC13

Click the down arrow next to Tax Details to see all the taxes.

Tax Used: 0.00

Tax Details (dropdown arrow)

| Original | Refunded | Used | Designator |
|----------|----------|------|------------|
| 23.16 | 23.16 | 0.00 | US |
| 7.60 | 7.60 | 0.00 | ZP |
| 5.00 | 5.00 | 0.00 | AY |
| 9.00 | 9.00 | 0.00 | XF |

Tax Refund: 44.76
 Ticket Refund: 353.60
 Penalty: 0.00
 Total Refund: 353.60

Figure TIC14

After submitting, you are asked to confirm to continue the refund process. You may Cancel if you do not wish to continue.

SPRK Reference Guide

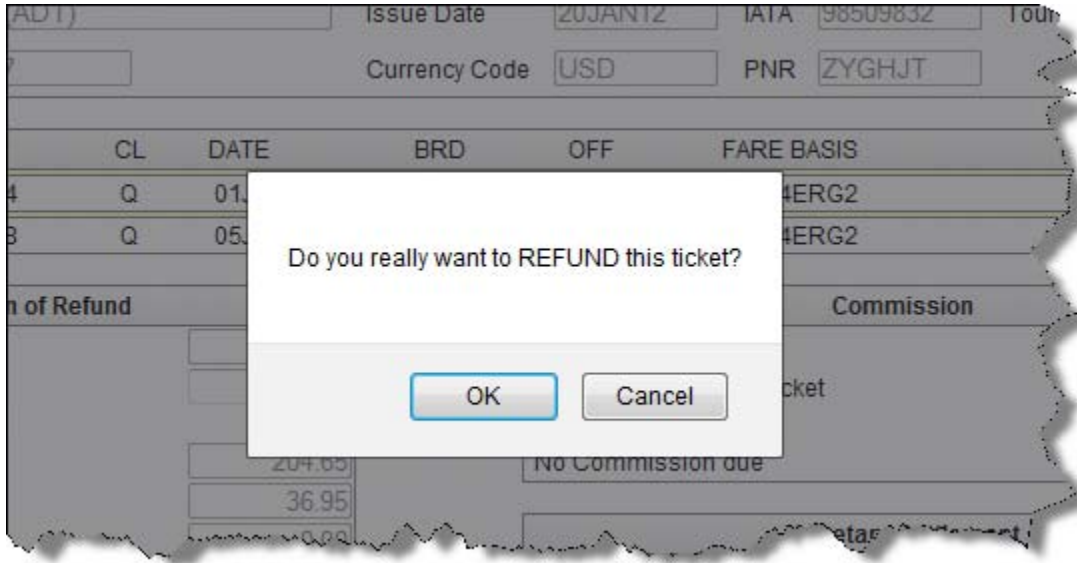


Figure TIC15

The response is the Ticket Refund Confirmation page with the ESAC and ticket numbers.

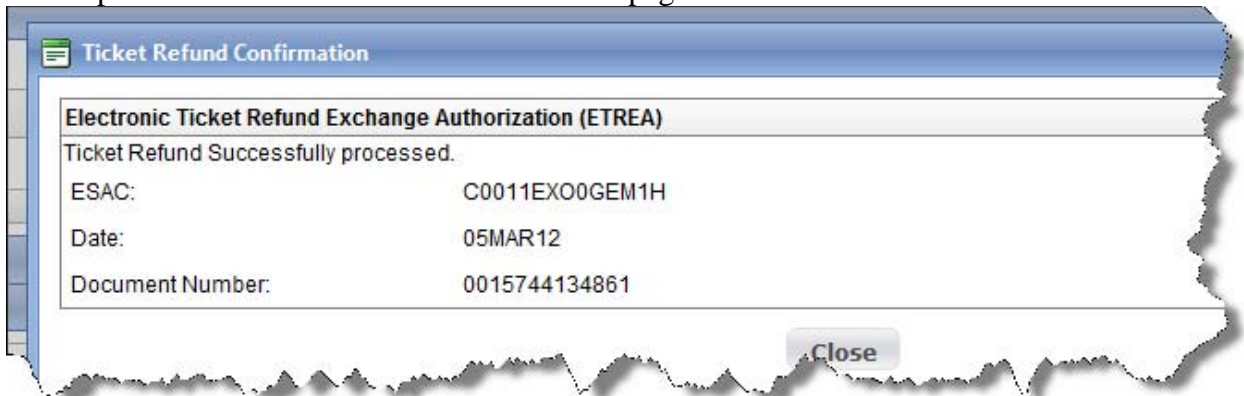


Figure TIC16

Remember you can view ticketing information by expanding the **Transactions** section of the PNR. Note the status for this ticket is **REFUNDED**.

| Reference | Fare Rules | Source | Type | Issuance Date | Status | Travelers | Segments |
|---------------|------------|--------|--------|-----------------|----------|------------|---|
| 0015744134861 | | YY | Ticket | 05MAR12 1005 AM | REFUNDED | JOHN SMITH | 495 MIA DFW 10AUG 1828 DFW MIA 20AUG |

Figure TIC17

Exchange / Reissue

Exchange Single Passenger Itinerary



SPRK Reference Guide

There will be occasions when a ticketed itinerary must be exchanged for a different ticketed itinerary. Start by retrieving the PNR. The process requires you to select a new/preferred flight itinerary by clicking on the “Add Air” icon from the Reservation screen.



Figure TIC18

A new search window will open. Notice the previously booked flight at the bottom of the screen.

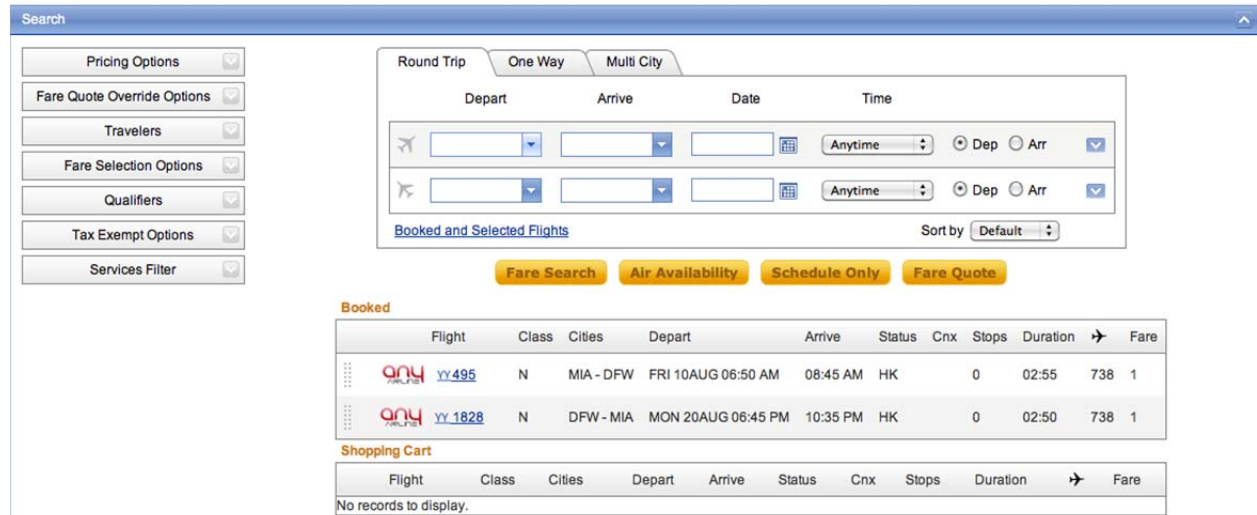


Figure TIC19

Select Round Trip, One Way, or Multi City. For this example we will change both the departure and return flights.

If your new itinerary has similar criteria you can use the “drag and drop” feature to populate the new search window. Click on the Departure flight (anywhere on the line), then hold and drag to the first line of the search and release.

SPRK Reference Guide

The screenshot shows a flight search interface with the following components:

- Trip Type:** Round Trip (selected), One Way, Multi City.
- Search Fields:** Depart, Arrive, Date, Time. Two rows are visible for the round trip.
- Buttons:** Fare Search, Air Availability, Schedule Only, Fare Quote.
- Booked Table:**

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Fare |
|---------|-------|-----------|--------------------|----------|--------|-----|-------|----------|-------|
| YY 495 | N | MIA - DFW | FRI 10AUG 06:50 AM | 08:45 AM | HK | | 0 | 02:55 | 738 1 |
| YY 1828 | N | DFW - MIA | MON 20AUG 06:45 PM | 10:35 PM | HK | | 0 | 02:50 | 738 1 |
- Shopping Cart Table:**

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Fare |
|------------------------|-------|--------|--------|--------|--------|-----|-------|----------|------|
| No records to display. | | | | | | | | | |

Figure TIC20

Repeat the “drag and drop” with the Return flight. Then make necessary entries for the itinerary change. You may also simply type in the new search criteria.

The screenshot shows the flight search interface with a red circle highlighting the Date field for the return flight. The search criteria are:

- Trip Type:** Round Trip (selected), One Way, Multi City.
- Search Fields:** Depart, Arrive, Date, Time. Two rows are visible.
- Buttons:** Fare Search, Air Availability, Schedule Only, Fare Quote.

Figure TIC21

Proceed with Fare Search, select a flight, and adding it to Shopping Cart as outlined in the **Creating a Trip** chapter.

The Reservation Page will appear with the previously booked flight and the new flight in the Shopping Cart

SPRK Reference Guide

Booked

Flights

| <input type="checkbox"/> | Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | → |
|---------------------------------------|------------------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|---|
| > <input checked="" type="checkbox"/> | YY495 | N | MIA - DFW | FRI 10AUG 06:50 AM | 08:45 AM | HK | 0 | 02:55 | 738 | |
| > <input type="checkbox"/> | YY1828 | N | DFW - MIA | MON 20AUG 06:45 PM | 10:35 PM | HK | 0 | 02:50 | 738 | |

Shopping Cart

Flights

| <input type="checkbox"/> | Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | → |
|---------------------------------------|------------------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|---|
| > <input checked="" type="checkbox"/> | YY846 | G | MIA - DFW | SUN 05AUG 12:15 PM | 02:10 PM | | 0 | 02:55 | 757 | |
| > <input type="checkbox"/> | YY1299 | G | DFW - MIA | WED 15AUG 10:30 AM | 02:30 PM | | 0 | 03:00 | 738 | |

[Book](#) [Price](#) [Services](#) [Create Fare](#) [Auto-Exchange](#) [Bag Fees](#) [Seats](#) [Delete](#)

Figure TIC22

To exchange the flights, click on the **Pin** icon beside the checked boxes. The line will be highlighted. The highlighted flight/flights will automatically be deleted once the exchange is made.

Booked

Flights

| <input type="checkbox"/> | Flight | Class | Cities | Depart | Arrive | Status |
|---------------------------------------|------------------------|-------|-----------|--------------------|----------|--------|
| > <input checked="" type="checkbox"/> | YY495 | N | MIA - DFW | FRI 10AUG 06:50 AM | 08:45 AM | HK |
| > <input type="checkbox"/> | YY1828 | N | DFW - MIA | MON 20AUG 06:45 PM | 10:35 PM | HK |

Figure TIC23

Select the new itinerary by checking the flights, then click [Price](#).

Shopping Cart

Flights

| <input checked="" type="checkbox"/> | Flight | Class | Cities | Depart | Arrive | Status |
|---------------------------------------|------------------------|-------|-----------|--------------------|----------|--------|
| > <input checked="" type="checkbox"/> | YY846 | G | MIA - DFW | SUN 05AUG 12:15 PM | 02:10 PM | |
| > <input checked="" type="checkbox"/> | YY1299 | G | DFW - MIA | WED 15AUG 10:30 AM | 02:30 PM | |

[Book](#) [Price](#) [Services](#) [Create Fare](#) [Auto-Exchange](#) [Bag Fees](#) [Seats](#) [Delete](#)

Figure TIC24

The Pricing Options screen will appear. Click [Continue](#).



SPRK Reference Guide

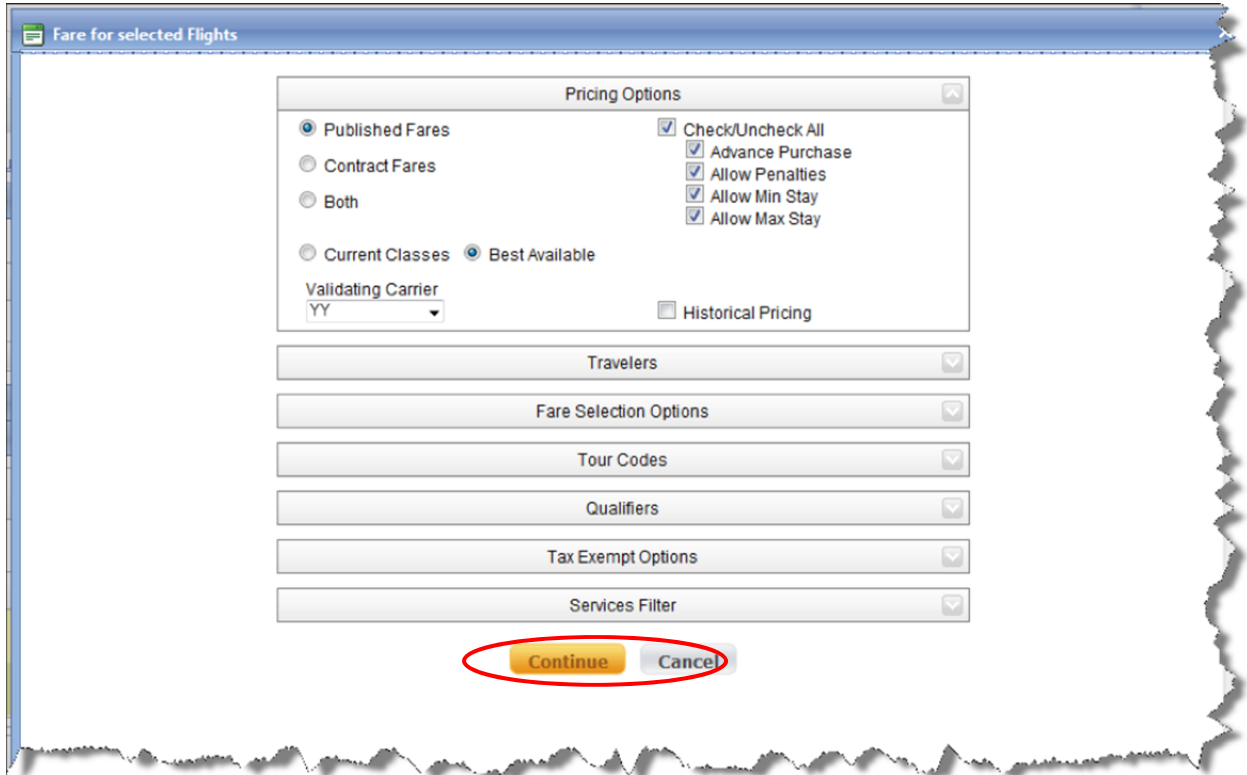


Figure TIC25

You will be presented with a breakdown of the fare, including all taxes and fees.

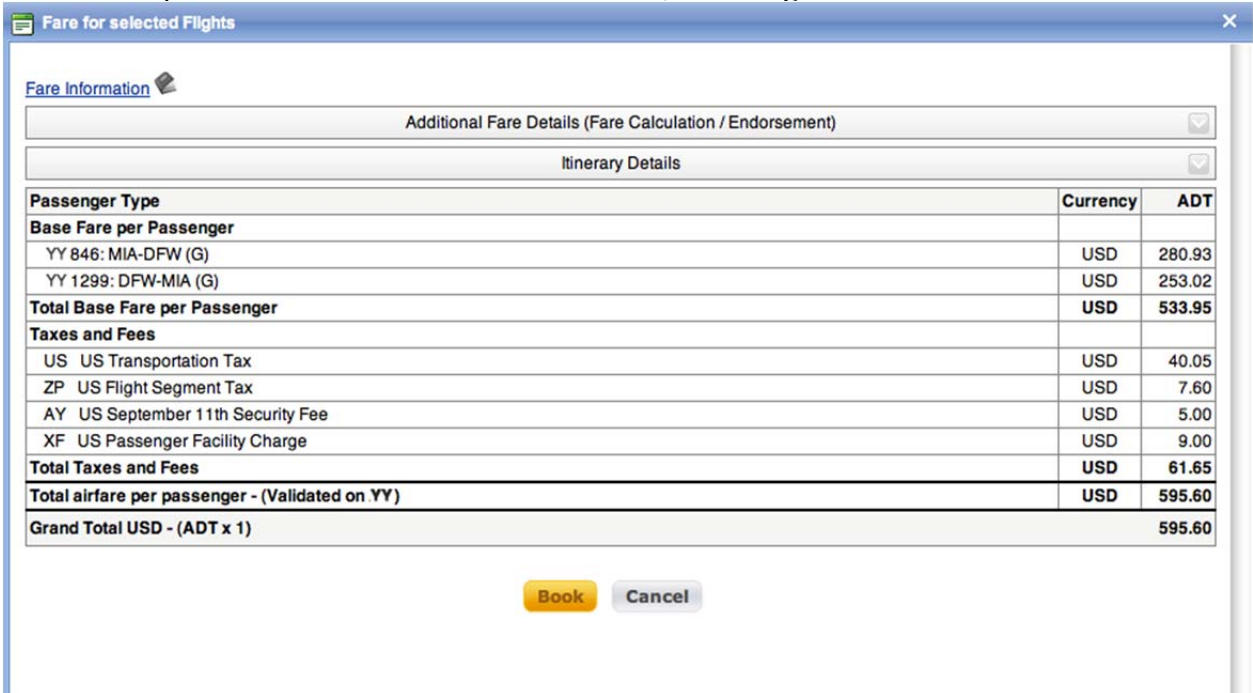


Figure TIC26

SPRK Reference Guide

The Reservation page will appear with the old itinerary no longer showing.

- The new itinerary will now be in the Booked section.
- Expand the Transactions section.
- Click on the Reference number of the original itinerary (only one will be listed at this time because the new itinerary hasn't been Ticketed yet).

The screenshot displays the 'Booked' section of a reservation system. It features a table of flights with columns for Flight, Class, Cities, Depart, Arrive, Status, Cnx, Stops, Duration, Source, and Fare. Two flights are listed, both with 'ony' logos and 'YY' fare codes. The first flight is YY 846 (MIA - DFW) and the second is YY 1299 (DFW - MIA). Below the flight table are buttons for 'Price', 'Services', 'Create Fare', 'Auto-Exchange', 'Bag Fees', 'Seats', 'Delete', 'Fees', and 'Issue Documents'. The 'Transactions' section below shows a table with columns for Reference, Fare Rules, Source, Type, Transaction Date, Status, Travelers, and Segments. A single transaction is listed with Reference '0015744136355', Status 'TICKETED', and Traveler 'JOHN SMITH'. The reference number is circled in red.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|-------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| ony YY 846 | G | MIA - DFW | SUN 05AUG 12:15 PM | 02:10 PM | HK | | 0 | 02:55 | YY | 1 |
| ony YY 1299 | G | DFW - MIA | WED 15AUG 10:30 AM | 02:30 PM | HK | | 0 | 03:00 | YY | 1 |

| Reference | Fare Rules | Source | Type | Transaction Date | Status | Travelers | Segments |
|---------------|------------|--------|--------|------------------|----------|------------|---|
| 0015744136355 | | YY | Ticket | 29MAR12 01:24 PM | TICKETED | JOHN SMITH | YY 495 MIA DFW 10AUG YY 1828 DFW MIA 20AUG |

Figure TIC27

The ticket image with the old itinerary is displayed. Click [Exchange/Reissue](#).

SPRK Reference Guide

Electronic Ticket Image

STATUS: TICKETED

Ticket Image Auditor Coupon Agent Coupon

ET RECORD SMITH/JOHN (ADT)

AGY: 71752214 O/D: MIA/MIA FF NO.:

ISSUED: 29MAR12 TKT: 0015744136355 AGT: AC02TKG04

PNR: BH2DJT/F1 IATA: 71752214 FCI: 0

HTOVIP/AA

ISO: US TC: VAL CXR: YY

| CP | STP | AL | FLT | CL | DATE | BRD | OFF | TIME | ST | FARE BASIS | NVB | NVA | BAG | CS |
|----|-----|----|------|----|-------|-----|-----|----------|----|------------|-------|-------|-----|----|
| 1 | O | YY | 495 | N | 10AUG | MIA | DFW | 06:50 AM | OK | ND21EFG1 | 10AUG | 10AUG | 0PC | O |
| 2 | O | YY | 1828 | N | 20AUG | DFW | MIA | 06:45 PM | OK | ND21EFG1 | 20AUG | 20AUG | 0PC | O |

Fare Calculation Line

MIA YY DFW Q27.91 145.12ND21EFG1 YY MIA145.11ND21EFG1USD318.14END ZP MIADFW XF MIA4.50DFW4.50

| Fare Details | | |
|--------------|-----|----------|
| FARE: | USD | 318.14 |
| EQUIV: | | |
| TAX: | USD | 23.86 US |
| TAX: | USD | 7.60 ZP |
| TAX: | USD | 5.00 AY |
| TAX: | USD | 9.00 XF |
| TOTAL: | USD | 363.60 |

Endorsements: NONREF/SVCCHGPLUSFAREDIF/
CXL BY FLT TIME OR NOVALUE

Form of payment: USD 363.60 CASH

Void Refund **Exchange/Reissue** Revalidation Close

Figure TIC28

An image of the new itinerary comes up with the traveler and the itinerary as selected.

Click **Submit**.

Ticket Exchange

Select Traveler(s)

| Select | Travelers for Segments |
|----------------------------------|------------------------|
| <input checked="" type="radio"/> | SMITH JOHN ADT |

Select Fare Group(s)

| Select | Select Fare Group(s) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------------|---|-----------|----------------|----------------|--------|--------|------------|-------|------------|-----|---|-----------|----------------|----------------|----|---|--|------|---|-----------|----------------|----------------|----|---|--|--|--|--|--|--|--|--|------------|
| <input checked="" type="radio"/> | Flight | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Flight</th> <th>Class</th> <th>Orig/Dest</th> <th>Depart</th> <th>Arrive</th> <th>Status</th> <th>Stops</th> <th>Total Fare</th> </tr> </thead> <tbody> <tr> <td> 846</td> <td>G</td> <td>MIA - DFW</td> <td>05AUG 12:15 PM</td> <td>05AUG 02:10 PM</td> <td>HK</td> <td>0</td> <td></td> </tr> <tr> <td> 1299</td> <td>G</td> <td>DFW - MIA</td> <td>15AUG 10:30 AM</td> <td>15AUG 02:30 PM</td> <td>HK</td> <td>0</td> <td></td> </tr> <tr> <td colspan="7"></td> <td>USD 595.60</td> </tr> </tbody> </table> | Flight | Class | Orig/Dest | Depart | Arrive | Status | Stops | Total Fare | 846 | G | MIA - DFW | 05AUG 12:15 PM | 05AUG 02:10 PM | HK | 0 | | 1299 | G | DFW - MIA | 15AUG 10:30 AM | 15AUG 02:30 PM | HK | 0 | | | | | | | | | USD 595.60 |
| Flight | Class | Orig/Dest | Depart | Arrive | Status | Stops | Total Fare | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 846 | G | MIA - DFW | 05AUG 12:15 PM | 05AUG 02:10 PM | HK | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1299 | G | DFW - MIA | 15AUG 10:30 AM | 15AUG 02:30 PM | HK | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | USD 595.60 | | | | | | | | | | | | | | | | | | | | | | | | | | |

Submit Cancel

SPRK Reference Guide

Figure TIC29

You will be presented with the Tax Assessment. Click **Continue**.

| Designator | Old Ticket | New Fare | New Ticket | Refund | Y/N* |
|---------------|--------------|--------------|----------------------|-------------|------|
| US | 23.86 | 40.05 | PD 23.86 | | |
| US | | | 16.19 | | |
| AY | 5.00 | 5.00 | PD 5.00 | | |
| ZP | 3.80 MIA | 3.80 MIA | PD 3.80 | | |
| ZP | 3.80 DFW | 3.80 DFW | PD 3.80 | | |
| XF | 4.50 MIA | 4.50 MIA | PD 4.50 | | |
| XF | 4.50 DFW | 4.50 DFW | PD 4.50 | | |
| TOTAL: | 45.46 | 61.65 | PD TTL 45.46 | 0.00 | |
| | | | A/C TTL 16.19 | | |
| | | | Tax TTL 61.65 | | |

Figure TIC29a

The Ticket Exchange screen will appear. Enter any applicable penalties. If the amount of the old ticket and new ticket (plus any fees) is different, the system will calculate the amount to be collected/refunded in the Monetary Settlement section. Click **Submit**.

Ticket Information

Name - Ticket: SMITH/JOHN (ADT) - 0015744136355 | Orig FOP: CASH | Tour Code: | Issue Date: 29MAR12
 CardHolder: | IATA: 71752214 | PNR: BH2DJT | Currency Code: USD

New Fare Information

Name: SMITH/JOHN | Tour Code: | Today's date: 29MAR12
 IATA: 71752214 | PNR: BH2DJT | Currency Code: USD

Calculation of Exchange

| | |
|---|--------|
| Base Fare New | 533.95 |
| Base Fare Original Ticket | 318.14 |
| Base Fare Difference | 215.81 |
| Tax Breakdown | |
| Taxes to Pay | 16.19 |
| Sub Total | 232.00 |
| Penalty | 0.00 |
| Exchange w/Add Collect | 232.00 |
| Ticket to be exchanged 0015744136355 Coupons: 1,2 | |

Commission

| | |
|-----------------------------|------|
| On New Ticket | 0.00 |
| On Penalty | 0.00 |
| Returned on Original ticket | 0.00 |
| No Commission due | 0.00 |

Endorsements

NONREF/SVCCHGPLUSFAREDIF/ CXL BY FLT TIME OR NOVALUE

Fare Calculation Line

MIA YY DFW Q27.91 253.02GA14ERD1 YY
 MIA253.02GA14ERD1USD533.95END ZP MIADFW XF
 MIA4.50DFW4.50

Monetary Settlement

Pay by: CASH | 232.00
 Total amount due: 232.00
 Current amount discrepancy: 0.00

Submit Close

Figure TIC30

You will be asked if you really want to EXCHANGE. Click **OK** to make the exchange.

SPRK Reference Guide

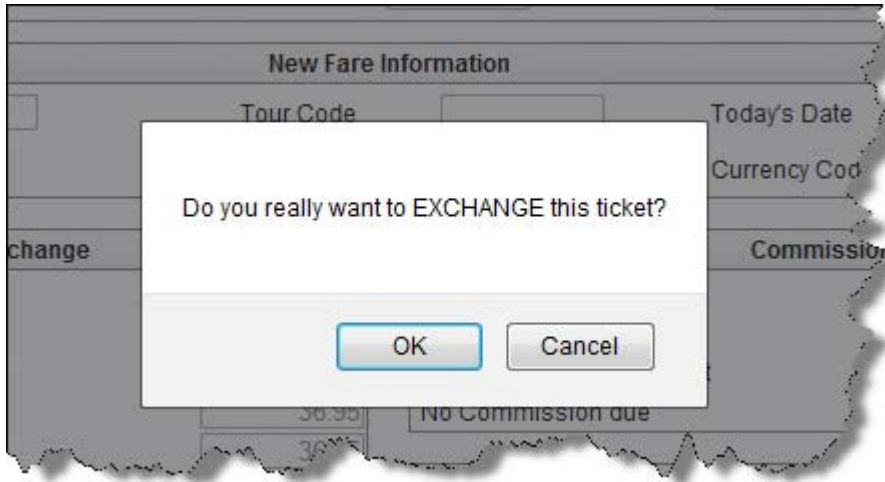


Figure TIC31

The new Electronic Ticket Image will appear with the new itinerary displayed.

The screenshot displays the "Electronic Ticket Image" window. At the top, it shows "STATUS: TICKETED" and tabs for "Ticket Image", "Auditor Coupon", and "Agent Coupon". The main content area is divided into several sections:

- ET RECORD SMITH/JOHN (ADT)**: A summary of ticket information including AGY (71752214), O/D (MIA/MIA), FF NO., ISSUED (29MAR12), TKT (0015744136359), AGT (AC02TKG04), PNR (BH2DJT/F1 HTOVIP/AA), IATA (71752214), FCI (1), ISO (US), TC, and VAL CXR (YY).
- Itinerary Table**: A table with columns CP, STP, AL, FLT, CL, DATE, BRD, OFF, TIME, ST, FARE BASIS, NVB, NVA, BAG, and CS. It lists two segments:

| CP | STP | AL | FLT | CL | DATE | BRD | OFF | TIME | ST | FARE BASIS | NVB | NVA | BAG | CS |
|----|-----|----|------|----|-------|-----|-----|----------|----|------------|-------|-------|-----|----|
| 1 | O | YY | 846 | G | 05AUG | MIA | DFW | 12:15 PM | OK | GA14ERD1 | 05AUG | 05AUG | 0PC | O |
| 2 | O | YY | 1299 | G | 15AUG | DFW | MIA | 10:30 AM | OK | GA14ERD1 | 15AUG | 15AUG | 0PC | O |
- Fare Calculation Line**: A single line showing the calculation: MIA YY DFW Q27.91 253.02GA14ERD1 YY MIA253.02GA14ERD1USD533.95END ZP MIADFW XF MIA4.50DFW4.50
- Fare Details**: A table showing the breakdown of the fare:

| FARE: | USD | 533.95 |
|--------|-----|----------|
| EQUIV: | | |
| TAX: | PD | 23.86 US |
| TAX: | USD | 16.19 US |
| TAX: | PD | 5.00 AY |
| TAX: | PD | 3.80 ZP |
| TAX: | PD | 3.80 ZP |
| TAX: | PD | 4.50 XF |
| TAX: | PD | 4.50 XF |
| TOTAL: | USD | 232.00A |
- Endorsements**: NONREF/SVCCHGPLUSFAREDIF/ CXL BY FLT TIME OR NOVALUE
- Form of payment**: Exch Doc 0015744136355 USD 232.00 ADC CASH

Figure TIC32

SPRK Reference Guide

When you close the Electronic Ticket Image, the Reservation page will come back with only the new itinerary. The expanded Transaction section will show the old Transaction number listed as EXCHANGED and the new Transaction number listed as TICKETED.

The screenshot shows the 'Itinerary' section with a table of flights and a 'Transactions' section with a table of transaction records.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|-------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| QNY YY 846 | G | MIA - DFW | SUN 05AUG 12:15 PM | 02:10 PM | HK | | 0 | 02:55 | YY | 1 |
| QNY YY 1299 | G | DFW - MIA | WED 15AUG 10:30 AM | 02:30 PM | HK | | 0 | 03:00 | YY | 1 |

| Reference | Fare Rules | Source | Type | Transaction Date | Status | Travelers | Segments |
|---------------|------------|--------|--------|------------------|-----------|------------|---|
| 0015744136355 | | YY | Ticket | 29MAR12 01:24 PM | EXCHANGED | JOHN SMITH | YY 495 MIA DFW 10AUG YY 1828 DFW MIA 20AUG |
| 0015744136359 | | YY | Ticket | 29MAR12 01:43 PM | TICKETED | JOHN SMITH | YY 846 MIA DFW 05AUG YY 1299 DFW MIA 15AUG |

Figure TIC33

Depending on the airline, you may be able to reverse a newly created exchange. Just click on the Reference Number of the newly ticketed transaction and VOID this ticket. When this option is permitted, it must be performed within the airline “ticketing deadline” the same day as the exchange took place. If the airline does not permit you to void the newly created ticket in an exchange, SPRK will return an error in the message area.

The screenshot shows the 'Transactions' section with a table of transaction records.

| Reference | Fare Rules | Source | Type | Transaction Date | Status | Travelers |
|---------------|------------|--------|--------|------------------|-----------|------------|
| 0015744136355 | | YY | Ticket | 29MAR12 01:24 PM | EXCHANGED | JOHN SMITH |
| 0015744136359 | | YY | Ticket | 29MAR12 01:43 PM | TICKETED | JOHN SMITH |

Figure TIC34

Exchange Multiple Passenger Itinerary

If two or more passengers book a flight together, there will be occasions when the ticketed itinerary must be exchanged for a different ticketed itinerary.

When all the passengers ticketed together must change their itinerary, follow the process “Exchange Single Passenger Itinerary” outlined in the section above for each passenger, selecting all.

SPRK Reference Guide

If one passenger that is ticketed with the group needs to change itinerary then the Passenger Name Record (PNR) must be split. Refer to the section “Split Passenger Name Record” in the **Creating a Trip** chapter.

Miscellaneous Charge Order (MCO)

Functionality

A Miscellaneous Charge Order (MCO) is a coupon used by various travel industry companies as a general purpose voucher for services. It is also an accountable IATA document used to process the payment of travel.


Note: The functionality of MCOs in SPRK varies by carrier.

Workflow

In SPRK, you may either ***Issue an MCO*** or ***Redeem an MCO***. We will examine both scenarios.

Issuing an MCO

There are instances when you will exchange a ticket and the amount of the new ticket will be less than the old ticket. In this case, you may issue an MCO for the credit. Follow the same steps above to exchange a ticket.

In this example, we have exchanged a First Class ticket for an Economy ticket. On the Ticket Exchange screen notice the Base New Fare and the Base Fare Original Ticket. The remaining credit is \$984 (minus the penalty). In the Monetary Settlement section, check the box next to Issue Residual MCO/EMD/Other Document and enter the amount to be credited. Click  .

SPRK Reference Guide

Ticket Information

Name - Ticket: Orig FOP: Tour Code: Issue Date:
 CardHolder: IATA: PNR: Currency Code:

New Fare Information

Name: Tour Code: Today's date:
 IATA: PNR: Currency Code:

Calculation of Exchange

| | |
|---|----------|
| Base Fare New | 245.58 |
| Base Fare Original Ticket | 1300.46 |
| Base Fare Difference | -1054.88 |
| Taxes New Fare | 40.02 |
| Unused Taxes Original Ticket | 119.14 |
| Tax Breakdown | |
| Tax Difference | -79.12 |
| Sub Total | -1134.00 |
| Penalty | 150.00 |
| Exchange w/Refund | 984.00 |
| Ticket to be exchanged 0017038303766 Coupons: 1,2 | |

[Add Other Exchange Documents](#)

Commission

| | |
|-----------------------------|------|
| On New Ticket | 0.00 |
| On Penalty | 0.00 |
| Returned on Original ticket | 0.00 |
| No Commission due | 0.00 |

Endorsements

NONREF/SVCCHGPLUSFAREDIF/ CXL BY FLT TIME OR NOVALUE

Fare Calculation Line

MIA YY CHI122.79QD21ERG1 YY
 MIA122.79QD21ERG1USD245.58END ZP MIAORD XF
 MIA4.50ORD4.50

Monetary Settlement

| | | |
|---|---|--------|
| Original FOP: CASH | 1419.60 | 0.00 |
| <input checked="" type="checkbox"/> Issue Residual MCO/EMD/Other Document | | 984.00 |
| In reference to original document: | <input type="text" value="00170383037661"/> | |
| Total amount refunded/credited | | 984.00 |
| Current amount discrepancy: 0.00 | | |

Figure TIC35

On the Electronic Ticket Image, notice the Form of Payment is the Exch Doc (MCO).



SPRK Reference Guide

The screenshot shows the 'Electronic Ticket Image' window with the following details:

Ticket Image | Auditor Coupon | Agent Coupon

ET RECORD SMITH/JOHN (ADT)

AGY: 71752214 O/D: MIAMIA FF NO.:

ISSUED: 03APR12 TKT: 0017038303767 AGT: AC02TKG04

PNR: BFT9JT/F1 IATA: 71752214 FCI: 0

ISO: US TC: VAL CXR: YY

| CP | STP | AL | FLT | CL | DATE | BRD | OFF | TIME | ST | FARE BASIS | NVB | NVA | BAG | CS |
|----|-----|----|------|----|-------|-----|-----|----------|----|------------|-------|-------|-----|----|
| 1 | O | YY | 643 | Q | 10SEP | MIA | ORD | 07:40 AM | OK | QD21ERG1 | 10SEP | 10SEP | 0PC | O |
| 2 | O | YY | 2074 | Q | 20SEP | ORD | MIA | 12:45 PM | OK | QD21ERG1 | 20SEP | 20SEP | 0PC | O |

Fare Calculation Line
MIA YY CHI122.79QD21ERG1 YY MIA122.79QD21ERG1USD245.58END ZP MIAORD XF MIA4.50ORD4.50

| Fare Details | | | |
|--------------|-----|--------|----|
| FARE: | USD | 245.58 | |
| EQUIV: | | | |
| TAX: | USD | 18.42 | US |
| TAX: | USD | 7.60 | ZP |
| TAX: | USD | 5.00 | AY |
| TAX: | USD | 9.00 | XF |
| TOTAL: | USD | 285.60 | |

Endorsements: NONREF/SVCCHGPLUSFAREDIF/
CXL BY FLT TIME OR NOVALUE

Form of payment: Exch Doc 0017038303766

ORIG ISSUE: 0017038303766 NYC 03APR12 71752214 EXCH FOR: 0017038303766

Close

Figure TIC36

Back on the Reservations page, notice the Residual Value under Miscellaneous Services as an EMD-S. In the Transactions section, notice that the MCO has been ISSUED.

SPRK Reference Guide

Booked

Flights

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|-------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| QNY YY 643 | Q | MIA - ORD | MON 10SEP 07:40 AM | 09:45 AM | HK | 0 | 03:05 | 757 | YY | 1 |
| QNY YY 2074 | Q | ORD - MIA | THU 20SEP 12:45 PM | 04:45 PM | HK | 0 | 03:00 | 757 | YY | 1 |

Miscellaneous Services

JOHN SMITH

| Service Description | Status | Price (USD) | Type | Number | Cpn |
|---|--------|-------------|-------|---------------|-----|
| RESIDUAL VALUE Credit Towards the future travel | | 984.00 | EMD-S | 0018154100363 | 1 |

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

Transactions

Transaction

| Reference | Fare Rules | Source | Type | Transaction Date | Status | Travelers | Segments |
|---------------|------------|--------|--------|------------------|-----------|------------|---|
| 0017038303766 | | YY | Ticket | 03APR12 10:42 AM | EXCHANGED | JOHN SMITH | YY 643 MIA ORD 10SEP YY 2074 ORD MIA 20SEP |
| 0017038303767 | | YY | Ticket | 03APR12 10:48 AM | TICKETED | JOHN SMITH | YY 643 MIA ORD 10SEP YY 2074 ORD MIA 20SEP |
| 0018154100363 | | YY | MCO | 03APR12 10:47 AM | ISSUED | JOHN SMITH | |

Figure TIC37

Redeeming an MCO

In some instances, you may need to use an MCO as part of the Form of Payment. In this case, begin by booking a flight as you normally would.

Once the flight has been booked, click **Issue Documents**.

Travelers

Traveler

| Type | Title | First Name | Middle Name | Last Name | Date Of Birth | Remark |
|------|-------|------------|-------------|-----------|---------------|--------|
| ADT | | JOHN | | SMITH | 1946-10-26 | |

Traveler Data

Itinerary

Booked

Flights

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| QNY YY 617 | G | MIA - DFW | MON 15OCT 08:05 AM | 10:10 AM | HK | 0 | 03:05 | 738 | YY | 1 |
| QNY YY 546 | Q | DFW - MIA | SAT 20OCT 07:55 PM | 11:35 PM | HK | 0 | 02:40 | 757 | YY | 1 |

Price Services Create Fare Bag Fees Seats Delete Issue Documents

Figure TIC38

On the Issue Documents page, click Show next to Exchange Documents.

SPRK Reference Guide

Issue Documents

Select Traveler(s)

| <input checked="" type="checkbox"/> | Type | Title | First Name | Middle Name | Last Name | Date Of Birth |
|-------------------------------------|------|-------|------------|-------------|-----------|---------------|
| <input checked="" type="checkbox"/> | ADT | | JOHN | | SMITH | 1946-10-26 |

Select Fare Group(s)

Uncheck All Fare Groups

MIA/MIA - ADT 427.60 (USD)

| | Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Source | Fare |
|--|--------|-------|-----------|----------------|----------------|--------|-----|-------|--------|------|
| | YY 617 | G | MIA - DFW | 15OCT 08:05 AM | 15OCT 10:10 AM | HK | | 0 | YY | 1 |
| | YY 546 | Q | DFW - MIA | 20OCT 07:55 PM | 20OCT 11:35 PM | HK | | 0 | YY | 1 |

Exchange Documents - Show ←

Submit **Close**

Figure TIC39

Click the + to add an MCO document. Enter the Document #, Place of Issue, Date of Issue, and Amount. You may add additional MCOs by clicking the + icon. When all MCOs have been entered, click **Submit**.

Note: The first three digits of the Document # must match the carrier. Also, if entering multiple MCOs on a multiple passenger itinerary, you may need to ticket one passenger at a time (varies by carrier).

Issue Documents

Select Traveler(s)

| <input checked="" type="checkbox"/> | Type | Title | First Name | Middle Name | Last Name | Date Of Birth |
|-------------------------------------|------|-------|------------|-------------|-----------|---------------|
| <input checked="" type="checkbox"/> | ADT | | JOHN | | SMITH | 1946-10-26 |

Select Fare Group(s)

Uncheck All Fare Groups

MIA/MIA - ADT 427.60 (USD)

| | Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Source | Fare |
|--|--------|-------|-----------|----------------|----------------|--------|-----|-------|--------|------|
| | YY 617 | G | MIA - DFW | 15OCT 08:05 AM | 15OCT 10:10 AM | HK | | 0 | YY | 1 |
| | YY 546 | Q | DFW - MIA | 20OCT 07:55 PM | 20OCT 11:35 PM | HK | | 0 | YY | 1 |

Exchange Documents - Hide

JOHN SMITH

| | Document # | Place | Issuance Date | Amount (if applicable) |
|----------|---------------|-------|---------------|---------------------------|
| | 0018154100000 | MIA | 4/1/2011 | 50.00 |
| + | | | | Total (USD): 50.00 |

Submit **Close**

Figure TIC40



SPRK Reference Guide

On the Electronic Ticket Image, notice the Form of Payment contains both the MCO and the traveler's form of payment.

Electronic Ticket Image

STATUS: TICKETED

Ticket Image Auditor Coupon Agent Coupon

ET RECORD SMITH/JOHN (ADT)

AGY: 71752214 O/D: MIAMIA FF NO.:

ISSUED: 03APR12 TKT: 0017038303769 AGT: AC02TKG04

PNR: Z8BJT/F1 IATA: 71752214 FCI: 0

ISO: US TC: VAL CXR: YY

| CP | STP | AL | FLT | CL | DATE | BRD | OFF | TIME | ST | FARE BASIS | NVB | NVA | BAG | CS |
|----|-----|----|-----|----|-------|-----|-----|----------|----|------------|-------|-------|-----|----|
| 1 | O | YY | 617 | G | 15OCT | MIA | DFW | 08:05 AM | OK | GD07ERG1 | 15OCT | 15OCT | 0PC | O |
| 2 | O | YY | 546 | Q | 20OCT | DFW | MIA | 07:55 PM | OK | QD21EFG1 | 20OCT | 20OCT | 0PC | O |

Fare Calculation Line

MIA YY DFW232.56GD07ERG1 YY MIA145.11QD21EFG1USD377.67END ZP MIADFW XF MIA4.50DFW4.50

Fare Details

| | | |
|--------|-----|----------|
| FARE: | USD | 377.67 |
| EQUIV: | | |
| TAX: | USD | 28.33 US |
| TAX: | USD | 7.60 ZP |
| TAX: | USD | 5.00 AY |
| TAX: | USD | 9.00 XF |
| TOTAL: | USD | 427.60 |

Endorsements: NONREF/SVCCHGPLUSFAREDIF/
CXL BY FLT TIME OR NOVALUE

Form of payment: USD 377.60 CASH
USD 50.00 Exch Doc 0018154100000

Close

Figure TIC41

Additional Notes on MCOs

- If the sum of all credits entered exceeds the total fare of the selected fare group, SPRK will reject the submission of the request and return the error: Combined Credits exceed total amount due – use Exchange transaction instead.
- If voiding/refunding/exchanging a ticket that resulted in the issuance of an MCO, you may also need to void the issued MCO. Failure to do so may result in an ineligible credit.
- It is the agency's responsibility to ensure that only eligible MCOs are used as a Form of Payment. Failure to do so may result in a Debit Memo.
- If a ticket is issued using an MCO as FOP (in case of Redeeming an MCO), such ticket is not allowed to be refunded in SPRK. The agency can contact the airline directly to refund these tickets.

SPRK Reference Guide

Auto-Exchange

Auto-Exchange provides the user the capability to automatically exchange not-flown and partially-flown tickets. Auto-Exchange recalculates the fare, applicable taxes, and penalties.

In this example the Auto-Exchange is for two travelers. Starting with a flight itinerary that has already been ticketed, search for new flights using the same steps as listed above in the **Exchange/Reissue** section. Once the new flight is selected, click the pin icon on flight you wish to exchange, then check the boxes for the new flights. Click

Auto-Exchange

The screenshot shows the 'Booked' and 'Shopping Cart' sections of the SPRK interface. The 'Booked' section contains two flight entries:

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| any YY 495 | G | MIA - DFW | MON 09JUL 06:50 AM | 08:45 AM | HK | | 0 | 02:55 | 738 YY | 1 |
| any YY 546 | G | DFW - MIA | THU 19JUL 07:55 PM | 11:40 PM | HK | | 0 | 02:50 | 738 YY | 1 |

The 'Shopping Cart' section contains two flight entries:

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|-------------|-------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| any YY 617 | Q | MIA - DFW | TUE 10JUL 08:10 AM | 10:10 AM | | | 0 | 03:00 | 757 YY | 2 |
| any YY 1046 | G | DFW - MIA | FRI 20JUL 05:45 PM | 09:35 PM | | | 0 | 02:50 | 757 YY | 2 |

At the bottom of the interface, there are several buttons: 'Book', 'Price', 'Services', 'Create Fare', 'Auto-Exchange' (highlighted with a red arrow), 'Delete', and 'Issue Documents'.

Figure TIC42

The response is the screen below. From this screen you have the option to:

- Select to view Published Fares, Contract Fares, or both.
- Add a Corporate Code, Contract ID, and Promo Code with the applicable airlines.
- Select to view fares that allow Advance Purchase, Penalties, Minimum or Maximum Stay.
- Display the response by Default, Departure, Arrival, or Elapsed Time.
- Price Current Classes or Best Available.
- Ability to add Waiver Code.

The options shown above are the default options. You can deselect or select options as desired. Click **Continue** to proceed, or click **Cancel** if you do not want to continue.

SPRK Reference Guide

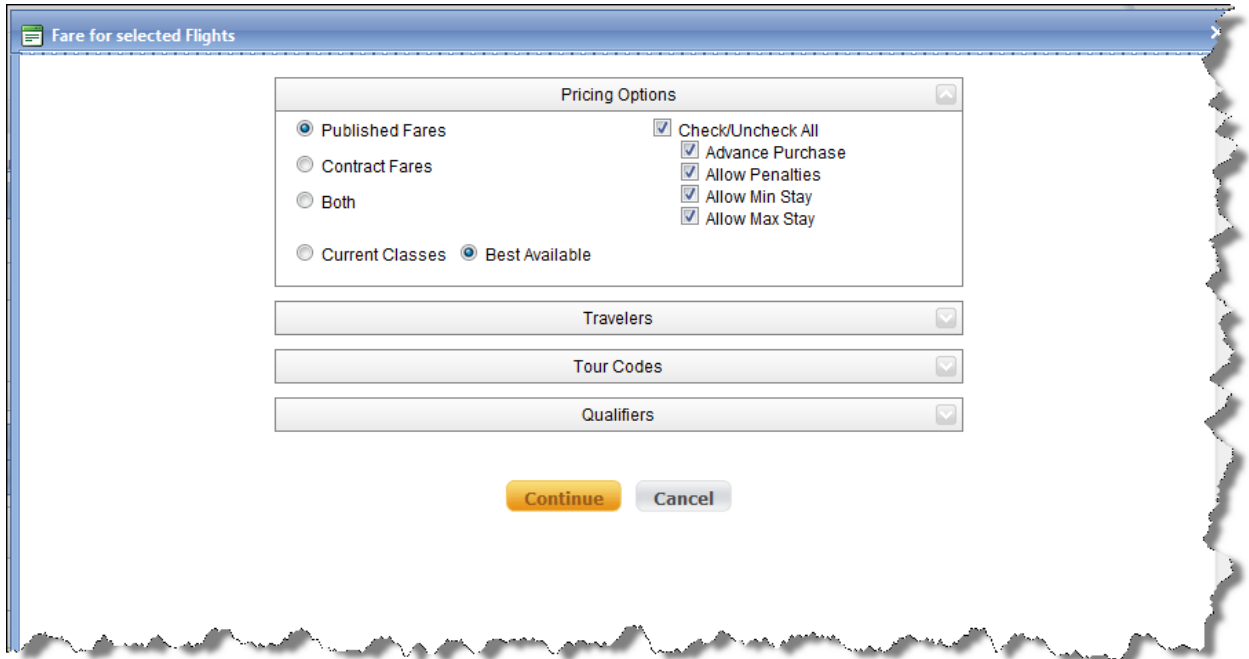


Figure TIC43

The response displays the already issued tickets. Select the ticket(s) that you wish to process.

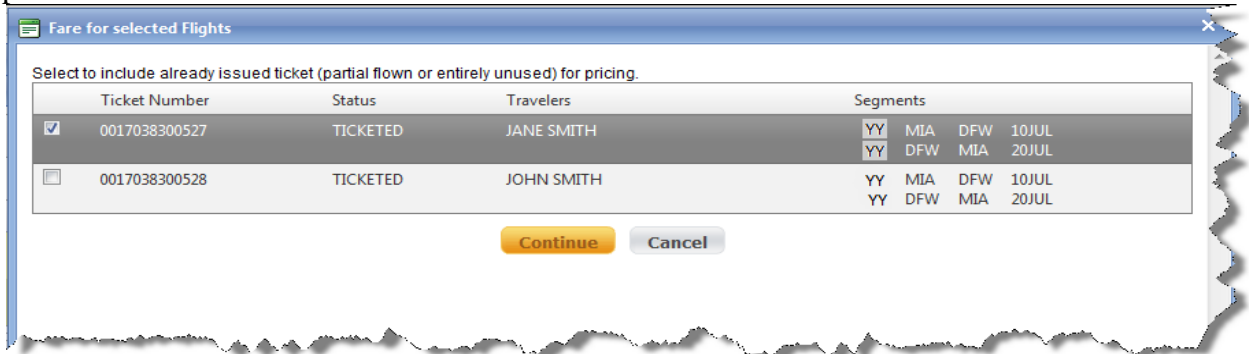


Figure TIC44

In the case below both tickets were requested.

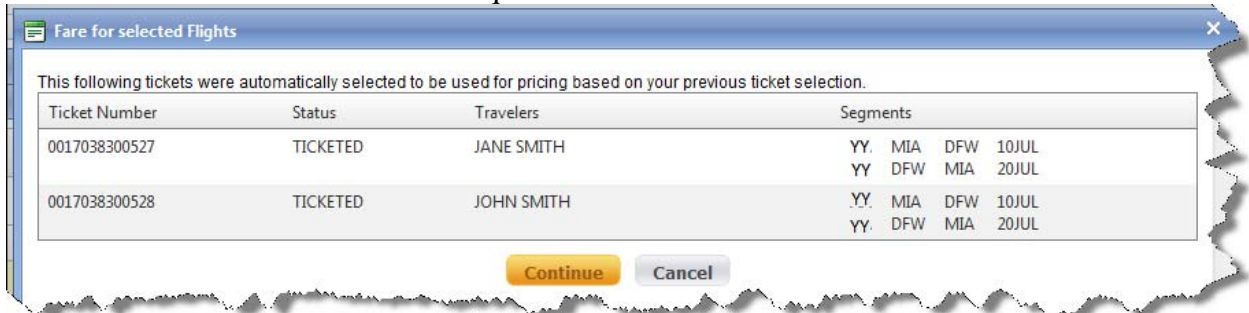


Figure TIC45

SPRK Reference Guide

Next you see the new fare for the itinerary, detailing the penalty (if applicable), and the amount to be collected/refunded. You must check to accept the [Change Fee Penalty](#) before proceeding. Click **Exchange**.

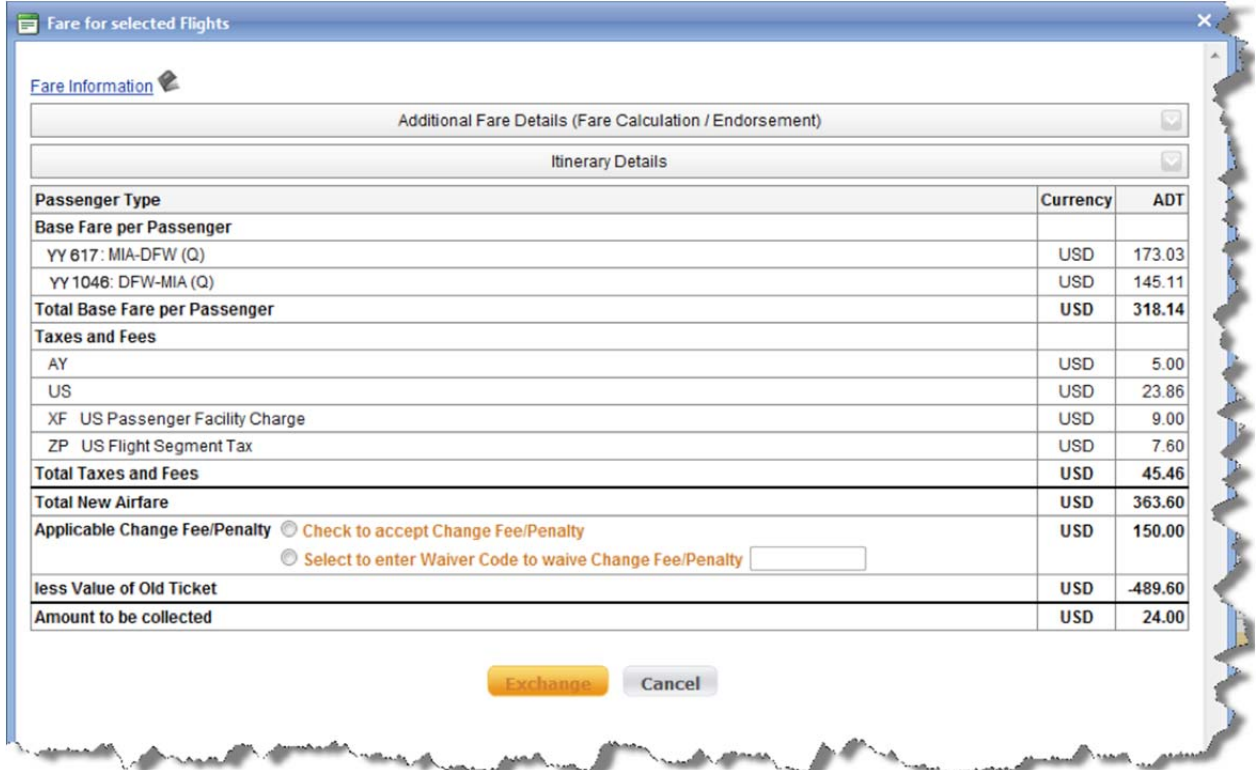


Figure TIC46

The response is the Ticket Information page as you saw in the Refund Exchange Process. Click **Submit** to continue.

Because tickets for multiple travelers are being exchanged, the response is the Ticket Information Page for the next traveler in the PNR. When there are multiple tickets being exchanged, the process continues until all tickets in the PNR are exchanged.

Ticket Revalidation Process

Tickets can be revalidated when there is a change to the itinerary, but it does not require reissuing a ticket. The rules for which tickets will need to be reissued should there be a change in travel dates are set solely by the airlines and can be updated by the airlines at any time. For this reason it is advisable to contact the airline first to see if they are able to revalidate the ticket on their own.

SPRK Reference Guide

To revalidate a ticket, first expand the **Transactions** section of the PNR to view ticket information, then click **Revalidation**. The response is the Revalidation page below. After selecting the tickets and segments to be validated, select the **Verify the change fee** by using the drop down box. If you enter an MCO, the associated MCO number and charge amount must also be entered. From this page you can **Submit** to continue the process or click **Close** if you do not want to proceed.

Revalidation

Select the Coupons from this Ticket Record to be validated

| Select | TKT | CP | Airline | Flight | Class | Fare Basis | Date | Day | Depart | Arrive | From | to | Status |
|--------------------------|-----|----|---------|--------|-------|--------------------------|-------|-----|--------|--------|------|-----|--------|
| <input type="checkbox"/> | 843 | 1 | YY | 1283 | V | VD07ERG1 | 26APR | MON | 19:10 | 21:20 | MIA | ORD | 0 |
| <input type="checkbox"/> | 843 | 2 | YY | 1940 | Q | QD07ERG1 | 29APR | THU | 19:15 | 23:15 | ORD | MIA | 0 |

Select the PNR Flight Segments to be validated

| Select | Segment | Airline | Flight | Class | Date | Day | Depart | Arrive | From | to | Confirm |
|--------------------------|---------|---------|--------|-------|-------|-----|--------|--------|------|-----|---------|
| <input type="checkbox"/> | 2 | YY | 1283 | V | 26APR | MON | 19:10 | 21:20 | MIA | ORD | HK |
| <input type="checkbox"/> | 3 | YY | 1940 | Q | 29APR | THU | 19:15 | 23:15 | ORD | MIA | HK |

Fees and MCO number

Verify the change fee:

enter the MCO number:

Amount: USD

Figure TIC47

SPRK Reference Guide

Service Fees

Functionality

The purpose of the Travel Agent Service Fee (TASF) is to provide agents with a means of initiating and documenting service fee charges. The scope of the fees and applicability is at discretion of the travel agency. In SPRK, the TASFs are documented in 2 steps:



1. TASF Service element is created in PNR
2. If and only if the settlement is done by the ARC (or local BSP) client application sends EMDIssueRQ request and the fees are reported to the clearing house via EMD issuance.

Workflow

Creation of TASF

Service Fees can only be edited by the agency and are accessible for a particular company through Profile Management. This is where the agency can create a table containing any service fee negotiated with said company.

- Agency creates a code for each service fee.
- Agency describes each service fee.
- Agency links service fee to either:
 - The entire PNR (Reservation)
 - A passenger
 - A flight segment
 - A hotel, car or other reservation/service
 - A ticketing transaction (including post-ticketing)
 - A special service (such as 'Seat Optimization')

Retrieve a Company Profile. Select the Service Fee tab and click  to enter a Service Fee. Enter the appropriate information. The Agent may continue to add as many Service Fees that apply. When done, click .

SPRK Reference Guide

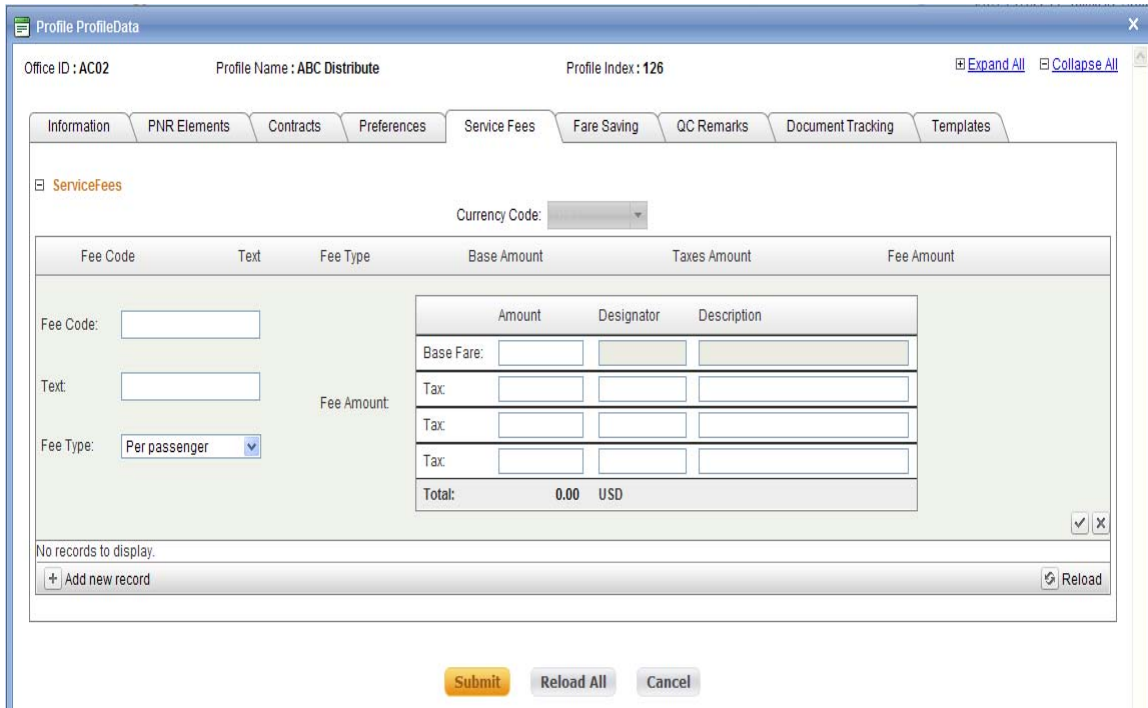


Figure SF1

The agent must make an association between the traveler and company. To do this, click the Associations link after searching for the profile:

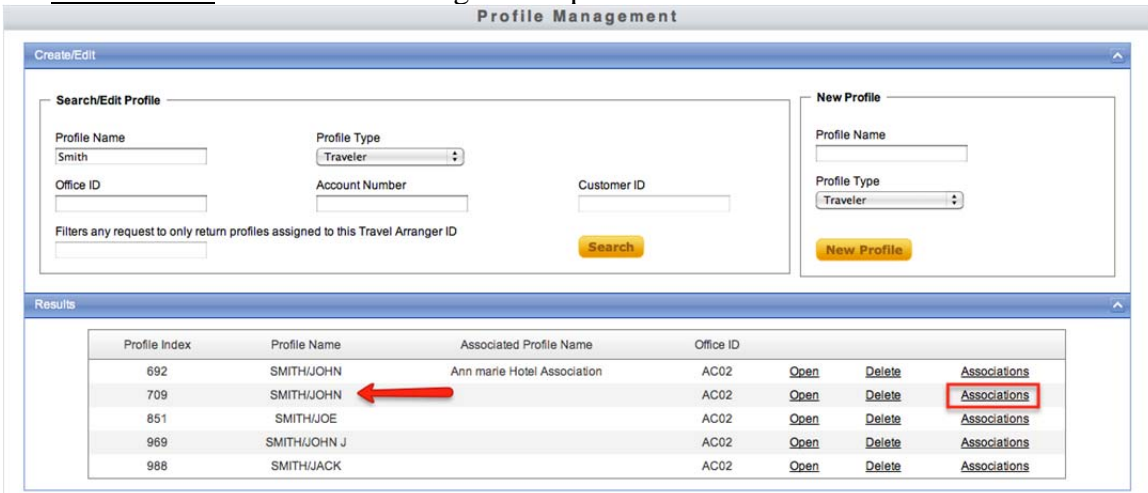
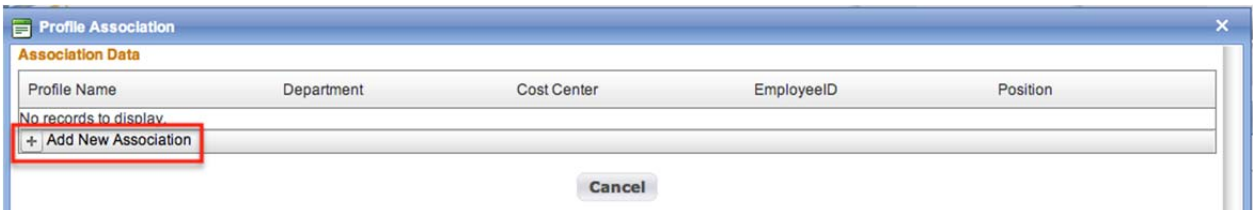


Figure SF2

Select **+Add New Association**.



SPRK Reference Guide

Figure SF3

Select a company under Profile Name to create the association, then click the checkmark.

Profile Association

Association Data

| Profile Name | Department | Cost Center | EmployeeID | Position |
|------------------------------|-----------------|------------------|-----------------|---------------|
| Profile Name: ABC Distribute | Department: [] | Cost Center: [] | EmployeeID: [] | Position: [] |

No records to display.

Cancel

Figure SF4

When searching for the traveler profile on the Reservation screen, make sure to select Open under Merged.

Reservation

Queues Add to Queue Record Not Set Search Clear

Travelers

| Type | Title | First Name | Middle Name | Last Name | Date Of Birth | Remark |
|------------------------|-------|------------|-------------|-----------|---------------|--------|
| No records to display. | | | | | | |

Traveler Data

APIS, SSR, and OSI

Remarks

Quick Traveler(s)

| Traveler | Company | Merged | Office |
|------------|-----------------------------|--------|--------|
| SMITH/JOHN | Ann marie Hotel Association | Open | AC02 |
| SMITH/JOHN | ABC Distribute | Open | AC02 |
| SMITH/JOE | | N/A | AC02 |
| SMITH/JOHN | | N/A | AC02 |
| SMITH/JACK | | N/A | AC02 |

Back

Figure SF5

Select Add Defaults to add the traveler with the association to the reservation.

Reservation

Record Not Set Search Clear

Traveler Data Templates

Add Defaults Back

Traveler

| Type | Last Name | First Name | Title | Remark | Mode |
|------|-----------|------------|-------|--------|----------|
| ADT | SMITH | JOHN | | | Auto Add |

Frequent Flyer Numbers

| Airline | Number | Mode |
|------------------------|--------|------|
| No records to display. | | |

Form of Payment

Figure SF6

Proceed with booking the reservation.

Fees after Booking

SPRK Reference Guide

To add fees after booking, click the Fees button (button only displayed after booking).

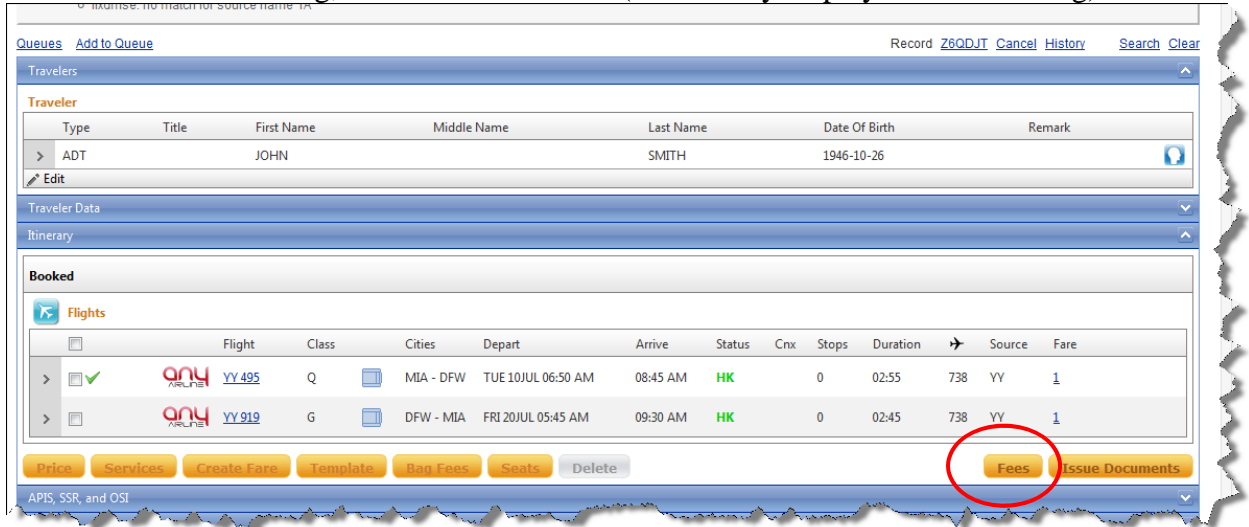


Figure SF7

You may choose a previously created fee from the Pre-defined Service Fees drop down, or add a new fee by entering the appropriate information.

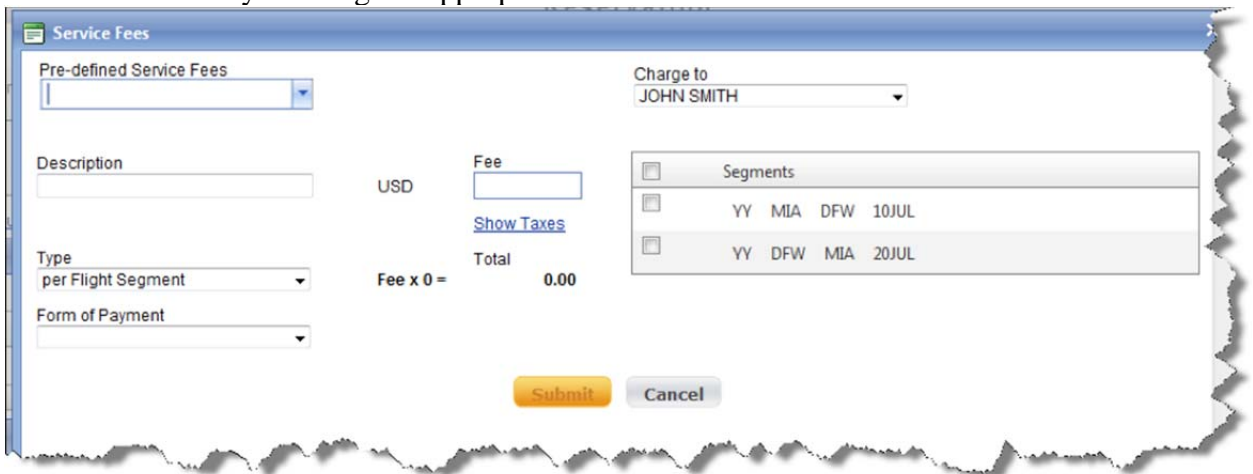


Figure SF8

Selecting a Pre-defined Fee will pre-populate other information previously created. You may add additional Tax by clicking Show Taxes.

SPRK Reference Guide



Figure SF9

Fees paid with cash or check do not create an EMD:

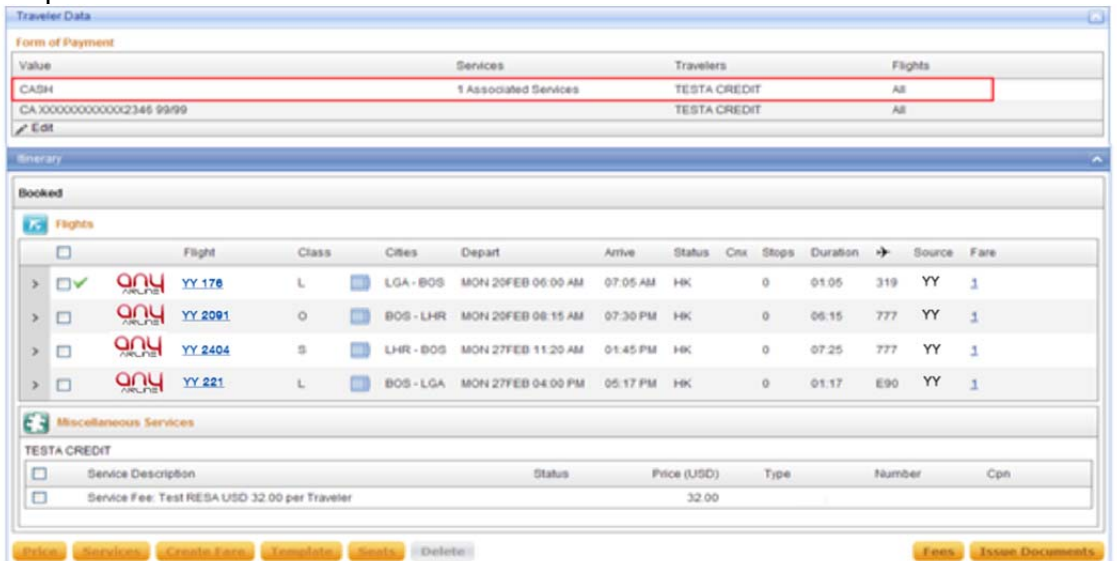


Figure SF10

Fees paid with credit cards create an EMD:

SPRK Reference Guide

The screenshot displays a travel management system interface with the following sections:

- Traveller Data:** Shows 'Forms of Payment' with a value 'AX XXXXXXXXXXXX4564 99/99', 'Services' as '1 Associated Services', 'Travelers' as 'JOHN SMITH', and 'Flights' as 'All'.
- Booked:** Contains a 'Flights' table with columns: Flight, Class, Cities, Depart, Arrive, Status, Cnx, Stops, Duration, Source, and Fare. It lists four flights: YY 176 (LGA-ORD), YY 2091 (ORD-LHR), YY 2404 (LHR-DFW), and YY 221 (DFW-LGA).
- Miscellaneous Services:** Lists a 'Service Fee: Test RESA USD 32.00 per Traveler' with a price of 32.00, type 'EMC-S', and number '8900581665038'. This entry is highlighted with a red box.
- Transactions:** A table with columns: Reference, Fare Rules, Source, Type, Issuance Date, Status, Travelers, and Segments. It shows a transaction with reference '8900581665038', source 'TASF', and status 'ISSUED'. A red arrow points from the service fee entry in the 'Miscellaneous Services' section to the 'Reference' field in this table.


Figure SF11

SPRK Reference Guide

Ticketless Carrier

Some carriers are “ticketless.” This chapter shows the workflow of purchasing a flight on a ticketless carrier.

To begin, follow the process of choosing flights (see **Booking a Flight**).

- Select the flights
- Move selected flight to the Shopping Cart
- Select the flights to book (click the green checkmark to select all flights)
- Click 

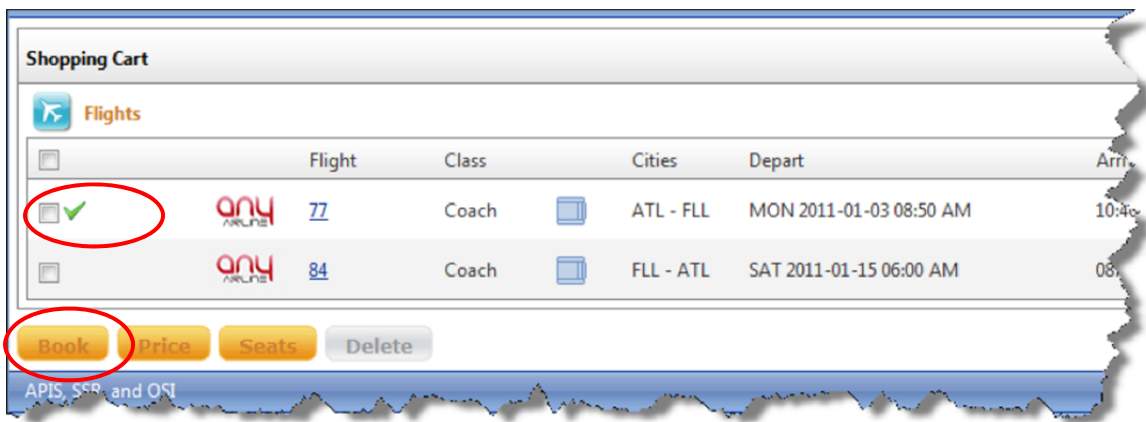



Figure TC1

After booking, notice at the bottom right of the screen the ability to purchase the flight you just booked. Select the flights to purchase, then click .

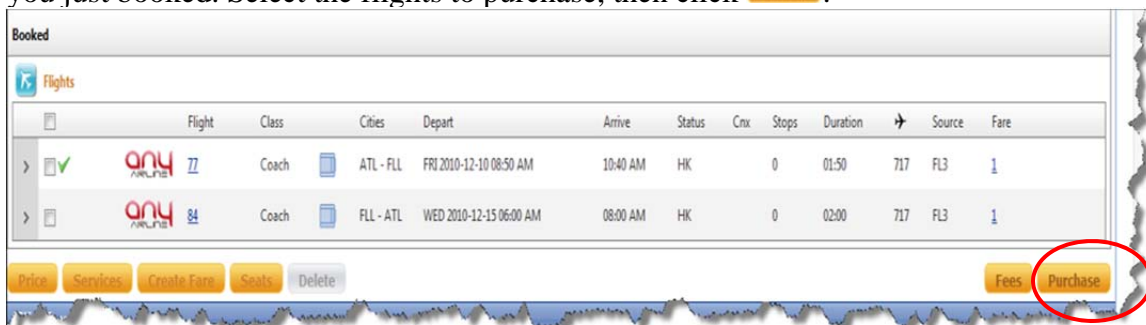


Figure TC2

SPRK Reference Guide

The following screen will appear. You will be required to supply a valid credit card number and security code. If your Traveler's Profile contained credit card information, you can use the drop down to select that card. When done, click **Submit**.

The screenshot shows a 'Purchase' window with the following content:

- Select Fare Group**
- Ticketless Transaction**
- Currently Due: USD 207.40 Pay today USD Apply Credit (if applicable)
- Previous Payments: USD 0.00 Credit Card Security Code
- Total Charges: USD 207.40
- Table with columns: Flight, Class, Cities, Depart, Arrive, Status, Cnx, Stops, Source, Fare
- Buttons: **Submit**, **Close**

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Source | Fare |
|--------|-------|-----------|---------------------|---------------------|--------|-----|-------|--------|------|
| 77 | L | ATL - FLL | 2010-12-10 08:50 AM | 2010-12-10 10:40 AM | HK | | 0 | FL3 | 1 |
| 84 | L | FLL - ATL | 2010-12-15 06:00 AM | 2010-12-15 08:00 AM | HK | | 0 | FL3 | 1 |

Figure TC3

After you submitting payment, the following screen will appear informing you that your payment was accepted. Nothing else is required.

The screenshot shows a 'Purchase' window with the following content:

- Information reported:**
- Payment accepted
- Select Fare Group**
- Buttons: **Submit**, **Close**

Figure TC4

SPRK Reference Guide

Retrieving a Reservation (PNRs)

Search and Claim Functions

You may need to retrieve an already created PNR either to view it or make modifications. You can retrieve PNRs by clicking the Search on the Reservation page.

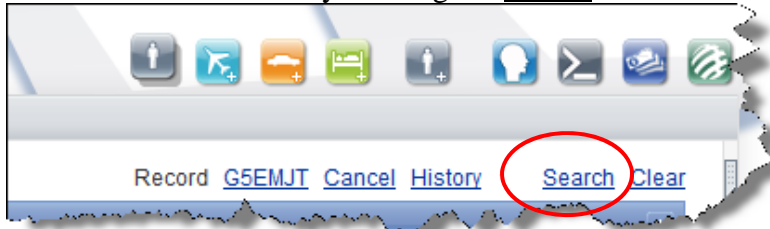


Figure RAR1

After clicking Search the **Search and Claim Functions** screen will display. This is a powerful search engine with many options outlined below.

Search for Reservation (PNRs)

Search for the PNR using the Name or Record Locator from the **Search for Reservation** tab.

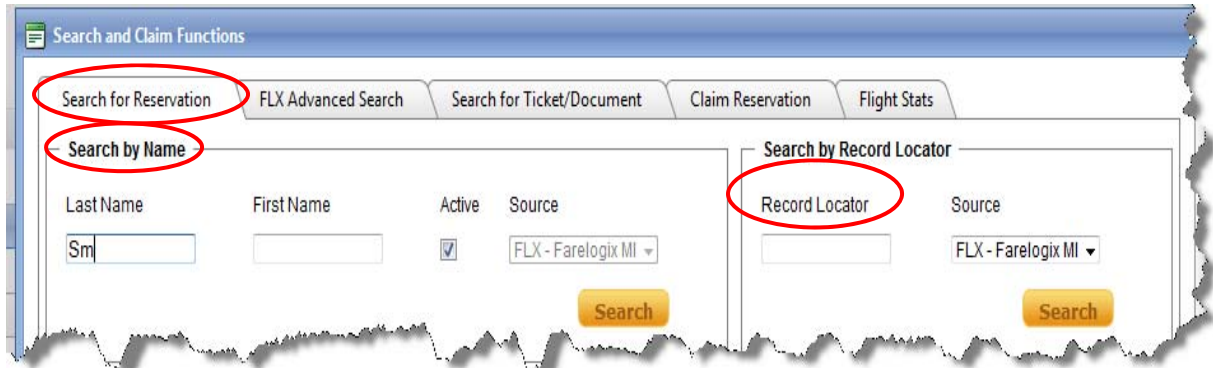


Figure RAR2

In this example, we are searching for all PNRs for traveler with name starting with “Sm”. If there is an exact match, only the matching PNR is displayed. If there is no exact match, a similar name list appears.

Panel Heading

| # | Last Name | First Name | Travel Date | Departure | Arrival | Type | Vendor | Record Locator | Creation Date | Agent | Agency | |
|-----|-----------|------------|-------------|-----------|---------|------|--------|----------------|---------------------|--------------|--------|----------------------|
| 140 | SMITH | JOHN | 2012-07-10 | MIA | DFW | Air | YY | Z6QDJT | 2012-03-08 01:14 PM | yyany01 | AC02 | Open |
| 119 | SMITH | JOHN | 2012-04-01 | DFW | RDU | Air | YY | ZJPDJT | 2012-03-08 12:19 PM | ac02agt1 | AC02 | Open |
| 167 | SMITH | JOHN | 2012-10-10 | DFW | SEA | Air | YY | BMWBJT | 2012-03-08 10:54 AM | ac02agt4 | AC02 | Open |
| 97 | SMITH | JIM | 2012-05-05 | DFW | ABQ | Air | YY | Z7ODJT | 2012-03-08 09:51 AM | ac02agt2 | AC02 | Open |
| 234 | SMITH | TOM | 2012-03-20 | DFW | ATL | Air | YY | Z6NDJT | 2012-03-07 07:36 PM | arc2_rkristi | AC02 | Open |
| 177 | SMITH | JOHN | 2012-04-12 | DFW | RDU | Air | YY | Z6NDJT | 2012-03-07 04:28 PM | arc2_rkristi | AC02 | Open |

Figure RAR3



SPRK Reference Guide

You have the ability to place your cursor over any field in the Heading panel to sort by that field. You can sort either ascending or descending. In this example we are going to sort the PNRs by the **Creation Date**. Place the cursor over **Creation Date** and click.

| # | Last Name | First Name | Travel Date | Departure | Arrival | Type | Vendor | Record Locator | Creation Date ▾ | Agent | Agency | |
|-----|-----------|------------|-------------|-----------|---------|------|--------|----------------|---------------------|----------|--------|----------------------|
| 140 | SMITH | JOHN | 2012-07-10 | MIA | DFW | Air | YY | Z6QDJT | 2012-03-08 01:14 PM | yyany01 | AC02 | Open |
| 119 | SMITH | JOHN | 2012-04-01 | DFW | RDU | Air | YY | ZJPDJT | 2012-03-08 12:19 PM | ac02agt1 | AC02 | Open |
| 167 | SMITH | JOHN | 2012-10-10 | DFW | SEA | Air | YY | BMWBJT | 2012-03-08 10:54 AM | ac02agt4 | AC02 | Open |
| 97 | SMITH | JIM | 2012-05-05 | DFW | ABQ | Air | YY | Z7ODJT | 2012-03-08 09:51 AM | ac02agt2 | AC02 | Open |

Figure RAR4

After clicking **Creation Date** the PNRs will display in date sequence, from earliest date to most recent date.

| # | Last Name | First Name | Travel Date | Departure | Arrival | Type | Vendor | Record Locator | Creation Date | Agent | Agency | |
|----|-----------|------------|-------------|-----------|---------|------|--------|----------------|---------------------|-----------|--------|----------------------|
| 1 | SMITH | AA | 2012-11-15 | MIA | ATL | Air | YY | BA1FJT | 2012-01-27 05:55 AM | ac02tkg02 | AC02 | Open |
| 2 | SMITH | ABBEY | 2012-05-10 | DFW | ATL | Air | YY | B8PEJT | 2012-02-07 02:07 PM | ac02tkg05 | AC02 | Open |
| 3 | SMITH | AMY | 2012-06-18 | DFW | MIA | Air | YY | ZYB8JT | 2012-02-01 02:22 PM | ac02agt3 | AC02 | Open |
| 4 | SMITH | ANGELA | 2012-06-01 | JFK | MXP | Air | YY | ZYB8JT | 2012-02-07 02:22 PM | ac02agt3 | AC02 | Open |
| 5 | SMITH | ANGELA | 2012-06-03 | DFW | SEA | Air | YY | ZYBJJT | 2011-12-21 11:04 AM | ac02tkg06 | AC02 | Open |
| 6 | SMITH | ANN | 2012-03-17 | GRU | MIA | Air | YY | Z6LHJT | 2012-02-02 12:13 PM | ac02agt3 | AC02 | Open |
| 7 | SMITH | ANN | 2012-03-18 | IAH | LHR | Air | YY | BBTGJT | 2012-02-06 10:37 AM | ac02agt3 | AC02 | Open |
| 8 | SMITH | ANN | 2012-04-23 | DFW | LHR | Air | YY | Z58EJT | 2012-03-02 02:38 PM | ac02agt3 | AC02 | Open |
| 9 | SMITH | ANN | 2012-04-27 | MIA | GUA | Air | YY | BD2EJT | 2012-02-13 12:19 PM | ac02agt3 | AC02 | Open |
| 10 | SMITH | ANN | 2012-03-08 | DFW | ORD | Air | YY | Z7NEJT | 2012-03-08 09:51 AM | ac02agt3 | AC02 | Open |

Figure RAR5

Notice which direction the ▲ is pointing. If you click this up arrow you will get the PNRs in date sequence that is oldest to the most recent date. If you click the ▼ you will get the most recent date to the oldest date.

| # | Last Name | First Name | Travel Date | Departure | Arrival | Type | Vendor | Record Locator | Creation Date ▾ | Agent | Agency | |
|-----|-----------|------------|-------------|-----------|---------|------|--------|----------------|---------------------|--------------|--------|----------------------|
| 140 | SMITH | JOHN | 2012-07-10 | MIA | DFW | Air | YY | Z6QDJT | 2012-03-08 01:14 PM | yyany01 | AC02 | Open |
| 119 | SMITH | JOHN | 2012-04-01 | DFW | RDU | Air | YY | ZJPDJT | 2012-03-08 12:19 PM | ac02agt1 | AC02 | Open |
| 167 | SMITH | JOHN | 2012-10-10 | DFW | SEA | Air | YY | BMWBJT | 2012-03-08 10:54 AM | ac02agt4 | AC02 | Open |
| 97 | SMITH | JIM | 2012-05-05 | DFW | ABQ | Air | YY | Z7ODJT | 2012-03-08 09:51 AM | ac02agt2 | AC02 | Open |
| 234 | SMITH | TOM | 2012-03-20 | DFW | ATL | Air | YY | Z6NDJT | 2012-03-07 07:36 PM | arc2_rkristi | AC02 | Open |
| 127 | SMITH | JOHN | 2012-04-12 | DFW | RDU | Air | YY | ZFMDJT | 2012-03-07 04:39 PM | ac02agt1 | AC02 | Open |
| 162 | SMITH | JOHN | 2012-08-18 | DFW | ORD | Air | YY | BMSBJT | 2012-03-07 04:08 PM | ac02agt2 | AC02 | Open |

Figure RAR6

Note: Each field on the top panel can be sorted in this way by using your cursor over the field. This gives you much flexibility in locating and accessing PNRs.

To view the desired PNR, click [Open](#). Once the PNR is displayed, you can take any required action.

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| # | Last Name | First Name | Travel Date | Departure | Arrival | Type | Vendor | Record Locator | Creation Date | Agent | Agency | |
|-----|-----------|------------|-------------|-----------|---------|------|--------|----------------|---------------------|--------------|--------|----------------------|
| 140 | SMITH | JOHN | 2012-07-10 | MIA | DFW | Air | YY | Z6QDJT | 2012-03-08 01:14 PM | yyany01 | AC02 | Open |
| 119 | SMITH | JOHN | 2012-04-01 | DFW | RDU | Air | YY | ZJPDJT | 2012-03-08 12:19 PM | ac02agt1 | AC02 | Open |
| 167 | SMITH | JOHN | 2012-10-10 | DFW | SEA | Air | YY | BMWBJT | 2012-03-08 10:54 AM | ac02agt4 | AC02 | Open |
| 97 | SMITH | JIM | 2012-05-05 | DFW | ABQ | Air | YY | Z7ODJT | 2012-03-08 09:51 AM | ac02agt2 | AC02 | Open |
| 234 | SMITH | TOM | 2012-03-20 | DFW | ATL | Air | YY | Z6NDJT | 2012-03-07 07:36 PM | arc2_rkristi | AC02 | Open |
| 127 | SMITH | JOHN | 2012-04-12 | DFW | RDU | Air | YY | ZFMDJT | 2012-03-07 04:39 PM | ac02agt1 | AC02 | Open |
| 162 | SMITH | JOHN | 2012-08-18 | DFW | ORD | Air | YY | BMSBJT | 2012-03-07 04:08 PM | ac02agt2 | AC02 | Open |

Figure RAR7

FLX Advance Reservation Search (PNRs)

SPRK provides an advanced feature to search for PNRs via a Flight number, a Date Range, a Frequent Traveler Number or Pass Book Number using the **FLX Advanced Search** tab.

The screenshot shows a software window titled "Search and Claim Functions" with several tabs: "Search for Reservation", "FLX Advanced Search" (highlighted with a red circle), "Search for Ticket/Document", "Claim Reservation", and "Flight Stats". The "FLX Advanced Search" tab is active, displaying a "Select / Enter Search Criteria" section with various input fields: Carrier (dropdown), Flight No (text), Actual Travel Dates (Start/End with calendar icons), Ticket Issuance Date (Range) (Start/End with calendar icons), PNR Creation Date (Range) (Start/End with calendar icons), Enter Traveler or Frequent Flyer # (dropdown), Origin City (dropdown), Destination City (dropdown), Ticket Status (dropdown), Group Name (text), Email Address (text), Creating Agent ID (text), Source (dropdown, set to "FLX - Farelogix MI"), First Name (text), and Last Name (text). A "Search" button and a "Clear" button are located at the bottom right of the search criteria section. Below the search criteria is a table with columns: #, Last Name, First Name, Travel Date, Departure, Arrival, Type, Vendor, Record Locator, Creation Date, Agent, and Agency. The table currently displays "No records to display." and a "Cancel" button is located at the bottom center of the window.

Figure RAR8

Search for Ticket/Document

SPRK provides the ability to search for the PNR using the Ticket/Document number using the **Search for Ticket/Document** tab. Clicking this option will display the following screen:

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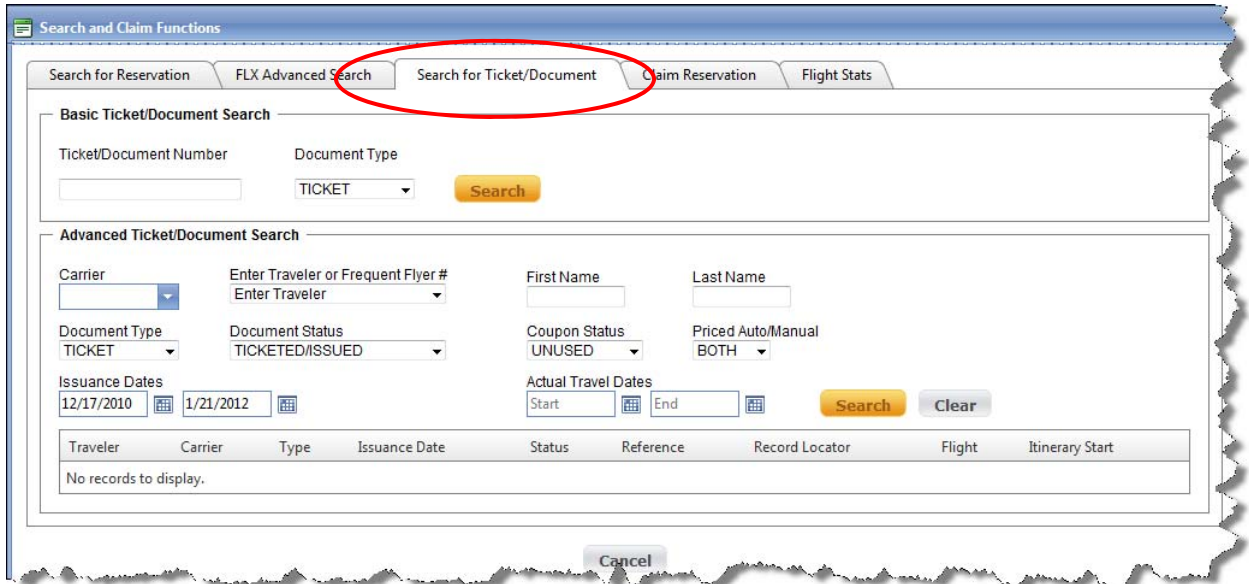


Figure RAR9

Claim Reservation

SPRK provides the ability to search for the PNR using the **Claim Reservation** tab.

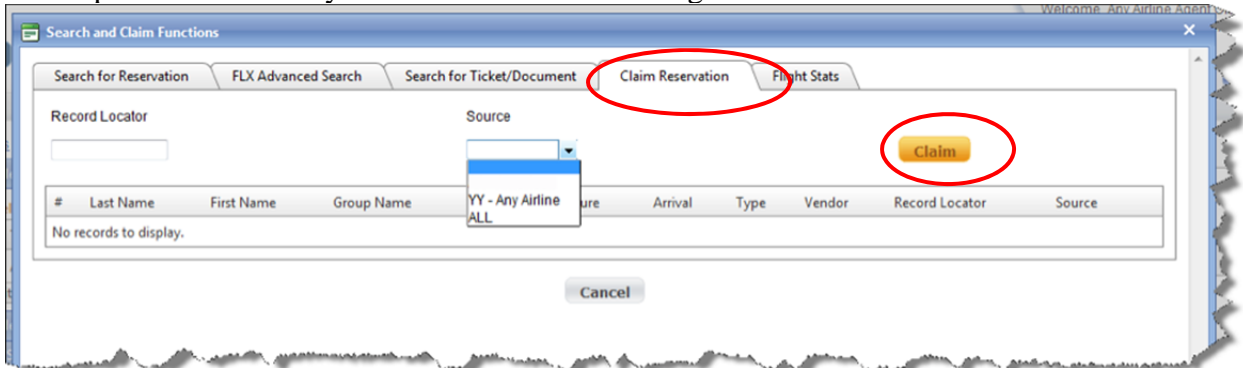


Figure RAR10

Using this option you will need to enter the Record Locator found on the top line of the **Reservation** page. Then using the drop down arrow select the Source and click **Claim**.

Flight Stats

SPRK provides the ability to check the status of the flight using the **Flight Stats** tab. Using the drop down arrow start keying the Airline Code and a list of options will display. Make your selection. Continue entering the additional data required to search for your flight.

SPRK Reference Guide

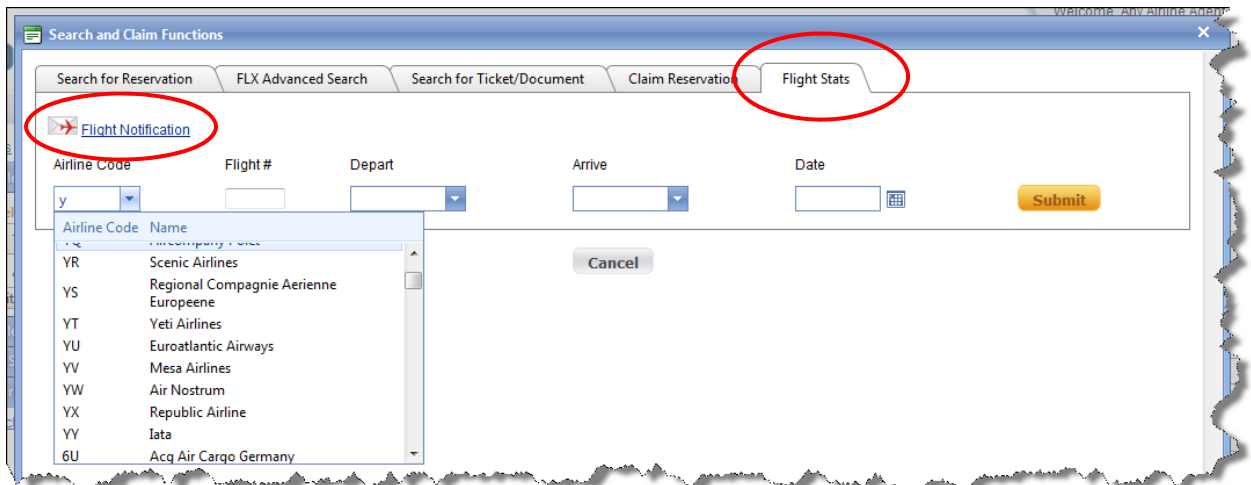


Figure RAR11

By clicking Flight Notification a screen will display which allows you to enter information that can send notifications regarding the flight.

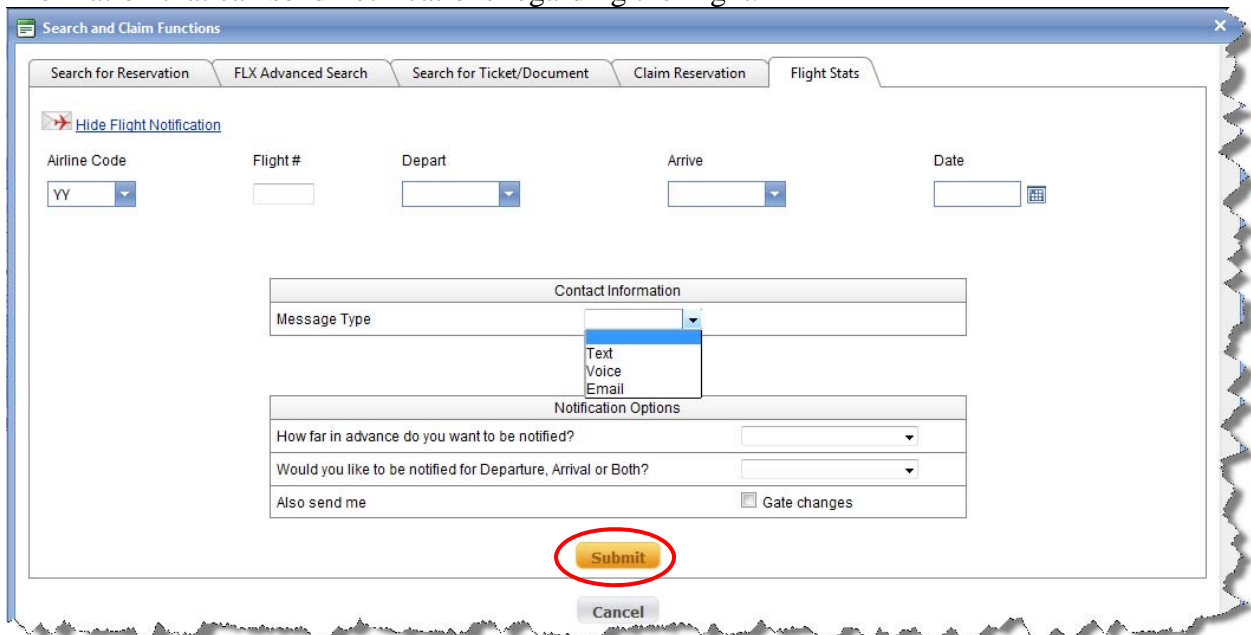



Figure RAR12

Using the drop down arrows you can select the type of message to receive, how far in advance you want to be notified, if you want Departure, Arrival, or Both types of notifications, and any Gate changes that might apply. Once finished, click  .

Cancel the PNR

To cancel the entire PNR, click on Cancel on the top right of the screen.

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Figure RAR13

PNR History

Transactions that occur in the PNR are recorded in the PNR History. To access PNR History, click History on the top right of the Reservations screen.



Figure RAR14

The Reservation History page is displayed. As you can see, the display includes the date and time when the transaction occurred (listed from first transactions to most recent), IATA number and Office ID where the transaction was performed, transaction category, and text describing the transaction.

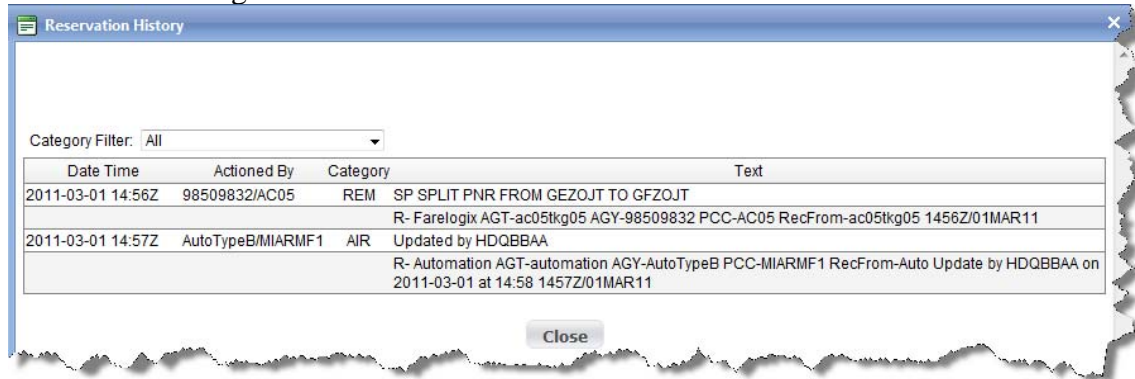


Figure RAR15

You can scroll down to view all transactions in the order they occurred. You also have the option to filter the display by category. Click on the desired category, and only the applicable data appears.

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The screenshot shows a 'Reservation History' window with a 'Close' button at the top. A 'Category Filter' dropdown menu is open, listing options: All, Air Segment Changes (AIR), Stored Fare Changes (PRI), Special Service Request History (SSR), General Remarks History (REM), and Ticket History (TKT). The table below displays reservation details with columns for Date Time and Text.

| Date Time | Text |
|-------------------|--|
| 2012-01-21 14:2 | 24Q 01JUN MIADFW SS1 915P 1115P /AA* |
| 2012-01-21 14:2 | Q 05JUN DFWMIA SS1 755P 1135P /AA* |
| 2012-01-21 14:2 | 4Q 01JUN MIADFW HK1 915P 1115P /AA*IPRWVL |
| 2012-01-21 14:2 | Q 05JUN DFWMIA HK1 755P 1135P /AA*IPRWVL |
| 2012-01-21 14:20Z | 98509832/AC05 PRI FARE HISTORY |
| 2012-01-21 14:20Z | 98509832/AC05 PRI BASE FARE TAXES TOTAL |
| 2012-01-21 14:20Z | 98509832/AC05 PRI USD 204.65 36.95 USD 241.60 PRO |
| 2012-01-21 14:20Z | 98509832/AC05 PRI PRO-1 QD14ERG2 |
| 2012-01-21 14:20Z | 98509832/AC05 PRI MIA AA DFW102.33QD14ERG2 AA MIA102.32QD14ERG2USD204.65END ZP MIADFW XF AA4 50DFW |

Figure RAR16

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Fare Search, Air Availability, Schedule Only and Fare Quote

After you enter airport/city codes and dates you can request a [Fare Search, Air Availability, Schedule Only](#) or [Fare Quote](#).

The screenshot shows a flight search interface with the following elements:

- Search type tabs: Round Trip (selected), One Way, Multi City.
- Search criteria table:

| Depart | Arrive | Date | Time | |
|--------|--------|----------|---------|--|
| MIA | DFW | 6/1/2012 | Anytime | <input checked="" type="radio"/> Dep <input type="radio"/> Arr |
| DFW | MIA | 6/5/2012 | Anytime | <input checked="" type="radio"/> Dep <input type="radio"/> Arr |
- Buttons: [Booked and Selected Flights](#), [Fare Search](#), [Air Availability](#), [Schedule Only](#), [Fare Quote](#).
- Sort by: Default

Figure FS1

To recap:

Fare Search combines fares and availability to provide a display of flights available for the criteria specified – city pair, dates, airline, etc. Fares are shown from lowest to highest, grouped by carrier. You can expand each fare group to see the flights available for that fare.

Air Availability lists all flights available for the dates and city pair specified. Direct flights are displayed first, followed by connections.

Schedule Only lists all flights available for the dates and city pair specified. Departure and Arrival times, flight duration, and other information is displayed.

Fare Quote displays fares available for the dates and city pair requested. The data in this display comes directly from the airlines and the fares are sorted from lowest to highest.

Detailed information to access the above selections follows:

Fare Search

Earlier, you saw the response to the Fare Search request and an explanation of some of the features. In this section you will see more details about this display.

Fare Search provides the lowest fare for the specified parameters, with the fares listed from lowest to highest. As you saw previously, you can expand the fare groups

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individually by clicking or by clicking [Expand All](#).

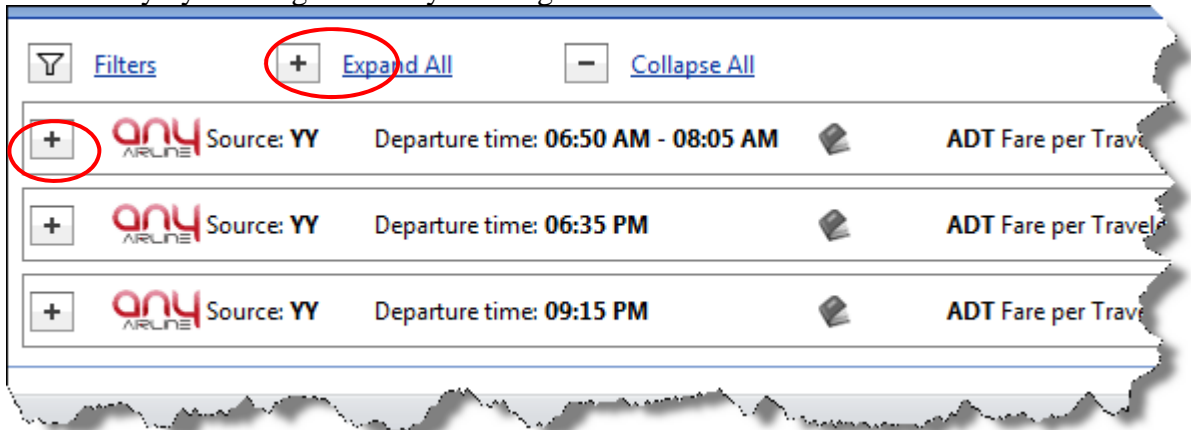


Figure FS2

Below is an expanded fare group. All outbound flights that correspond to the fare group are listed first. The inbound flights are listed below that. Note the inbound and outbound indicator.

| any AIRLINE Source: YY | | Departure time: 06:50 AM - 08:05 AM | | ADT Fare per Traveler USD 489.60 | | | |
|----------------------------------|-------|-------------------------------------|----------------|----------------------------------|-----|-------|----------|
| Flight | Class | Cities | Depart | Arrive | Cnx | Stops | Duration |
| <input type="checkbox"/> YY 495 | Q | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 | 0 | 02:55 |
| <input type="checkbox"/> YY 617 | Q | MIA - DFW | 10JUL 08:05 AM | 10:10 AM | 0 | 0 | 03:05 |
| <input type="checkbox"/> YY 919 | G | DFW - MIA | 20JUL 05:45 AM | 09:30 AM | 0 | 0 | 02:45 |
| <input type="checkbox"/> YY 2025 | G | DFW - MIA | 20JUL 07:45 AM | 11:35 AM | 0 | 0 | 02:50 |
| <input type="checkbox"/> YY 1976 | G | DFW - MIA | 20JUL 09:05 AM | 12:55 PM | 0 | 0 | 02:50 |
| <input type="checkbox"/> YY 1299 | G | DFW - MIA | 20JUL 10:30 AM | 02:30 PM | 0 | 0 | 03:00 |

Figure FS3

The selection button is used as the name implies – to select the desired itinerary.

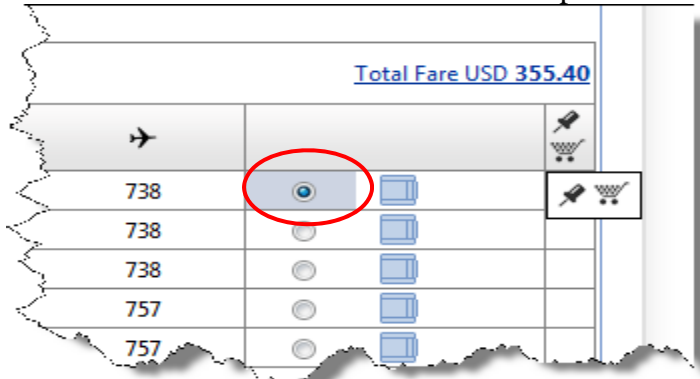


Figure FS4

In addition to the information immediately visible on the display, more information pertaining to the itinerary that can be viewed by hovering over certain sections of the display.

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| Flight | Class | Cities | Depart | Arrive | Cnx | Stops | Duration |
|--|-------------------|--------------------------|----------------------|-----------------------------|----------|-------|----------|
| YY 495 | O | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 | 0 | 02:55 |
| Flight Information - click to view more details | | | | | | | |
| YY 617 | | | | 0 AM | 0 | 0 | 03:05 |
| YY 919 | Flight # | YY 495 | Frequency | Mon Tue Wed Thu Fri Sat Sun | 0 AM | 0 | 02:45 |
| YY 202 | Operating Carrier | ANY | Flight Duration | 02:55 | 5 AM | | 02:50 |
| YY 197 | Equipment | Boeing 737-800 Passenger | On Time Perf | 90-100% | 5 PM | | 02:50 |
| YY 1299 | E-Ticketing | Y | Traffic Restrictions | | 0 PM | | 03:00 |
| YY 1690 | Meals | F | | | 0 PM | | 03:05 |
| YY 1246 | | | | 5 PM | 0 | 0 | 03:05 |
| YY 484 | | | | 5 PM | 0 | 0 | 03:00 |
| YY 1046 | Airport | | Date | Time | Terminal | → | 0 PM |
| YY 1828 | Departure | Miami, US | 10JUL | 06:50 AM | | 738 | 5 PM |
| YY 546 | Arrival | Dallas-Fort Worth, US | 10JUL | 08:45 AM | 0 | | 0 |
| | | | | | | | 02:45 |

Figure FS5

| Flight | Class | Cities | Depart | Arrive | Cnx |
|-------------------------|-------|----------------------|----------------|----------|-----|
| YY 495 | Q | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 |
| YY 617 | Q | MIA Miami, US | 10JUL 06:50 AM | 08:45 AM | 0 |
| YY 919 | G | DFW - MIA | 20JUL 05:45 AM | 09:30 AM | 0 |
| YY 2025 | G | DFW - MIA | 20JUL 07:45 AM | 11:35 AM | 0 |

Figure FS6

| Arrive | Cnx | Stops | Duration | → | |
|----------|-----|-------|----------|-----|---------------------------------|
| 08:45 AM | 0 | 0 | 02:55 | 738 | |
| 10:10 AM | 0 | | | 738 | Boeing 737-800 Passenger |
| 09:30 AM | 0 | | | 738 | |
| 11:35 AM | 0 | | | 738 | |
| 12:55 PM | 0 | 0 | 02:50 | 757 | |
| 02:30 PM | 0 | 0 | 03:00 | 738 | |

Figure FS7

Filters allow you to modify the current display. When clicking on the icon, the Filters box appears:

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The screenshot displays the SPRK interface with a 'Filters' sidebar on the left and a flight results table on the right. The filters sidebar includes options for 'Check/Uncheck All', 'YY', and time-based filters for four flight segments: MIA - DFW Departure (6:00 AM to 9:59 PM), MIA - DFW Arrival (8:00 AM to 11:59 PM), DFW - MIA Departure (5:00 AM to 7:59 PM), and DFW - MIA Arrival (9:00 AM to 11:59 PM). It also has 'Connections' and 'Stops' dropdowns set to 0, and 'Filter' and 'Reset' buttons.

The flight results table shows the following data:

| Flight | Class | Cities | Depart | Arrive | Cnx |
|-------------------------|-------|-----------|----------------|----------|-----|
| YY 495 | Q | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 |
| YY 617 | Q | MIA - DFW | 10JUL 08:05 AM | 10:10 AM | 0 |
| YY 919 | G | DFW - MIA | 20JUL 05:45 AM | 09:30 AM | 0 |
| YY 2025 | G | DFW - MIA | 20JUL 07:45 AM | 11:35 AM | 0 |
| YY 1976 | G | DFW - MIA | 20JUL 09:05 AM | 12:55 PM | 0 |
| YY 1299 | G | DFW - MIA | 20JUL 10:30 AM | 02:30 PM | 0 |
| YY 1690 | G | DFW - MIA | 20JUL 12:45 PM | 04:50 PM | 0 |
| YY 1246 | G | DFW - MIA | 20JUL 02:10 PM | 06:15 PM | 0 |
| YY 484 | G | DFW - MIA | 20JUL 03:55 PM | 07:55 PM | 0 |
| YY 1046 | G | DFW - MIA | 20JUL 05:50 PM | 09:40 PM | 0 |
| YY 1828 | G | DFW - MIA | 20JUL 06:45 PM | 10:35 PM | 0 |
| YY 546 | G | DFW - MIA | 20JUL 07:55 PM | 11:40 PM | 0 |

Figure FS8

Here you can modify the times, connections, or airlines to further narrow your display. Simply make the desired changes, and click **Filter**.

Fare Search Display

Below is a Fare Search display for flights from Miami (MIA) to Dallas (DFW) departing on July 10 and returning on July 20th. Note that one of the fare groups is expanded to display all flights available for that price. You may expand any one group or all of them.

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| Flight | Class | Cities | Depart | Arrive | Cnx | Stops | Duration | → |
|-------------------------|-------|-----------|----------------|----------|-----|-------|----------|-----|
| YY 495 | Q | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 | 0 | 02:55 | 738 |
| YY 617 | Q | MIA - DFW | 10JUL 08:05 AM | 10:10 AM | 0 | 0 | 03:05 | 738 |
| YY 919 | G | DFW - MIA | 20JUL 05:45 AM | 09:30 AM | 0 | 0 | 02:45 | 738 |
| YY 2025 | G | DFW - MIA | 20JUL 07:45 AM | 11:35 AM | 0 | 0 | 02:50 | 738 |
| YY 1976 | G | DFW - MIA | 20JUL 09:05 AM | 12:55 PM | 0 | 0 | 02:50 | 757 |
| YY 1299 | G | DFW - MIA | 20JUL 10:30 AM | 02:30 PM | 0 | 0 | 03:00 | 738 |
| YY 1690 | G | DFW - MIA | 20JUL 12:45 PM | 04:50 PM | 0 | 0 | 03:05 | 757 |
| YY 1246 | G | DFW - MIA | 20JUL 02:10 PM | 06:15 PM | 0 | 0 | 03:05 | 757 |
| YY 484 | G | DFW - MIA | 20JUL 03:55 PM | 07:55 PM | 0 | 0 | 03:00 | 738 |
| YY 1046 | G | DFW - MIA | 20JUL 05:50 PM | 09:40 PM | 0 | 0 | 02:50 | 738 |
| YY 1828 | G | DFW - MIA | 20JUL 06:45 PM | 10:35 PM | 0 | 0 | 02:50 | 738 |
| YY 546 | G | DFW - MIA | 20JUL 07:55 PM | 11:40 PM | 0 | 0 | 02:45 | 757 |

Figure FS9

Let's look at all the information offered in the Fare Search display.

| Element | Description |
|---|--|
| Filters | Displays options to modify the returned display. |
| Expand All Collapse All | Provides option to expand and collapse flight details for all the fare groups presented. When next to the airline icon, these icons are used to expand or collapse individual fare groups. |
| | Displays fare rules for the applicable fare group. |
| Source: YY | Identifies the airline, or other source, from which the data has been pulled. |
| Fare 489.60 (USD) | Fare applicable to all the itineraries in that fare group. |

Figure FS10

The expanded section of the display includes information you are already familiar with, such as:

- Airline and Flight number,
- Class of Service
- Departure and Arrival Cities, Dates, and Time
- Connection and Stop information
- Flight Duration

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| Flight | Class | Cities | Depart | Arrive | Cnx | Stops | Duration | → |
|-------------------------|-------|-----------|----------------|----------|-----|-------|----------|-----|
| YY 495 | Q | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 | 0 | 02:55 | 738 |
| YY 617 | Q | MIA - DFW | 10JUL 08:05 AM | 10:10 AM | 0 | 0 | 03:05 | 738 |
| YY 919 | G | DFW - MIA | 20JUL 05:45 AM | 09:30 AM | 0 | 0 | 02:45 | 738 |
| YY 2025 | G | DFW - MIA | 20JUL 07:45 AM | 11:35 AM | 0 | 0 | 02:50 | 738 |
| YY 1976 | G | DFW - MIA | 20JUL 09:05 AM | 12:55 PM | 0 | 0 | 02:50 | 757 |

Figure FS11

Air Availability

The Air Availability display lists flights by departure time based on the search criteria provided. Outbound flights are listed first, followed by the inbound flights.

| Flight | Source | Class | Cities | Depart | Arrive | Cnx | Stops | Perf | Duration | → |
|-------------------------|--------|---|-----------|----------------|----------|-----|-------|---------------|----------|-----|
| YY 495 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 | 0 | 90-100% | 02:55 | 738 |
| YY 617 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 08:05 AM | 10:10 AM | 0 | 0 | 90-100% | 03:05 | 738 |
| YY 1771 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 09:40 AM | 11:35 AM | 0 | 0 | 80-89% | 02:55 | 738 |
| YY 395 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 11:15 AM | 01:10 PM | 0 | 0 | 90-100% | 02:55 | 738 |
| YY 846 | YY | F7 A7 P7 R0 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 12:15 PM | 02:10 PM | 0 | 0 | 70-79% | 02:55 | 757 |
| YY 671 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 01:15 PM | 03:15 PM | 0 | 0 | no data (new) | 03:00 | 757 |
| YY 401 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 03:15 PM | 05:20 PM | 0 | 0 | no data (new) | 03:05 | 757 |
| YY 544 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 | MIA - DFW | 10JUL 04:15 PM | 06:20 PM | 0 | 0 | 70-79% | 03:05 | 738 |
| YY 114 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G5 S0 N0 Q0 O0 | MIA - LGA | 10JUL 06:35 AM | 09:25 AM | 1 | 0 | 70-79% | | 757 |

Figure FS12

Most of the information included on the display above is familiar. Some of the details of the display are highlighted below.


| | | |
|-------------------------|----|---|
| YY 1771 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 |
| YY 395 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 |
| YY 846 | YY | F7 A7 P7 R0 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 |
| YY 671 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 |
| YY 401 | YY | F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7 |

Figure FS13

The default class of service is highlighted in blue. To select another class of service, click on the one desired.

At the top of the page, the source or airlines from which the flight information for this response is obtained appears.

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| Flight | Source | Class |
|--------|--------|-------|
|--------|--------|-------|

Figure FS14

| | | |
|---------------|----|----------------------|
| YY299 | YY | F7 A7 J7 D7 I7 Y7 B7 |
| YY271 | YY | F7 A7 P7 Y7 B7 K7 H7 |
| YY203 | YY | F7 A7 P7 Y7 B7 K7 H7 |
| US 7128 by UA | US | F6 A4 Y9 B9 M9 H9 Q9 |
| US 6639 by UA | US | F9 A9 Y9 B9 M9 H9 Q9 |
| US 7128 by UA | US | F6 A4 Y9 B9 M9 H9 Q9 |
| US 6671 by UA | US | F9 A9 Y9 B9 M9 H9 Q9 |
| US 7128 by UA | US | F6 A4 Y9 B9 M9 H9 Q9 |
| US 6673 by UA | US | F9 A9 Y9 B9 M9 H9 Q9 |

Figure FS15

When a flight is operated by another carrier, it appears like this. In this example, **UA** is the operating carrier for this **US** airline flight.

| Source: YY US UA CO | | | | | | |
|---------------------|-----|-------|---------|----------|-----|---|
| Ive | Cnx | Stops | Perf | Duration | → | ⌵ |
| 55 | 0 | 0 | 80-89% | 05:45 | 777 | ⊙ |
| 45 | 0 | 0 | 80-89% | 05:40 | 757 | ⊙ |
| 30 | 0 | 0 | 70-79% | 05:45 | 757 | ⊙ |
| 23 | 1 | 0 | no data | | E70 | ⊙ |
| 33 | 0 | 0 | no data | 08:33 | 752 | ⊙ |
| 23 | 1 | 0 | no data | | E70 | ⊙ |
| 10 | 0 | 0 | no data | 09:10 | 752 | ⊙ |
| 23 | 1 | 0 | no data | | E70 | ⊙ |
| 30 | 0 | 0 | no data | 11:30 | 752 | ⊙ |

Figure FS16

Perf refers to on time performance (the percentage of time the flight has operated on time). “no data” indicates no information has been provided by the airline(s).

From Air Availability display you can place selected flights in the shopping cart. You can also access the seat map to view and book seats prior to placing the flights in the shopping cart. The filter icon discussed earlier can also be accessed from this display. Flight Information, Equipment Type, and Airport name can also be viewed from the Air Availability page by hovering over the applicable icon.

Note: If you book an itinerary from the Air Availability display, you must price the itinerary prior to booking.

Schedule Only

If you just want to see the schedules without availability, click on the Schedule Only option.

SPRK Reference Guide

Round Trip | One Way | Multi City

Depart: MIA | Arrive: DFW | Date: 6/1/2012 | Time: Anytime | Dep Arr

Depart: DFW | Arrive: MIA | Date: 6/5/2012 | Time: Anytime | Dep Arr

[Booked and Selected Flights](#) | Sort by: Default

Fare Search | Air Availability | Schedule Only | Fare Quote

Figure FS17

This will return the following results.

| Flight | Source | Class | Cities | Depart | Arrive | Cnx | Stops | Perf | Duration | → |
|-------------------------|--------|------------------|-----------|----------------|----------|-----|-------|---------------|----------|-----|
| YY 495 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 06:50 AM | 08:45 AM | 0 | 0 | 90-100% | 02:55 | 738 |
| YY 617 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 08:05 AM | 10:10 AM | 0 | 0 | 90-100% | 03:05 | 738 |
| YY 395 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 11:15 AM | 01:10 PM | 0 | 0 | 90-100% | 02:55 | 738 |
| YY 846 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 12:15 PM | 02:10 PM | 0 | 0 | 70-79% | 02:55 | 757 |
| YY 671 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 01:15 PM | 03:15 PM | 0 | 0 | no data (new) | 03:00 | 757 |
| YY 401 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 03:15 PM | 05:20 PM | 0 | 0 | no data (new) | 03:05 | 757 |
| YY 544 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 04:15 PM | 06:20 PM | 0 | 0 | 70-79% | 03:05 | 738 |
| YY 1973 | YY | FAPYBHKMLWVSNQOG | MIA - DFW | 10JUL 06:35 PM | 08:35 PM | 0 | 0 | 70-79% | 03:00 | 757 |
| YY 1234 | YY | FAPYBHKMLWVSNQOG | MIA - TPA | 10JUL 08:00 AM | 09:00 AM | 1 | 0 | no data (new) | | 738 |
| YY 1449 | YY | FAPYBHKMLWVSNQOG | TPA - DFW | 10JUL 10:40 AM | 12:15 PM | 0 | 0 | no data (new) | 05:15 | M80 |

Figure FS18

Fare Quote

Fare Quote display shows the filed fares by an airline for the city pair and dates selected, grouped by Fare Class and sorted with lowest fare first.

| Airline | Fare Basis | One Way | Round Trip | Class | Type | Source | Penalty | Days | ADV | MIN | MAX | RTD | Rules |
|---------|------------|---------|------------|-------|------|--------|---------|---------|-----|-----|-----|------|-----------|
| YY | ROA7NLP | 258.00 | 318.00 | R | PUBL | YY | NRF | 1234567 | 7D | - | - | 300 | ☺ |
| YY | VTKC | 263.00 | 323.00 | V | PUBL | YY | NRF | - | - | - | - | - | ☺ |
| YY | V14ZIC | 263.00 | 323.00 | V | PUBL | YY | NRF | - | - | - | - | - | ☺ |
| YY | V16XC | 273.00 | 333.00 | V | PUBL | YY | NRF | - | - | - | - | - | ☺ |
| YY | EKA7NLP | 274.00 | 334.00 | E | PUBL | YY | NRF | - | - | - | - | 300 | ☺ |
| YY | HTZIC | 279.00 | 339.00 | H | PUBL | YY | NRF | - | - | - | - | - | ☺ |
| YY | H3ZIC | 303.00 | 363.00 | H | PUBL | YY | NRF | - | - | - | - | - | ☺ |
| YY | EKA7NLP | 318.00 | 378.00 | E | PUBL | YY | NRF | - | - | - | - | 300 | ☺ |
| YY | HS14ZIC | 323.00 | 383.00 | H | PUBL | YY | NRF | 357 | 14D | - | - | R | B 05AUG ☺ |
| YY | TD07ADNN | 329.00 | 389.00 | T | PUBL | YY | NRF | - | 7D | @0 | 300 | R | - |
| YY | H14ZIC | 333.00 | 393.00 | H | PUBL | YY | NRF | - | 14D | - | - | R | - |
| YY | OD07ERY1 | 334.00 | 394.00 | O | PUBL | YY | NRF | 1234567 | 7D | - | - | 2 | ☺ |
| YY | TE730N | 334.00 | 394.00 | T | PUBL | YY | 8 | - | 07D | - | - | 0706 | S 01MAY ☺ |
| YY | OD07ERY1 | 339.00 | 399.00 | O | PUBL | YY | NRF | - | 7D | @0 | - | R | - |
| CA | OSB7N | 340.00 | 400.00 | O | PUBL | CA | 123 | - | 3D | - | - | - | ☺ |

Figure FS19

Most of the information in the Fare Quote display is familiar. Some of the details of the display are highlighted below.

SPRK Reference Guide

Modifying a Search

To easily and quickly modify the search parameters after you've already requested a Fare Search, Air Availability, Schedule Only or Fare Quote, click on the down arrow to the right of Search.

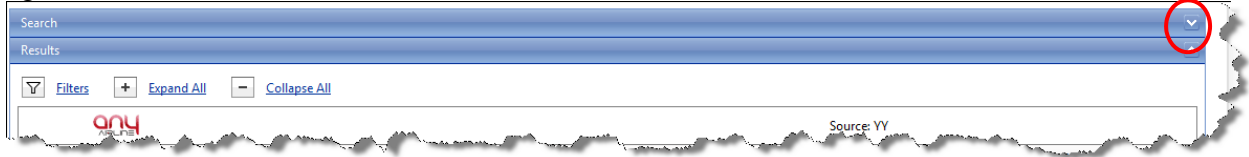


Figure FS20

The response is the same search request previously entered.

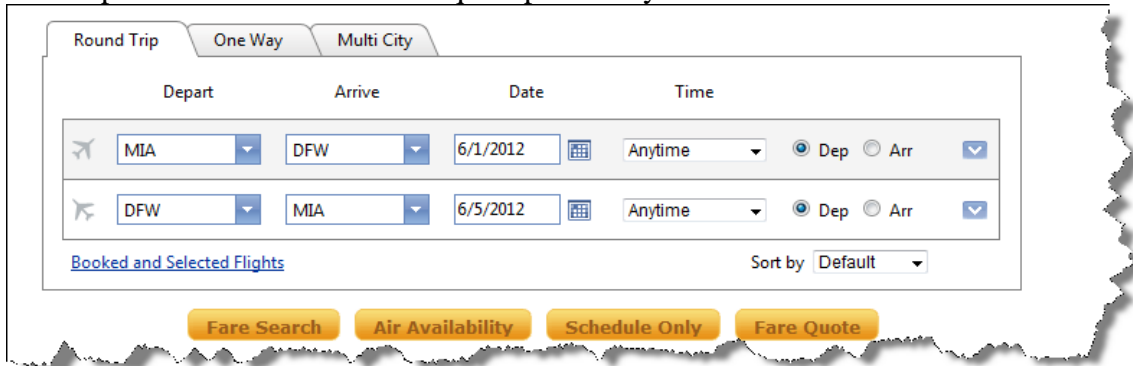


Figure FS21

To change any of the parameters of the search, open the Additional Options link or Flight Options panel and select a search type. SPRK provides the capability to drag-and-drop flight information into an open search screen. For example, in the picture below place your mouse/cursor on the Any Airlines flight 495 line and drag it to the new search line.

SPRK Reference Guide

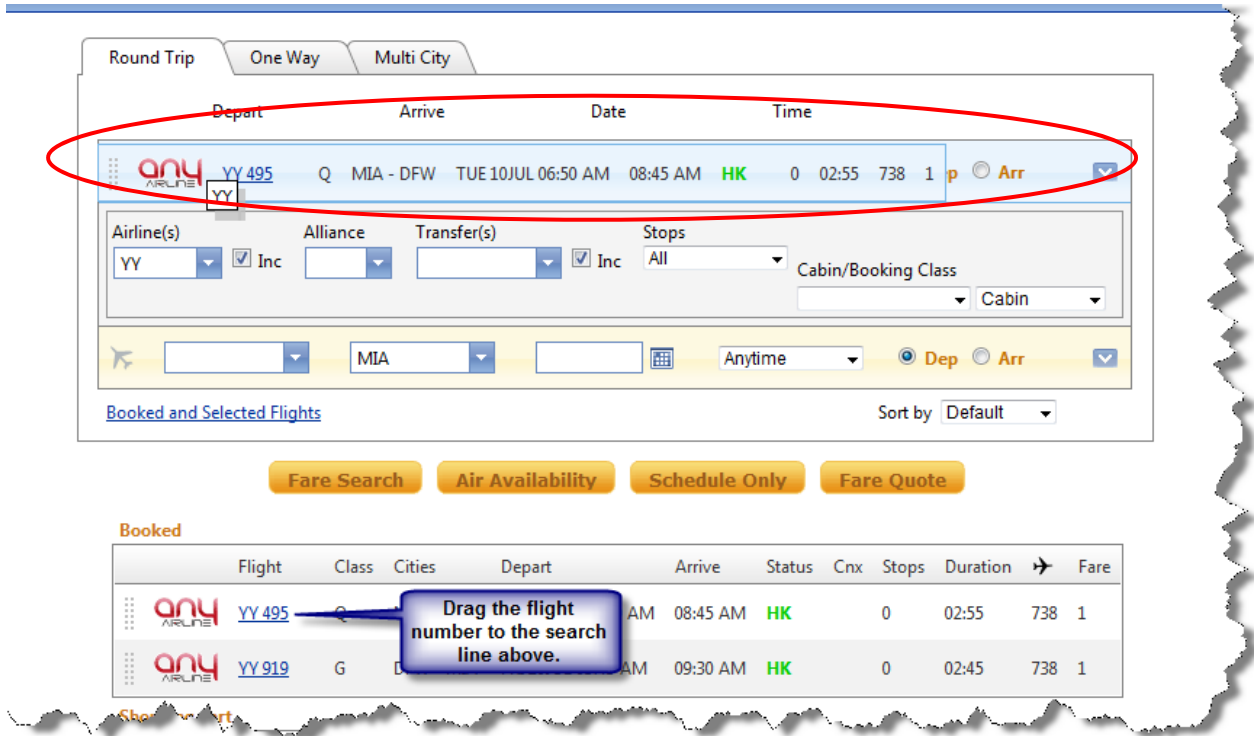


Figure FS22

The departure search data will be populated from the flight that was previously booked:

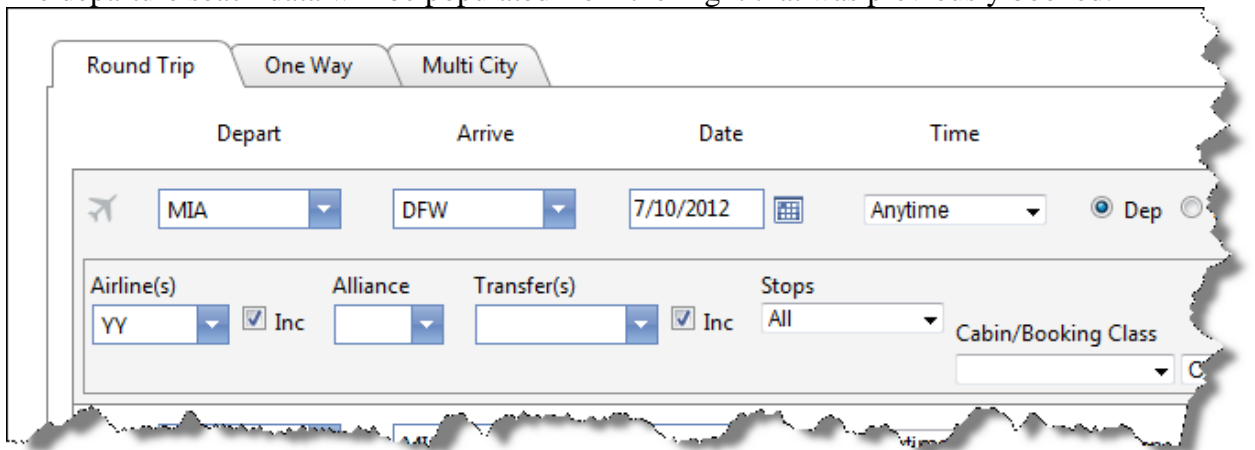


Figure FS23

System Messages

At the top of the page in the Fare Search, Air Availability and Fare Quote responses, you may see information or messages. It is recommended that you read these messages when they are present, and take any appropriate action. There are two types of messages:

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- The top section, highlighted in yellow includes warning messages and errors.
- The second section, which is not highlighted, displays informational only messages.

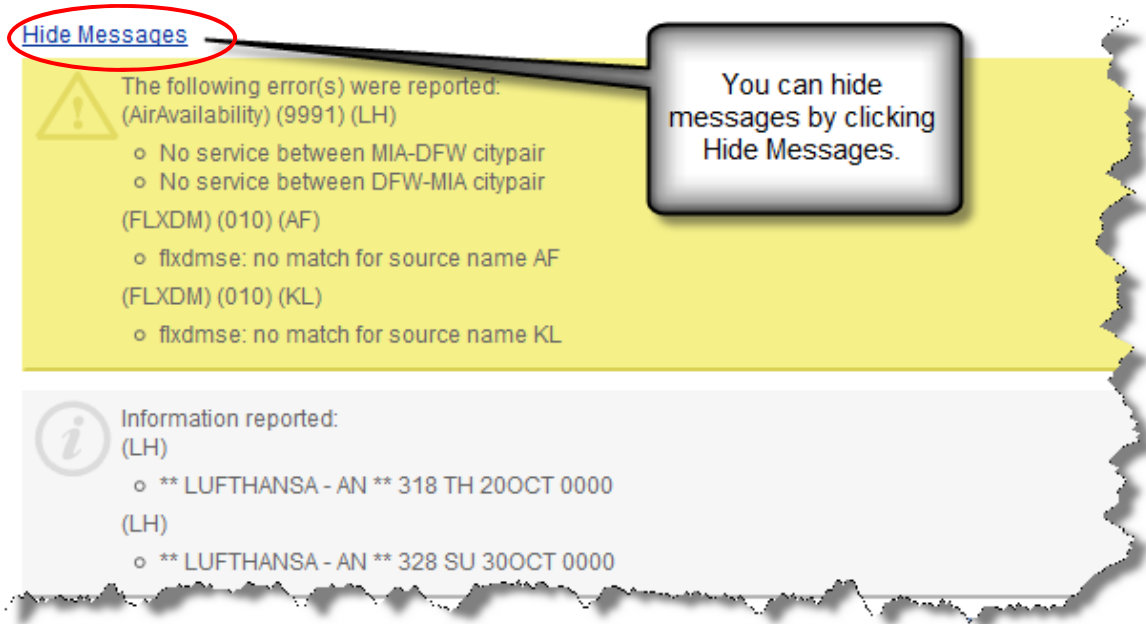


Figure FS24

If the messages are not visible, you may have chosen to hide them, or your configuration has marked them as hidden. To view messages, click [Show Messages](#).



Figure FS25


SPRK Reference Guide

Pricing, Fare Rules, and Fare Information

Pricing an Itinerary

When you select flights from Fare Search or Fare Quote, the fare for the itinerary is automatically included, as you are selecting flights with fares. However, there are times when you need to price an itinerary or create a fare:

- When selecting flights from an Air Availability display.
- If changes to an existing itinerary are made.

In this example we will price an itinerary booked from Air Availability. The itinerary below is in the Shopping Cart but is not priced. To price, select the segment(s) you wish to price and click .

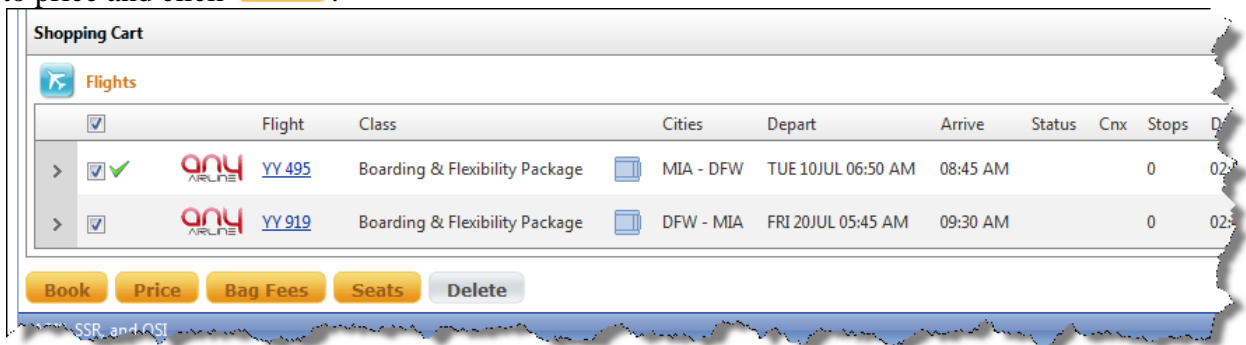



Figure PFF1

The Pricing Options page is then displayed. The options shown above are the default options. You can deselect or select options as desired. To continue with pricing, click .

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From this screen you have the option to:

- Select to view Published Fares, Contract Fares, or both.
- Add a Corporate Code, Contract ID, and Promo Code with the applicable airlines.
- Select to view fares that allow Advance Purchase, Penalties, Minimum or Maximum Stay.
- Display the response by Default, Departure, Arrival, or Elapsed Time.
- Price Current Classes or Best Available.

Figure PFF2

The response is the **Fare for selected Flights**, which you saw previously. This page summarizes the passenger type (PTC) and fare selected. A breakdown of the fare, along with all applicable taxes and total, is included. When there are multiple travelers in the itinerary, a breakdown by PTC is shown along with the total for all the travelers. Click Update Shopping Cart to price the itinerary.

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Fare for selected Flights

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

| Passenger Type | Currency | ADT (PRO) |
|--|----------|---------------|
| Base Fare per Passenger | | |
| YY . 1724: MIA-DFW (Boarding & Flexibility Package) | USD | 102.33 |
| YY 546: DFW-MIA (Boarding & Flexibility Package) | USD | 102.32 |
| Total Base Fare per Passenger | USD | 204.65 |
| Taxes and Fees | | |
| US US Transportation Tax | USD | 15.35 |
| ZP US Flight Segment Tax | USD | 7.60 |
| AY US September 11th Security Fee | USD | 5.00 |
| XF US Passenger Facility Charge | USD | 9.00 |
| Total Taxes and Fees | USD | 36.95 |
| Total airfare per passenger - (Validated on AA) | USD | 241.60 |
| Grand Total USD - (PRO x 1) | | 241.60 |

Services priced in USD

| Options | Traveler(s) |
|---|-------------|
| Options for flight YY1724 from MIA - DFW | SMITH/J |
| Boarding & Flexibility Package | Included |
| Options for flight YY546 from DFW - MIA | SMITH/J |
| Boarding & Flexibility Package | Included |
| Summary of all Charges | SMITH/J |
| Selected Options per traveler | 0 |
| Basic Airfare per traveler (see above) | 241.60 |
| Grand Total per traveler | 241.60 |

[Update Shopping Cart](#) [Cancel](#)

Figure PFF3

The response is the priced itinerary.

| Cnx | Stops | Duration | ✈ | Source | Fare |
|-----|-------|----------|-----|--------|----------|
| | 0 | 02:55 | 738 | YY | <u>1</u> |
| | 0 | 02:45 | 738 | YY | <u>1</u> |

Fare: 1
Source: YY
527.60 (USD)

Figure PFF4




SPRK Reference Guide

Manual Fares

There are situations when you may need to modify a stored fare or create a fare. Both these processes require various steps.

Creating a Fare

When creating a fare it is identified with a Fare Code Indicator (FCI) of **1** at time of ticketing, and the fare is not guaranteed by SPRK. Select the flight(s) for which you want to create a fare, and click .

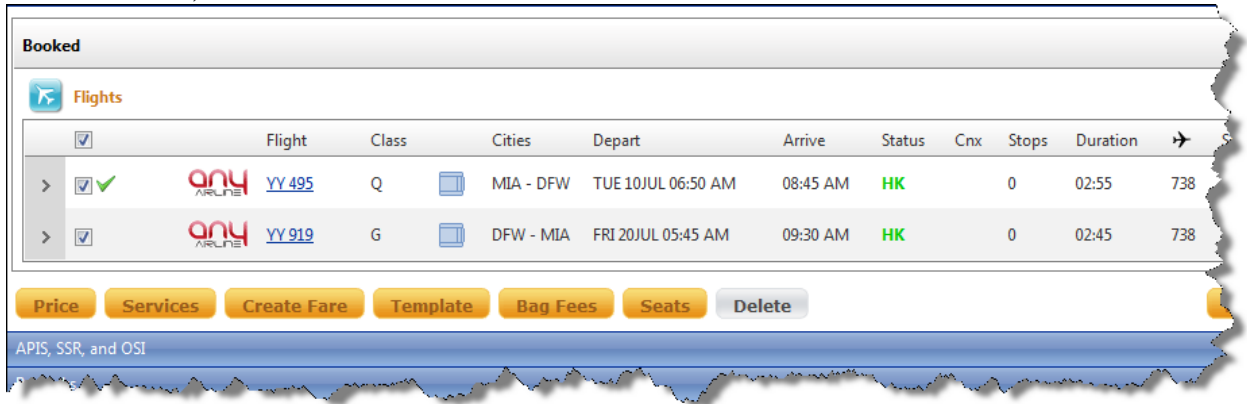


Figure PFF4a

The Stored Fare screen is displayed:

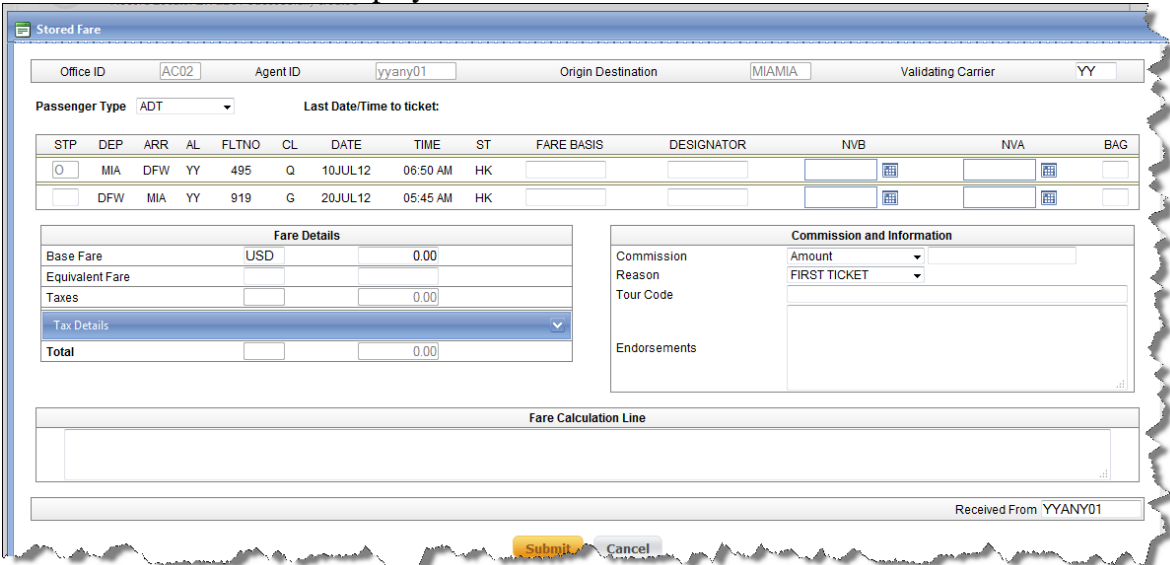

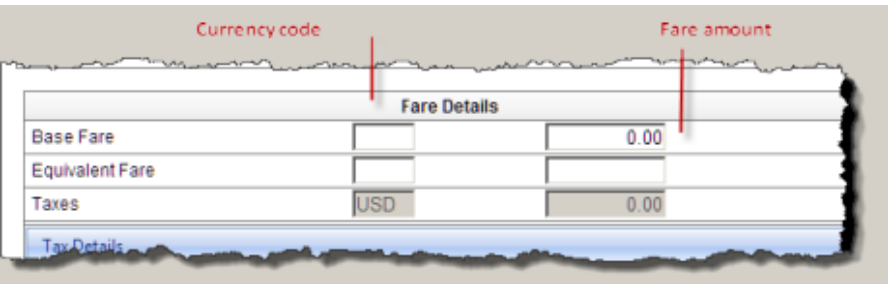


Figure PFF5

The following table lists all the stored fare elements, a description, and if optional or mandatory.

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| Element | Description | Mandatory (M) Optional (O) |
|-------------------------|--|-------------------------------|
| Office ID | Prepopulated from the PNR. Data cannot be modified. | M |
| Agent ID | | |
| OriginDestination | | |
| Validating Carrier | The carrier or airline on which the ticket is issued. Note the validating carrier should be entered first. When the validating carrier is missing, a red asterisk appears next to that box.  | M |
| Passenger Type | Traveler PTC is set as default. If there are multiple PTCs in the itinerary, select PTC from the drop down menu. | M |
| LastDate/Time to ticket | Identifies the last date and time the ticket can be issued for this fare. In a manual fare, data is not entered in this field. | O |
| Fare Basis | The fare basis code applicable to the fare. | M |
| Designator | Applicable ticket designator. | O |
| NVB | <i>Not Valid Before</i> – Date before which the fare is not valid. | O |
| NVA | <i>Not Valid After</i> – Date after which the fare is no longer valid. | O |
| BAG | Applicable baggage allowance. | M |
| Fare Details | | |
| Base Fare | Applicable base fare entered in the currency for the point of sale (POS) or the filed currency.  | M |
| Equivalent Fare | Entered in the currency of the POS. Required only when the currency of payment differs from that of the fare. | O |

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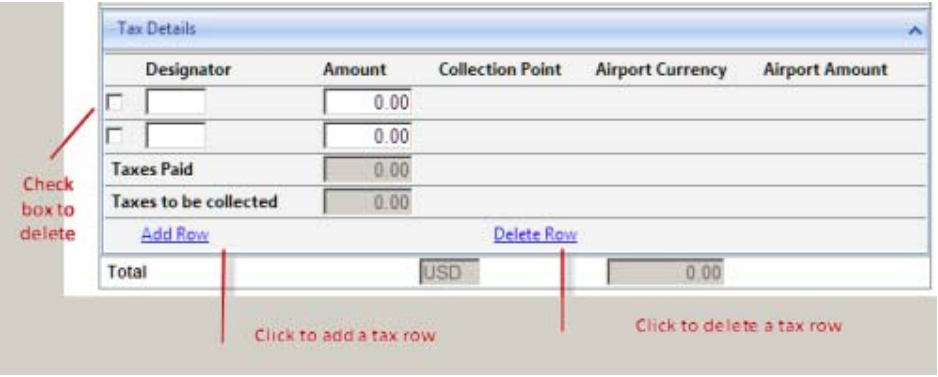
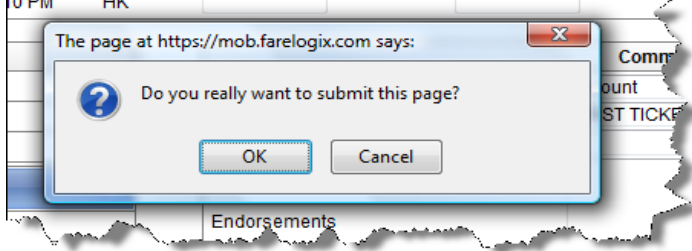
| | | |
|--|--|----------|
| <p>Taxes and Tax Details</p> | <p>Applicable taxes. Click the down arrow  to view tax details.</p>  <p>Collection Point, Airport Currency and Airport Amount are currently used for: Passenger Facility (XF), Segment Fee (ZP) US taxes only.</p> <p>When entering those taxes, the amount is in the currency of the POS.</p> <ul style="list-style-type: none"> • Collection Point: Airport code where the tax applies (i.e. IAH). • Airport Currency: Currency of the airport where the tax applies. • Airport Amount: Amount of tax being collected. | <p>O</p> |
| <p>Commission and Information</p> | | |
| <p>Commission</p> | <p>Select the commission type, Amount or Percentage, from the drop down menu. Enter the amount or percentage number in the next box.</p> | <p>O</p> |
| <p>Reason</p> | <p>Select the reason for issuing the ticket from the drop down menu. Available options are:</p> <ul style="list-style-type: none"> • First Ticket (default) • Reissue • IT Ticket • IT Ticket Reissue • Bulk Ticket • Bulk Ticket Reissue | <p>M</p> |
| <p>Tour Code</p> | <p>Applicable tour code.</p> | <p>O</p> |
| <p>Endorsements</p> | <p>Applicable endorsements for the fare type.</p> | <p>O</p> |
| <p>Fare Calculation Line</p> | <p>Fare calc line for the applicable fare.</p> | <p>M</p> |

Figure PFF6



SPRK Reference Guide

After completing the required boxes as noted above, click **Submit**.



You will be asked to confirm the request. Click OK to proceed.

Figure PFF7

If any mandatory information is missing when you click **Submit**, an error message identifying the error appears.

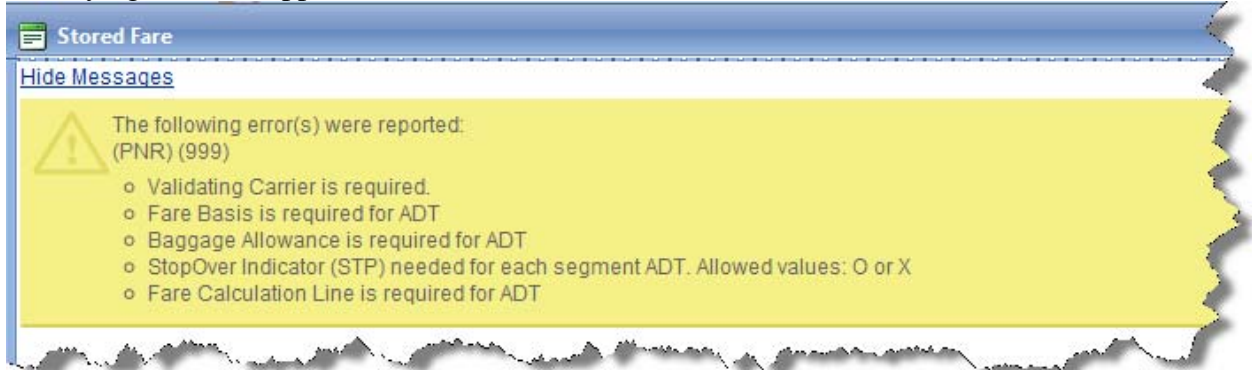


Figure PFF8

Modifying a Stored Fare

To modify a stored fare, you must have a booked and priced an itinerary.

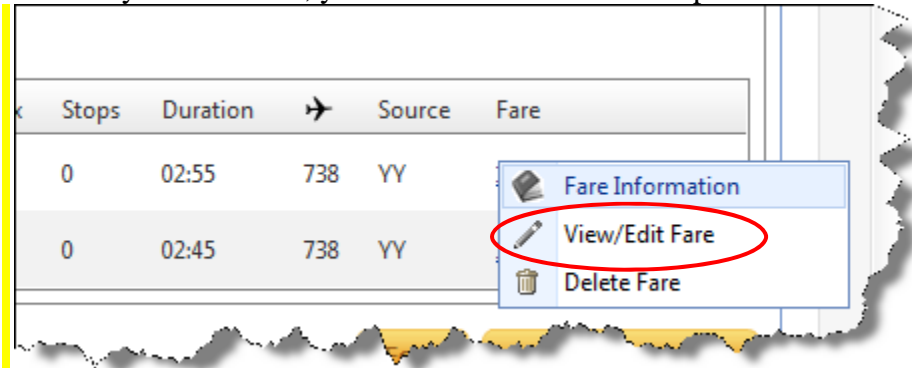


Figure PFF9

SPRK Reference Guide

The **Stored Fare** page appears. In this scenario, all mandatory fields are populated with the fare data. You can now make any desired modifications using the same steps as described in Creating a Fare. When your changes are complete click **Submit**.

The screenshot shows the 'Stored Fare' interface with the following details:

- Office ID: AC02, Agent ID: yyany01, Origin Destination: MIAMIA, Validating Carrier: YY
- Passenger Type: ADT, Last Date/Time to ticket: 2012-03-09 11:59 PM
- Flight Schedule Table:

| STP | DEP | ARR | AL | FLTNO | CL | DATE | TIME | ST | FARE BASIS | DESIGNATOR | NVB | NVA | BAG |
|-----|-----|-----|----|-------|----|---------|----------|----|------------|------------|-----------|-----------|-----|
| 0 | MIA | DFW | YY | 495 | Q | 10JUL12 | 06:50 AM | HK | QD21EFG1 | | 7/10/2012 | 7/10/2012 | 0PC |
| 0 | DFW | MIA | YY | 919 | G | 20JUL12 | 05:45 AM | HK | GA14ERD1 | | 7/20/2012 | 7/20/2012 | 0PC |
- Fare Details:

| | | |
|-----------------|-----|---------------|
| Base Fare | USD | 435.35 |
| Equivalent Fare | | |
| Taxes | USD | 54.25 |
| Total | USD | 489.60 |
- Commission and Information:

| | | |
|--------------|---|--|
| Commission | Amount | |
| Reason | FIRST TICKET | |
| Tour Code | NONREF/SVCCHGPLUSFAREDIF/ CXL BY FLT TIME OR NOVALUE | |
| Endorsements | | |
- Fare Calculation Line: MI DFW Q930 14512QD21EFG1 MI Q2791 25302G14ERD1USD43535END ZP MIDFW XF MI450DFW450
- Received From: YYANY01
- Buttons: Submit, Cancel

Figure PFF10

When some elements in stored or automatically priced fare are modified, the fare becomes a Manual Fare (FCI indicator is 1) and SPRK no longer guarantees it. Please refer to the list below.

| Element | Fare Code Indicator . 0 = automatic 1 = manual |
|----------------------------|---|
| Ticket Designator | 0 |
| NVB/NVA | 1 |
| Baggage | 0 |
| Fare/Equivalent Fare/Taxes | 1 |
| Commission | 0 |
| Reason | 0 |
| Endorsements | 0 |
| Fare Calculation Line | 1 |

Figure PFF11

Deleting a Stored Fare

To delete a stored fare, you must have a booked itinerary. A Fare Group will be assigned to the booking.

SPRK Reference Guide

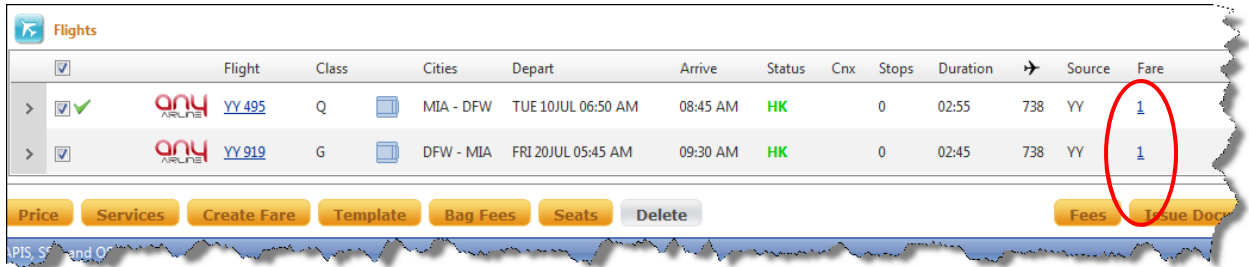


Figure PFF12

Click on the Fare group you wish to delete and a drop down will be presented. Select **Delete Fare**:

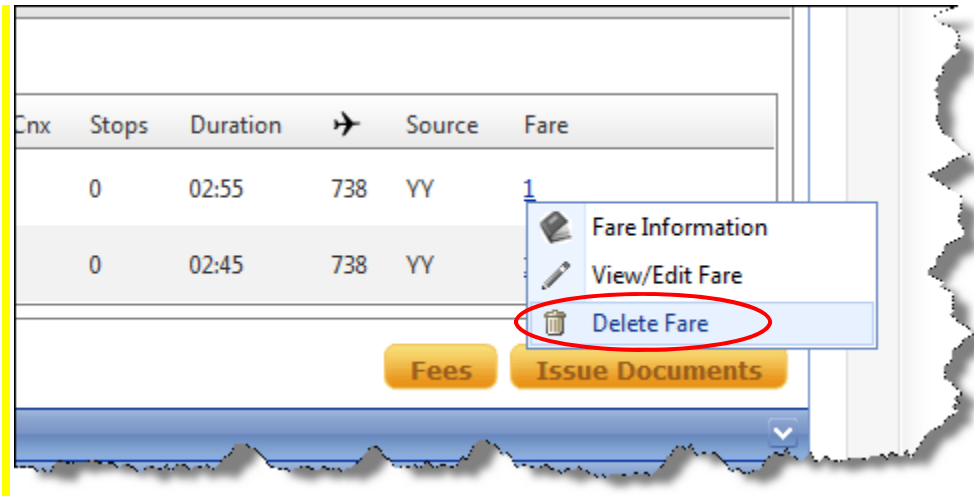


Figure PFF13

The Reservation is now displayed with nothing under the Fare category.

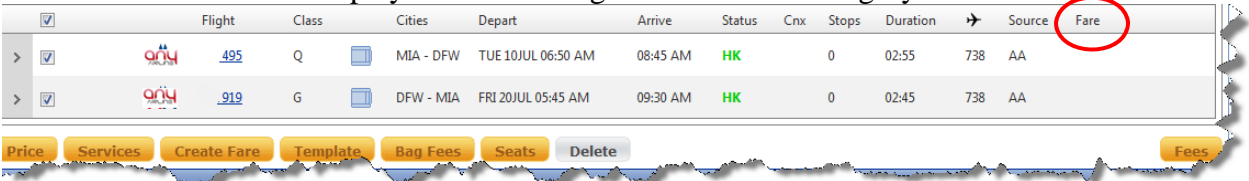


Figure PFF14

You are now ready to Create a new fare. Select the flight(s) for which you want to create a fare and **Create Fare**.

SPRK Reference Guide

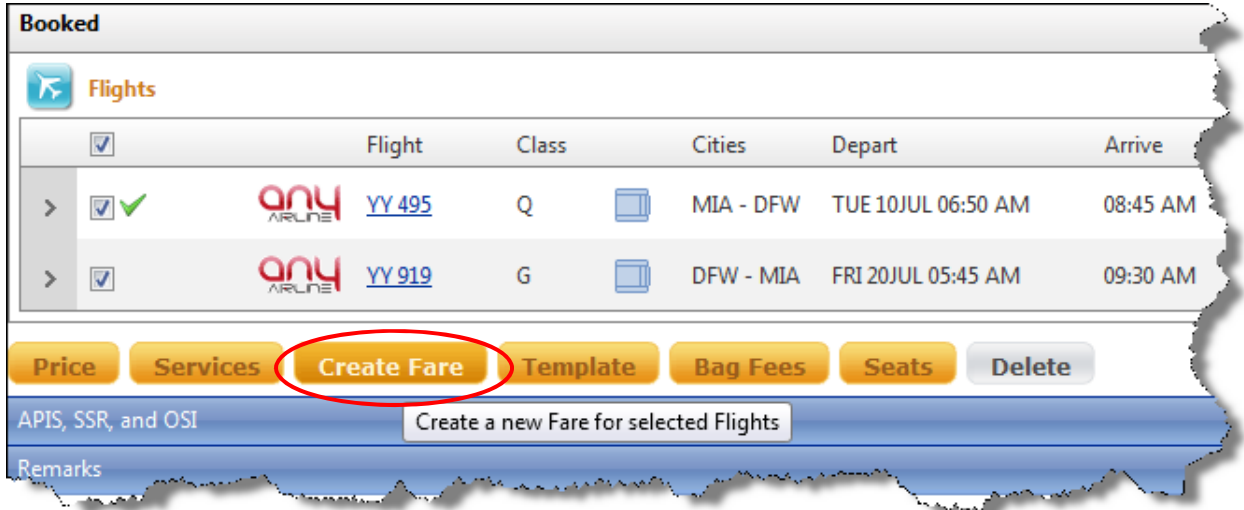


Figure PFF15

The Stored Fare screen is displayed. You can now make any desired modifications using the same steps as described in *Creating a Fare*. When your changes are complete click

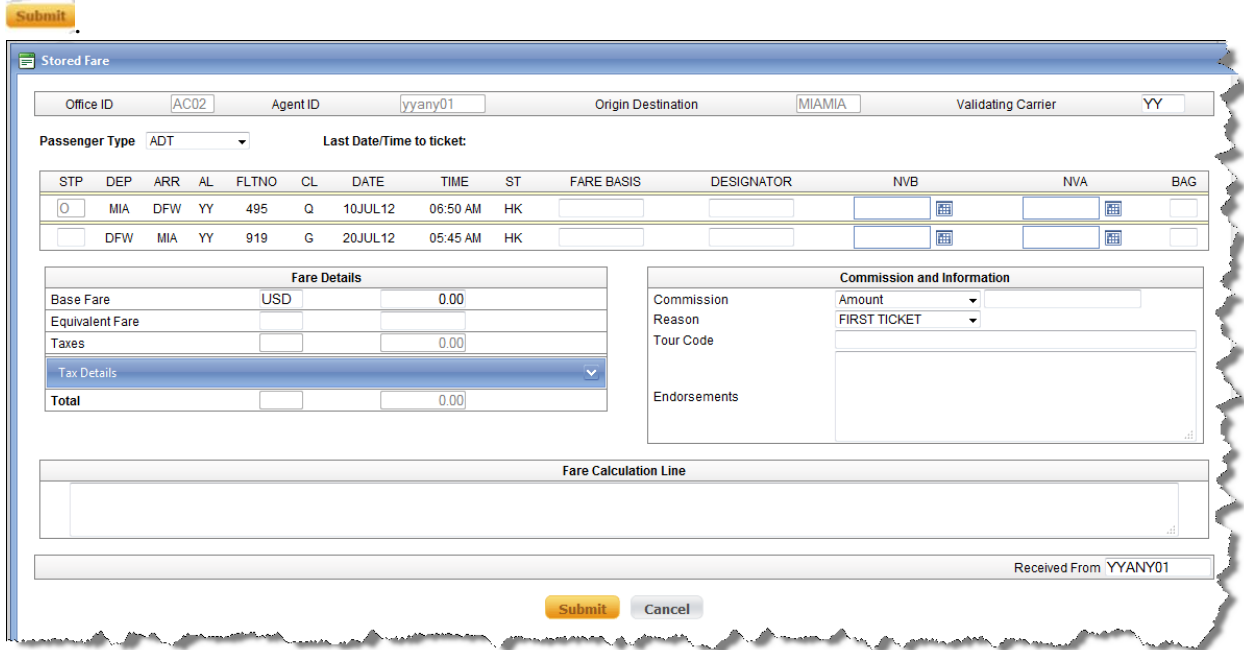

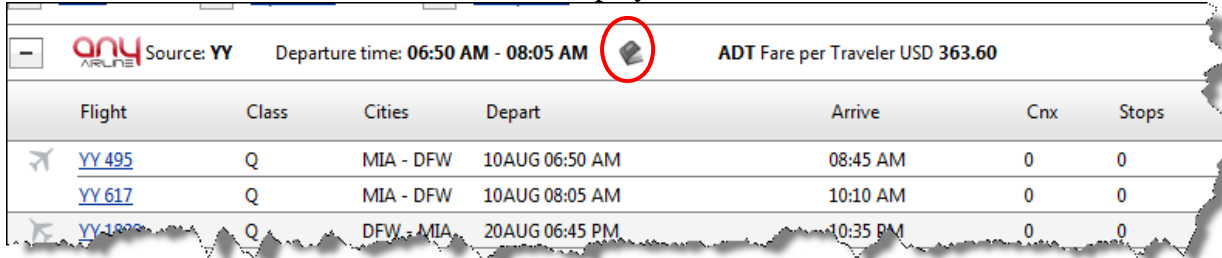


Figure PFF16

SPRK Reference Guide


Fare Rules and Fare Information

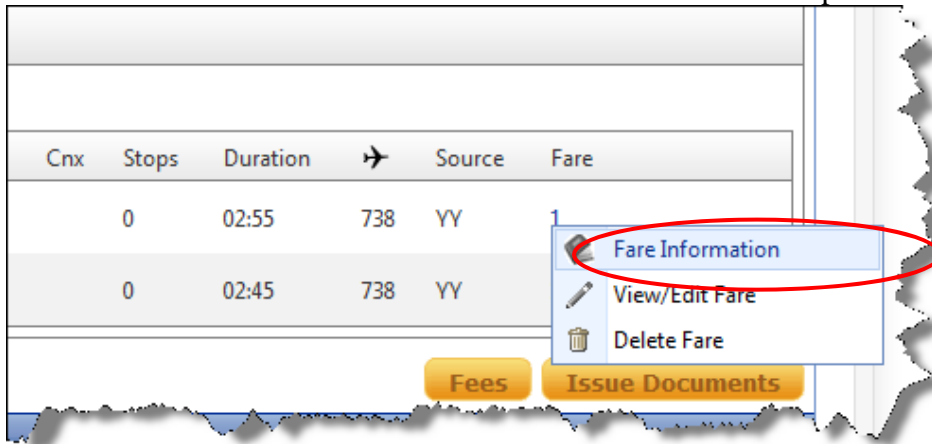
Fare Rules allow you to view the rules that apply to a specific fare or fare group. You can select Fare Rules  from the Fare Search display.



| Flight | Class | Cities | Depart | Arrive | Cnx | Stops |
|-------------------------|-------|-----------|----------------|----------|-----|-------|
| YY 495 | Q | MIA - DFW | 10AUG 06:50 AM | 08:45 AM | 0 | 0 |
| YY 617 | Q | MIA - DFW | 10AUG 08:05 AM | 10:10 AM | 0 | 0 |
| YY 1808 | Q | DFW - MIA | 20AUG 06:45 PM | 10:35 PM | 0 | 0 |


Figure PFF17

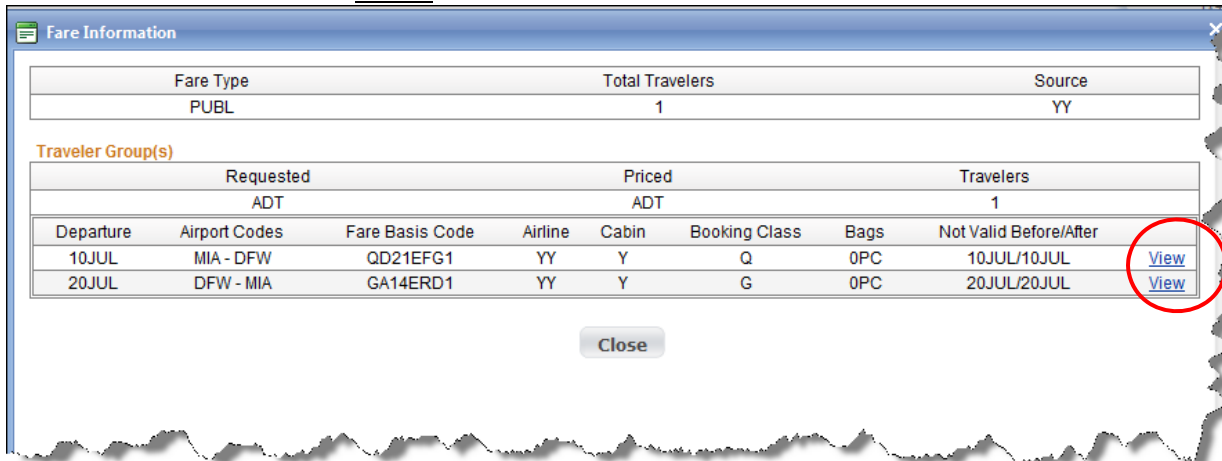
Fare Information can be accessed via the Fare icon  from the priced PNR.



| Cnx | Stops | Duration | ✈ | Source | Fare |
|-----|-------|----------|-----|--------|------|
| | 0 | 02:55 | 738 | YY | 1 |
| | 0 | 02:45 | 738 | YY | |

Figure PFF18

When you click on the Fare Rule icon,  the following is displayed. For more detailed rules and information click [View](#).



| Fare Type | | Total Travelers | | Source | |
|-----------|--|-----------------|--|--------|--|
| PUBL | | 1 | | YY | |

Traveler Group(s)

| Requested | | Priced | | Travelers | | | | |
|-----------|---------------|-----------------|---------|-----------|---------------|------|------------------------|----------------------|
| ADT | | ADT | | 1 | | | | |
| Departure | Airport Codes | Fare Basis Code | Airline | Cabin | Booking Class | Bags | Not Valid Before/After | View |
| 10JUL | MIA - DFW | QD21EFG1 | YY | Y | Q | 0PC | 10JUL/10JUL | View |
| 20JUL | DFW - MIA | GA14ERD1 | YY | Y | G | 0PC | 20JUL/20JUL | View |

Figure PFF19

SPRK Reference Guide

The following screen displays detailed information. At the top of the screen, you see the flight(s) and Fare Basis Code for which the rules are displayed. You can view all the rules by scrolling down the page.

Fare Information

Back Close

Fare Rules

| Airport Codes | Date | Airline | Fare Basis Code | Fare Type |
|---------------|-------|---------|-----------------|-----------|
| MIA - DFW | 01JUN | .YY | QD14ERG1 | PUBL |

Category Filter: All

Rule Application

- PTC - ADT
- TARIFF/RULE - 011/61G1
- ROUTING NUMBER - 501/TYPEPrice/City1DFW/City2MIA/
- INSTANT PURCHASE NONREFUNDABLE FARES Q
- APPLIES FOR ROUND TRIP FARES

Advance Res/Ticketing

- TYPE: RULE
- RESERVATIONS FOR ALL SECTORS ARE REQUIRED AT LEAST 14 DAYS BEFORE DEPARTURE.
- WAITLIST NOT PERMITTED.
- TICKETING MUST BE COMPLETED BY MIDNIGHT 1 DAY AFTER RESERVATIONS ARE MADE OR AT LEAST 14 DAYS BEFORE DEPARTURE WHICHEVER IS EARLIER.
- NOTE -
- |||---|||---|||---|||---|||---|||---|||
- 1. STANDBY -
- A. AADVANTAGE EXECUTIVE PLATINUM/ PLATINUM/ GOLD PASSENGERS AND THEIR ONEWORLD EQUIVALENTS AND AA CONCIERGE KEY AND AAIRPASS MEMBERS TICKETED WITH ANY FARE MAY STANDBY WITHOUT CHARGE AS NOTED BELOW.
- B. PASSENGERS NOT QUALIFYING BY TIER STATUS AS DESCRIBED ABOVE WHO PURCHASED TICKETS FOR FIRST OR BUSINESS CLASS OR COMPARABLE FARES BOOKED TO

Figure PFF20

You can also select a rule category from the Category Filter drop down at the top of the screen.

SPRK Reference Guide

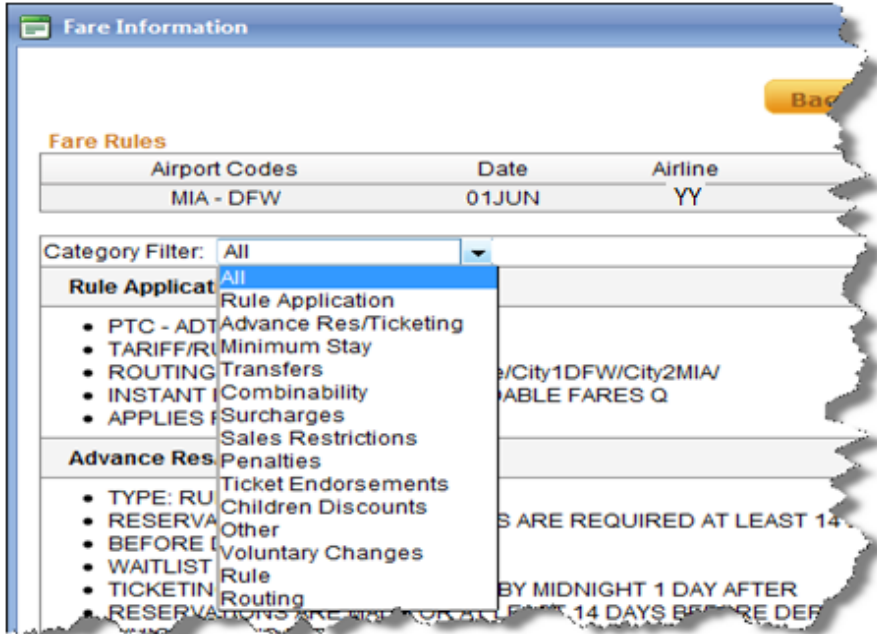


Figure PFF21

In this example, we selected Advance Res/Ticketing and only that rule component is displayed.



Figure PFF22

When you are finished reviewing the Fare Rules return to the previous screen by clicking **Back**.

SPRK Reference Guide

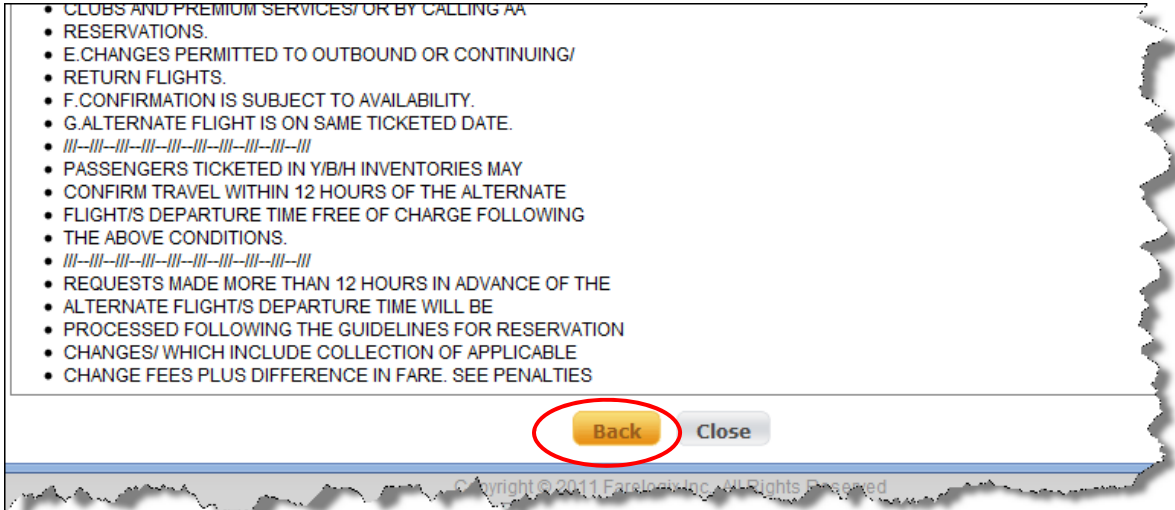


Figure PFF23

Clicking **Close** from the Fare Information screen will take you back to the Reservation screen.

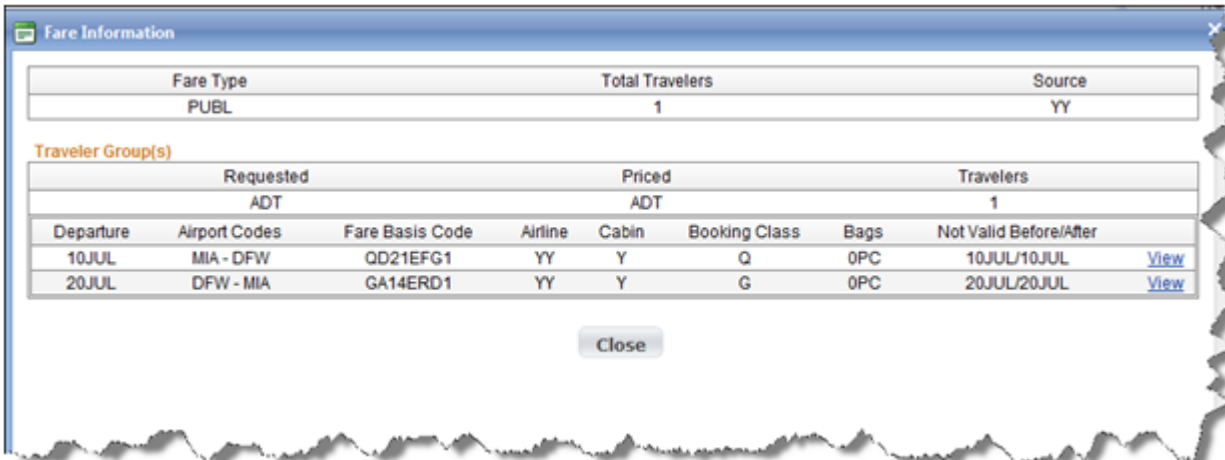


Figure PFF24

SPRK Reference Guide

Airline Merchandising

Fare Families

One type of airline merchandising is Fare Families. In the examples below, we shop and book a flight on AnyAirline from ORD to YUL.

Below are search results returned with Fare Families.

| Flight | Cities | Date | Depart | Arrive | Cnx | Stops | Duration | → | Save | Select | | |
|---------|-----------|-------|--------|--------|-----|-------|----------|-----|-------------------|----------------------|--------------------------|---------------------------|
| 4600 | ORD - YUL | 20APR | 06:10 | 09:13 | 0 | 0 | 02:03 | E 0 | 183.14 Economy | 1017.34 EconomyUP | 1279.64 Executive One | 1479.59 Flex Executive |
| 516 | ORD - YUL | 20APR | 09:25 | 12:23 | 0 | 0 | 01:58 | E75 | 183.14 Economy | 481.34 EconomyUP | 1279.64 Executive One | 1479.59 Flex Executive |
| AC 4650 | ORD - YUL | 20APR | 10:40 | 13:43 | 0 | 0 | 02:03 | E70 | 183.14 Economy | 1017.34 EconomyUP | 1279.64 Executive | 1479.59 Flex |

Figure AM1

EconomyUP - Click to view Seat Availability

- Earn 100% AnyAirline Status Miles
- Complimentary advance seat selection
- Unlimited changes for only \$50 USD each plus fare difference
- \$50 USD flat fee for same-day airport changes

You can hover over the Fare Families to see details.

Figure AM2

After selecting the appropriate fare, click the “Shopping Cart” icon. Following this action, a page of options for such items as baggage, lounge access, seats, etc. may be displayed. Once you have completed your choices, click **Continue**.

The Itinerary Pricing page with the fares and optional charges selected is displayed. Click **Add to Shopping Cart** to complete the transaction. Now you can proceed with the booking and ticketing functions as shown in earlier sections.

SPRK Reference Guide

| Fare for selected Flights | | | | | | | | |
|---------------------------|-------|-----------|-------|--------|--------|-------|----------|-----|
| Flight | Class | Cities | Date | Depart | Arrive | Stops | Duration | → |
| ✈ YY 4600 | | ORD - YUL | 20APR | 06:10 | 09:13 | 0 | 02:03 | E70 |
| ✈ YY 415 | | YUL - YYZ | 25APR | 14:00 | 15:25 | 0 | 01:25 | E75 |
| ✈ YY 511 | | YYZ - ORD | 25APR | 18:00 | 18:43 | 0 | 01:43 | E75 |

| Passenger Type | ADT |
|---|----------------|
| Base Fare per Passenger - USD | 1109.26 |
| Airline Flight 1: ORD-YUL (EconomyUP) | |
| Airline Flight 2: YUL-YYZ (Economy) | |
| Airline Flight 3: YYZ-ORD (Economy) | |
| Taxes and Fees | |
| B1 Canada Airport Improvement Fee | 23.53 |
| B2 U.S Agriculture Fee | 5.00 |
| B3 Air Travellers Security Charge (ATSC) | 7.01 |
| B4 U.S Passenger Facility Charge | 4.50 |
| B5 U.S. Flight Segment Tax | 10.80 |
| B6 Canada Quebec Sales Tax (QST #1000-043-172 TQ1991) | 1.32 |
| B7 Canada Goods and Services Tax (GST/HST #10009-2287 RT0001) | 1.18 |
| B8 September 11 Security Fee | 2.50 |
| B9 U.S.A Immigration User Fee | 7.00 |
| C1 U.S.A Transportation Tax | 83.19 |
| Total airfare per passenger | 1255.29 |
| Grand Total USD - (ADT x 1) | 1255.29 |

| Fare Details |
|---|
| <div style="display: flex; justify-content: space-between;"> Add to Shopping Cart Cancel </div> |

Figure AM3

Optional Services

Some airlines offer optional services available for a fee. When offered, optional services appear after the desired flights are selected. Optional service are of two types: 1) Services that are attached to the flight itself, such as in-flight meals. 2) Services that are not attached to a specific flight, such as a day pass to the airline club. Each of these may include a different way to account for the payment of these services.

In this example, we select a flight from MIA to DFW. After the flight is placed in the Shopping Cart, a page listing all services offered on the flight is displayed. Check the box of the option service(s) you'd like to select and click **Continue**. If no optional services are desired, click **Continue** or **Skip** without selecting any service. In this example we selected "Priority Package."

SPRK Reference Guide

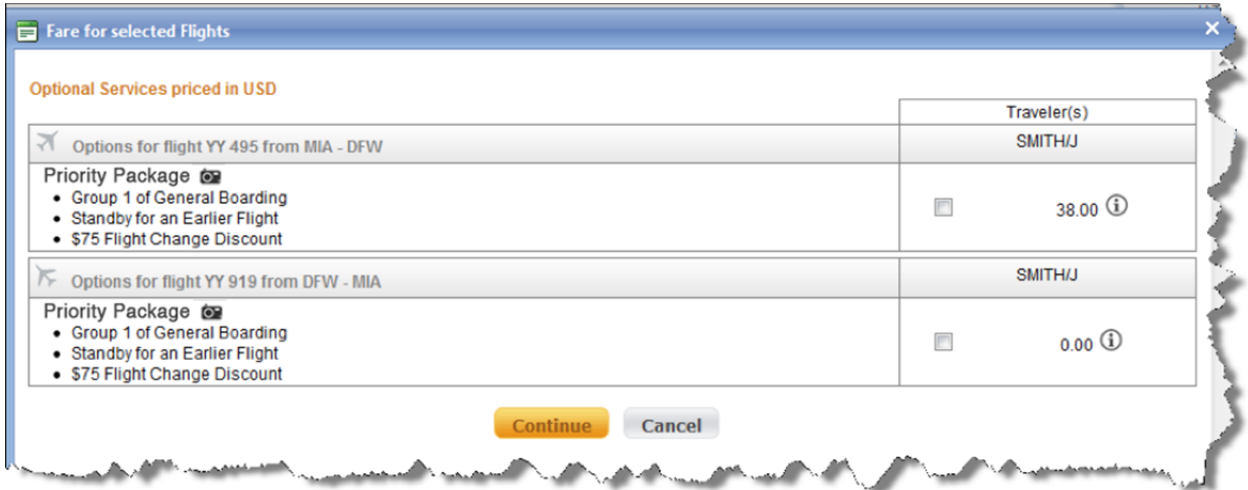


Figure AM4

Note: If there are multiple flights in the itinerary, services for each flight are included in the display enabling you to select services per flight. After selecting those services, click

Continue

The response is the Fare for selected Flights page with the selected services. The Summary of all Charges includes total airfare plus optional services for each traveler.

Click **Add to Shopping Cart** to continue.

SPRK Reference Guide

Fare for selected flights

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

| Passenger Type | Currency | ADT (PRO) |
|--|------------|---------------|
| Base Fare per Passenger | | |
| YY 495: MIA-DFW (Priority Package) | USD | 172.09 |
| YY 919: DFW-MIA (Priority Package) | USD | 298.61 |
| Total Base Fare per Passenger | USD | 470.70 |
| Taxes and Fees | | |
| US US Transportation Tax | USD | 35.30 |
| ZP US Flight Segment Tax | USD | 7.60 |
| AY US September 11th Security Fee | USD | 5.00 |
| XF US Passenger Facility Charge | USD | 9.00 |
| Total Taxes and Fees | USD | 56.90 |
| Total airfare per passenger - (Validated on YY) | USD | 527.60 |
| Grand Total USD - (PRO x 1) | | 527.60 |

Services priced in USD

| | Traveler(s) |
|--|---------------------|
| Options for flight YY 495 from MIA - DFW Priority Package | SMITH/J Included |
| Options for flight YY 919 from DFW - MIA Priority Package | SMITH/J Included |
| Summary of all Charges | SMITH/J |
| Selected Options per traveler | 0.00 |
| Basic Airfare per traveler (see above) | 527.60 |
| Grand Total per traveler | 527.60 |

[Add to Shopping Cart](#) [Cancel](#)

Figure AM5

The response includes a new PNR section – Miscellaneous Services – where selected optional services are included.

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|---------------------|------------------|-----------|--------------------|----------|--------|-----|-------|----------|--------|------|
| ONY AIRLINES YY 495 | Priority Package | MIA - DFW | TUE 10JUL 06:50 AM | 08:45 AM | | | 0 | 02:55 | 738 YY | 1 |

JOHN SMITH
▪ Seat not assigned

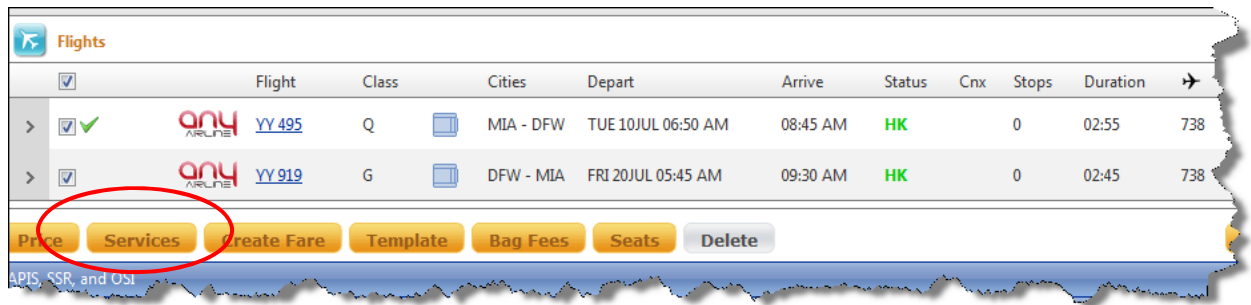
| Service Description | Price (USD) | Type |
|---------------------|-------------|------|
| Priority Package | Included | n/a |



Figure AM6

You can book, price, or select seats following the booking process described earlier.

You can also add optional services after the flights are booked. Simply select the flight(s) for which you wish to book services and click on [Services](#). Follow the same process described above.

SPRK Reference Guide



| <input checked="" type="checkbox"/> | Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | → |
|---------------------------------------|--|-------|-----------|--------------------|----------|--------|-----|-------|----------|-----|
| > <input checked="" type="checkbox"/> |  YY 495 | Q | MIA - DFW | TUE 10JUL 06:50 AM | 08:45 AM | HK | 0 | 0 | 02:55 | 738 |
| > <input checked="" type="checkbox"/> |  YY 919 | G | DFW - MIA | FRI 20JUL 05:45 AM | 09:30 AM | HK | 0 | 0 | 02:45 | 738 |

Price Services **Create Fare** Template Bag Fees Seats Delete

APIs, SSR, and OOI

Figure AM7

SPRK Reference Guide

Queue Management

Queues help manage PNRs with an ordered list of tasks to be performed or messages to be transmitted automatically or manually. SPRK supports a full set of Queue Management functions.

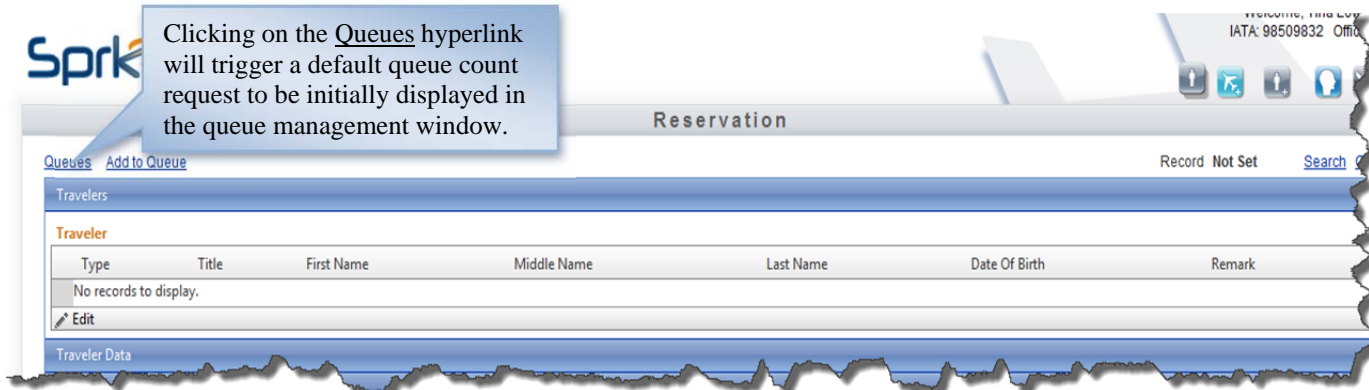


Figure QM1

The left panel will display the default Queue Count Summary. To retrieve a new summary for any office and source defined for the Office ID (PCC), select another Office ID (Pseudo City) and/or another Source.

The right panel allows you to bypass a Queue Count Summary and to directly access a queue based on the criteria entered.

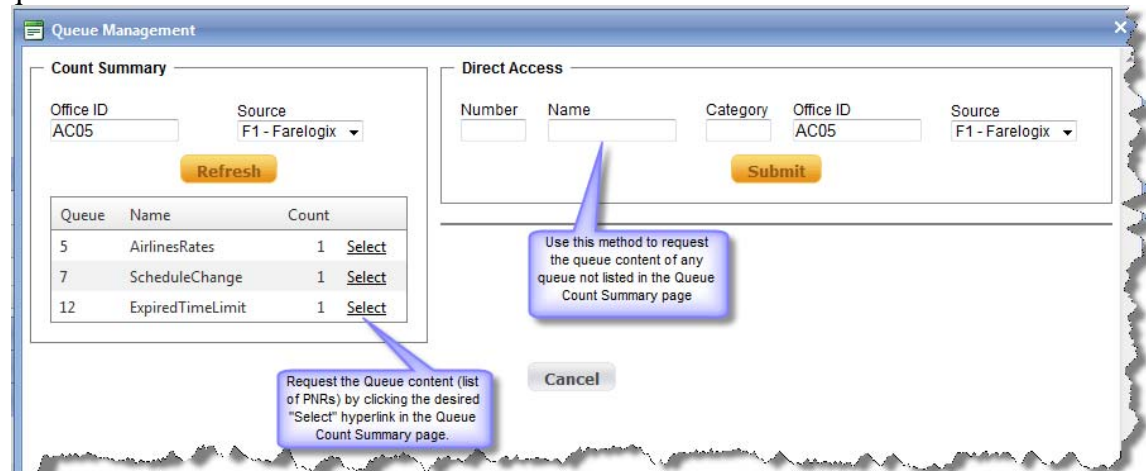


Figure QM2

Farelogix has reserved Queue numbers 1-100 and greater than 899 as predefined FLX Queues. Queues from 101 to 899 are available for agents to use for any purpose. If a user wants to name a Queue (not just use Queue number), this can be done by modification to the corresponding configuration file in FLXDM. Contact the Help Desk at helpdesk@farelogix.com for assistance.

SPRK Reference Guide

The following queues are defined for FLX (F1):

| Farelogix default Queue set up | |
|---|---|
| 0 – GENERAL | When a requested queue is not activated the system automatically places PNRs on the General Queue. |
| 1 – CONFIRMATION | This Queue contains non-group PNRs that have received a confirmation for segments or services but not from a waitlist. When a message contains more than one confirmation for the same PNR it is placed on Queue 1 only once according to the priority of the categories. Action Code “KK”. |
| 2 – WAITLIST CLEARANCE | This Queue contains non-group PNRs that have air segments confirmed from a waitlist. Action Code “KL”. |
| 3 – OPTIONS | This Queue contains PNRs that have an option element. PNRs without a date are placed on this Queue on the current date. When the option element contains a date, PNRs are placed on Queue on the specified date. |
| 4 – CHANGE OF OWNERSHIP | This Queue contains PNRs that have had the responsible office changed. |
| 5 – CHANGE OF OWNERSHIP | This Queue contains PNRs that have had the responsible office changed but still allows the PNR to be accessed by originator. |
| 6 – SERVICE CHANGE MESSAGE | PNRs are automatically placed on this Queue when you receive a non-flight schedule change notification from an airline. This includes SSR-related notifications like a seat change, change of gauge, etc. |
| 7 – SCHEDULE CHANGE AIR | PNRs are automatically placed on this Queue when you receive a schedule change from an airline. A schedule change (ASC) is one that applies in the near future (one to two weeks); a schedule change deferred (ASD) is a change in the more distant future. |
| 8 – RESERVED FOR TICKETING | You place group and non-group PNRs on this Queue according to the information contained in the Ticketing element. |
| 9 – TICKETING/TIME LIMIT ADVISORY WARNING MESSAGE | This is an advisory Queue to notify you that your ticket time limit is about to expire. |
| 11 – ANCILLARY SERVICE CHANGES | PNRs are placed on this queue if any of the ancillary services have been cancelled or changed by the airline. An example is the cancellation of services due to missed time limits, etc. |
| 12 – EXPIRED TIME LIMIT | This Queue contains group and non-group PNRs with an expired time limit when a ticket has not been issued. |
| 15 – AIR SEGMENT CHANGES | PNR segment status code changes that are not triggered by an ASC (Schedule Change). Robot processes handles/processes schedule changes. The trigger is that the robot will pick up PNRs that have a PNR notification as a result of a type B message prefaced by ASC. |



SPRK Reference Guide

| | |
|---|---|
| 22 – SEAT OPTIMIZER | This Queue will contain PNRs that have successfully optimized seats. |
| 24 – EMIRATES AIRWAYS FOR PENDING ANCILLARY SERVICE | Used by Emirates Airways for ancillary offers around their concierge service for Stopover Complimentary Service (STCP), Chauffeur (CDS) and Bus Service (BDS). Queue 24 is the pending request. Action Code "PN". |
| 25 – EMIRATES AIRWAYS CONFIRMED ANCILLARY SERVICES | Confirmed services from Queue 24. Action Code "KK". |
| 50 – SPECIAL GROUP ERRORS | This Queue has been reserved for notifying agencies of PNRs that may contain booking errors from the Excel Book Application. Currently used by "EK". |
| 100 – UNDETERMINED PLACER | If unable to determine which Queue to place the PNR. |
| 900 – and above | Reserved by Farelogix |

Figure QM3

When you click the Select for a given a Queue from the left panel, the list of PNR(s) found on this queue will display in the right panel.

The Open hyperlink found in the right panel will open the PNR (itinerary) for review and processing.

The Refresh button will redisplay the cached Queue Count Summary in case things have changed.

The upper right panel allows you to bypass a Queue Summary and directly access a different queue and category based on the criteria entered.

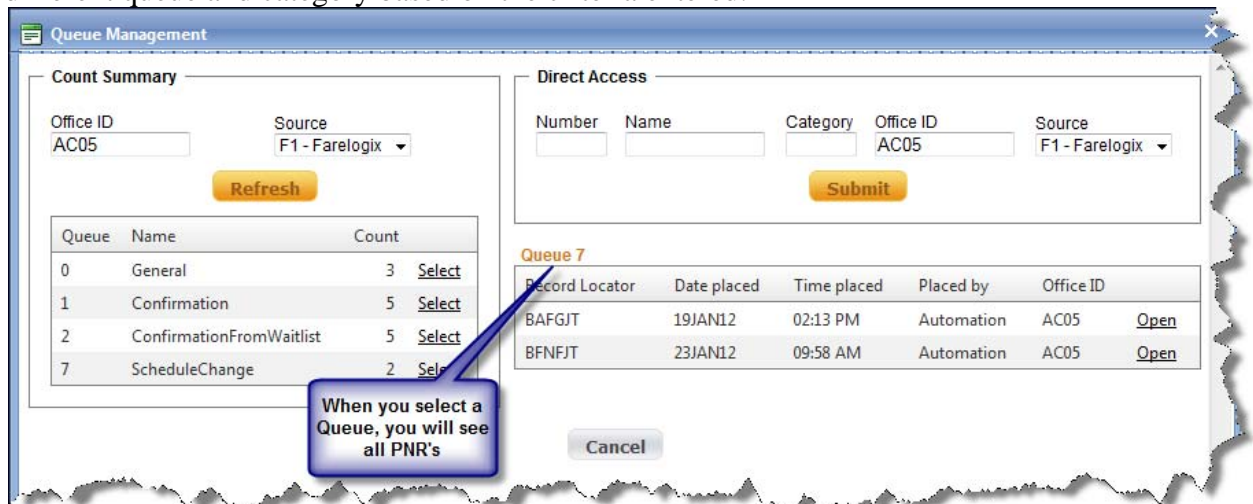


Figure QM4

When you OPEN a queue item, the Navigation Bar in Queue Mode is different (to assure user awareness and provide all queue functions).

Note: You must have security access to the PNR or access will be denied.

SPRK Reference Guide

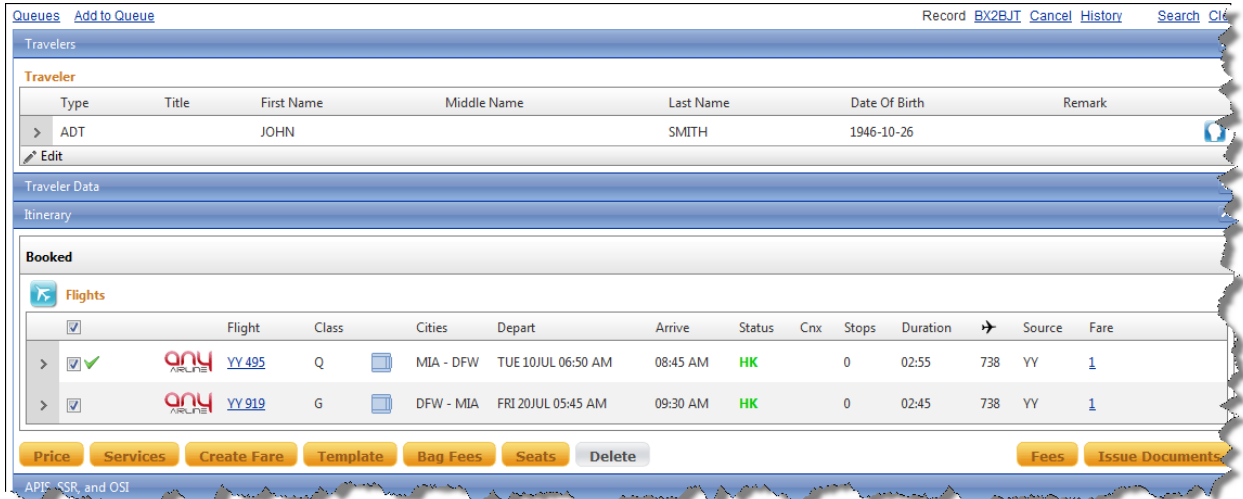


Figure QM5

The navigation while on the Reservation page in Queue mode is slightly different than normal. Please see the navigation definitions below.

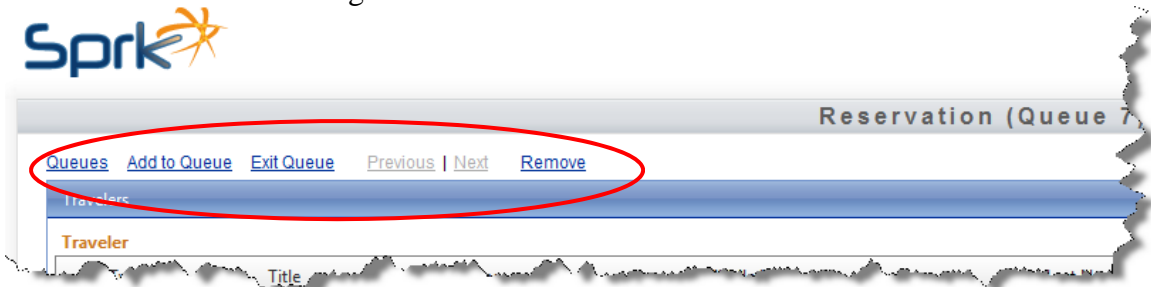


Figure QM6

Queues return you to the Queue Management screen utilizing cached data and re-display the latest Queue Content screen to allow you to look for and select directly from the content list.

Add to Queue allows you to add a record to a Queue.

Exit Queue returns you to the regular Reservation Mode functionality.

Previous | Next PNR moves to the next or previous PNR in the queue.

Remove will remove the displayed PNR from the active queue. The PNR however is still active, but no longer in the queue.

SPRK Reference Guide

Email Confirmation

After booking and/or ticketing, you can email an itinerary to the traveler. Notice that in the lower left hand corner, you will see [Email](#) [Print](#)

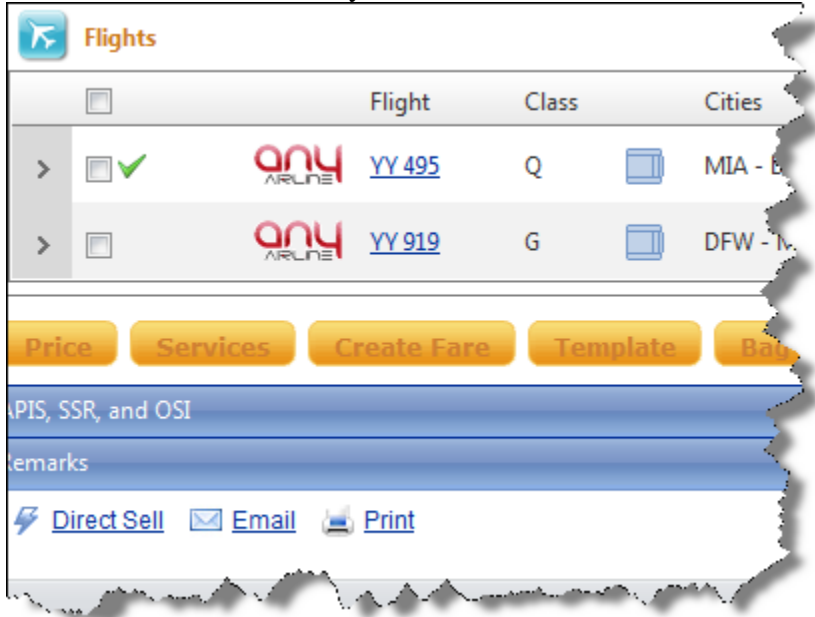


Figure EC1

When you click [Email](#) a confirmation screen is returned with the active itinerary and logos to access hotels and car providers. You can now add the appropriate email addresses and comments. You can add multiple email addresses by separating each one with a comma followed by a space.

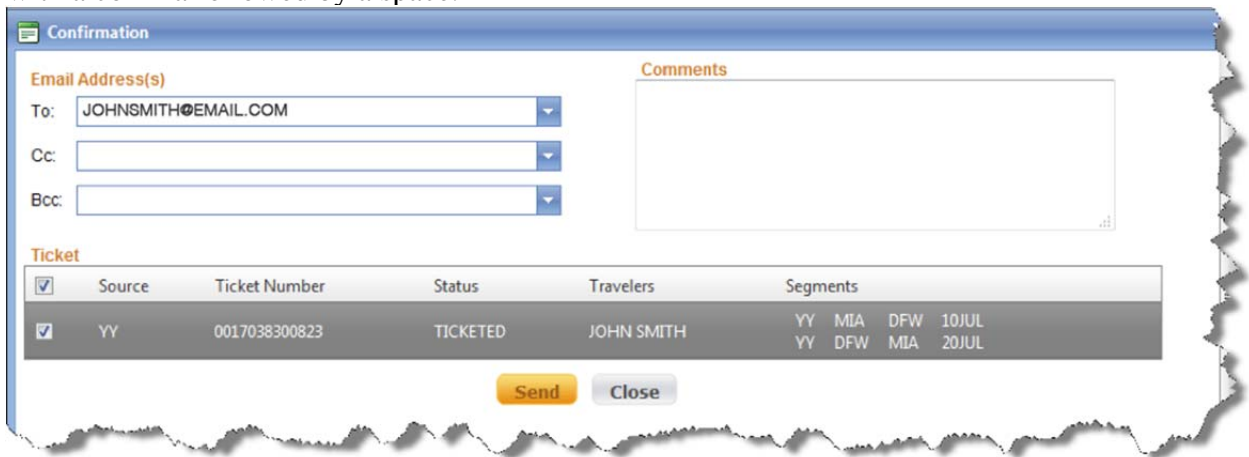


Figure EC2

SPRK Reference Guide

Below is a view of the email sent from the PNR above. Please note that the comments are shown first, followed by the record locator, the itinerary, and the graphic icons for self-booking of hotel or car content.

Itinerary for Record Locator Z1UDJT
 Data Record Locator KRXYB

Reservation

| Airline | Flight # | Departing | | Arriving | | Booking Code | Cabin | Meals |
|---------|------------|-----------------------|--------------------|-----------------------|--------------------|--------------|-------|-------|
| | | Airport | Date & Time | Airport | Date & Time | | | |
| | 495 | Miami, US | TUE 10JUL 06:50 AM | Dallas-Fort Worth, US | TUE 10JUL 08:45 AM | Q | Y | M |
| ANY | JOHN SMITH | | FF# Not Set | | No Seat Assigned | | | |
| | 919 | Dallas-Fort Worth, US | FRI 20JUL 05:45 AM | Miami, US | FRI 20JUL 09:30 AM | G | Y | M |
| ANY | JOHN SMITH | | FF# Not Set | | No Seat Assigned | | | |


Ticket Information

| Traveler | Ticket Number | Fare | Taxes | Total | Currency |
|------------|---------------|--------|-------|--------|----------|
| JOHN SMITH | 0017038300823 | 435.35 | 54.25 | 489.60 | USD |

For information about and automatic calculation of baggage allowances and fees for this itinerary, in accordance with applicable carrier rules, please visit www.iflybags.com



[Add Car](#)



[Add Hotel](#)

Sprk UAT NYC US T)

Figure EC3

Note: When you send the email confirmation, these icons will be available to your client and should they make a booking using one of these icons, your agency will get credit and any appropriate commissions.

SPRK Reference Guide

Flight Check-In

Generally, airlines allow you to issue an advance Boarding Pass from 24 hours prior to flight departure until some time prior to departure (usually 4 hours from remote sources). Note that these are general guidelines and it is up to the airline to decide if and when advance Boarding Passes may be issued.

In order to issue a Boarding Pass:

- The reservation must be ticketed.
- A seat needs to be selected.

If an advance Boarding Pass can be issued, the boarding pass icon appears to the left of the airline code in a retrieved PNR. To issue the advance Boarding Pass, click the Boarding Pass icon.

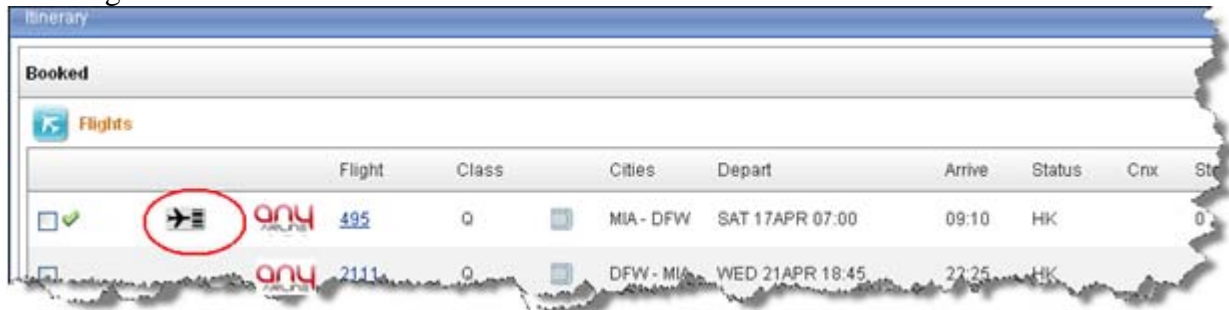


Figure FCI1

The Boarding Pass page is displayed. From this page, the default is to PRINT the Boarding Pass, however you can also elect to email it. You will see how to email the Boarding Pass later in the document.

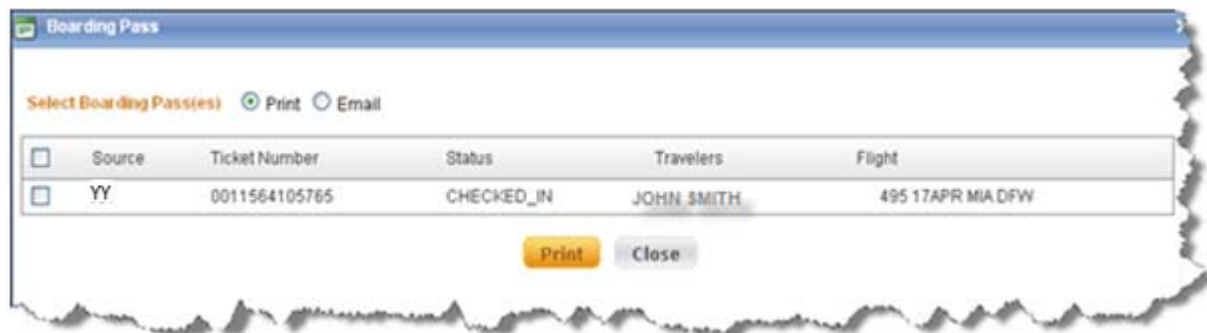


Figure FCI2

To Print, check the box(es) to the left of the page and the Boarding Pass appears click the **Print** button at the top of the Boarding Pass. The Boarding Pass will print to your default printer.

SPRK Reference Guide

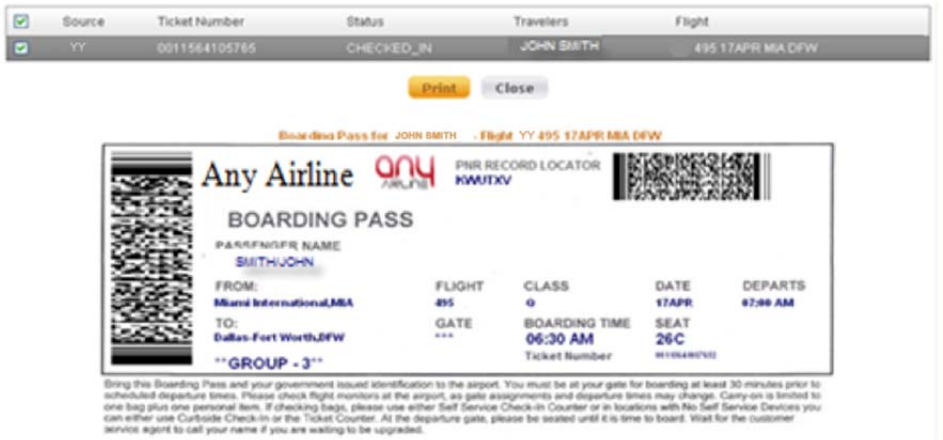


Figure FCI3

If there are connecting flights, the Boarding Pass for the connection(s) is automatically issued if within the rules established by the airline.

To email the Boarding Pass, check the **Email** button from this same screen, prior to printing it. A box for email addresses will. You can add multiple email addresses by separating each with a comma.

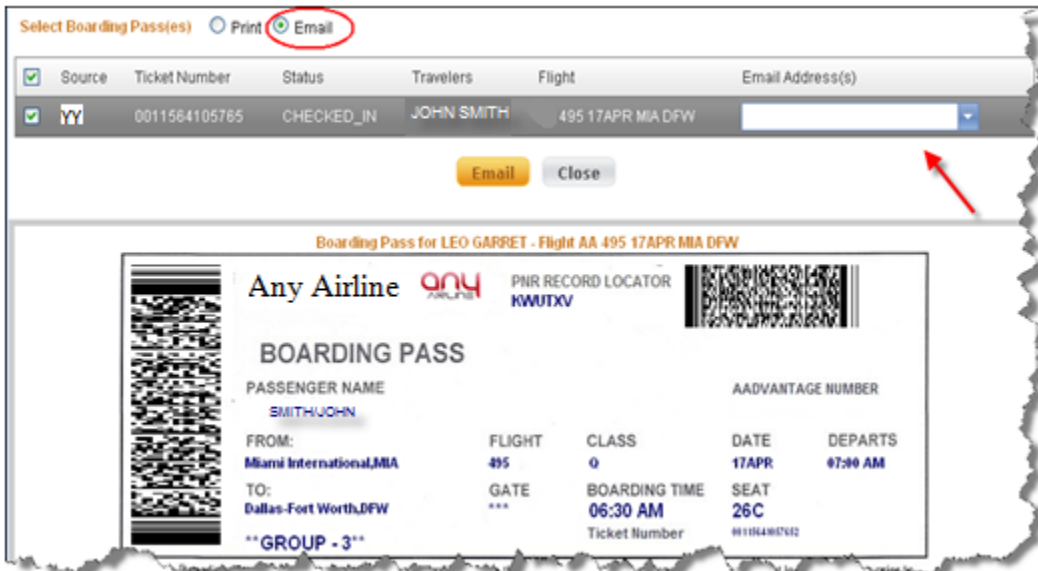


Figure FCI4

Once you click on **Email** you see a confirmation that the email has been sent.

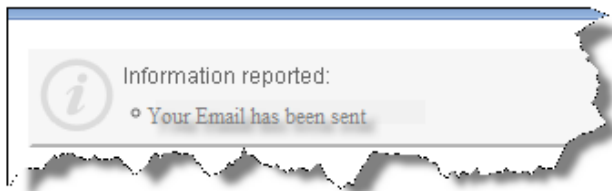


Figure FCI5

SPRK Reference Guide

Once you have either printed or emailed the Boarding Pass, you can retrieve it by clicking the icon in the flight segment. Repeat the process as described above to print or email the Boarding Pass again. There is no limitation as to the number of time you can re-print or email the Boarding Pass.

Emailed Boarding Passes

The email recipient(s) received an email with the passenger name and flight details in the subject line. The Boarding Pass is attached as a PDF file. The traveler opens the PDF file to Print the Boarding Pass to the local printer.



Figure FCI6

If you select email, you may send it to a traveler either prior to printing or after it has been printed. The Status will tell you if this flight has been “CHECKED_IN”.



Figure FCI7

SPRK Reference Guide

Schedule Change

When a Schedule Change is made by an airline on a flight or itinerary there is a process that the airline must follow to ensure that impacted passengers are properly notified. Once the schedule change is processed by the airline, the airline's PNR image already has the modified itinerary in their system. The steps to process and report an airline schedule change to the passenger are as follows:

- Airline sends SPRK the ASC type-B message.
- The changed PNRs are placed in Queue #7 of the PNR's owning agency.
- Farelogix PNR history is updated since the PNR has been changed.

The SPRK subscribing agency must review their Queue #7 to see if any impacted PNRs are present. If so, they must take the following actions:

- Retrieve the PNR.
- A new section in the XML will have schedule change information.
- If using SPRK, you will see a new section, "Notifications."
- Notifications will require the agent to review the changed PNR and acknowledge it.
- PNR history will be updated.

Below is a display that highlights the update processed for the Type-B message from the airline.

Type "B" Message from Airline

```
HDQRMF1
.HDQRMUA 301744
ASC
MIAF1 PGMQJT/ABCD/99999990/FRA/F1/T/DE/EUR
1SMITH/JOHNMR
1BROWN/MARYMS
YY366Y08FEB LASIAD UN2 ← OLD
YY932Y08FEB IADFRA UN2
YY510Y08FEB LASSFO TK2/0610 0740.2. ← NEW
YY900Y08FEB SFOFRA TK2/1354 0945/1.2.
```

The Updated PNR Display

```
=====SCHEDULE CHANGED, USE ERK/ETK TO ACCEPT=====
YY0366 Y 08FEB LASIAD UN2 *YY:NRZJ7P/E*
YY0932 Y 08FEB IADFRA UN2 *YY:NRZJ7P/E*
YY0510 Y 08FEB LASSFO TK2 0610 0740 *YY:NRZJ7P/E*
YY0900 Y 08FEB SFOFRA TK2 1354 0945+1 *YY:NRZJ7P/E*
```

```
1. SMITH/JOHN MR
2. BROWN/MARY MS
3 YY0945 Y 27JAN 1 FRAORD HK2 5 0810 1035 *UA:NRZJ7P/E*
4 YY0551 Y 27JAN 1 ORDLAS HK2 1 1155 1346 *UA:NRZJ7P/E*
5 YY0510 Y 08FEB LASSFO HK2 0610 0740 *UA:NRZJ7P/E*
6 YY0900 Y 08FEB SFOFRA HK2 1354 0945+1 *UA:NRZJ7P/E*
```

Figure SC1

SPRK Reference Guide

The PNRs placed in Queue 7 contain both the new flights and previous flight information. To make this even easier, SPRK provides a Notifications section that displays the previous and new flight information in one section. SPRK uses XML to retrieve the Schedule Change information (stored in the Pending Notifications section of the XML), just like any POS can do. This Notification section will remain on the Reservation page until the changed flights are acknowledged by the agent.

After reviewing the change, the agent must acknowledge that they have reviewed the PNR. However, if the agent determines that the changes are not acceptable (e.g. the new flight arrival time is too close to the departure time of the next flight in the itinerary, etc.), the agent still needs to acknowledge the notification, but the agent will then have to modify the itinerary via cancel/rebook.

To remove the Notification from the Reservations page, select the flights that you have reviewed and click on Acknowledge. Once the Acknowledge icon has been clicked, the acknowledgement will be recorded in PNR history.

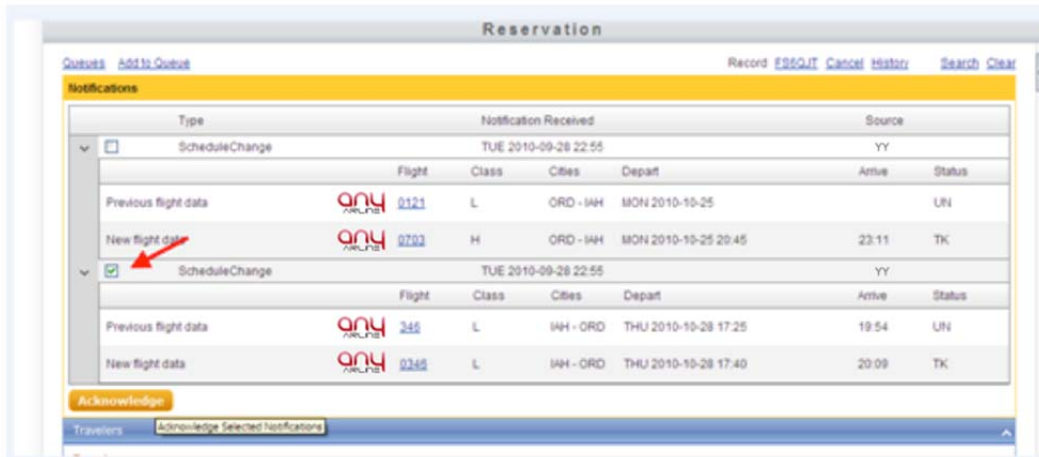


Figure SC2

Detailed examples of different flight and/or itinerary changes are shown below. Examples of existing PNRs where Schedule Change was applied to the original itinerary are outlined.

SPRK Reference Guide

Example #1: Outbound Flight Change

YY PNR DWRQAV

Original Itinerary:

YY 1056 TUL-DFW 13JAN 6:00AM

YY 434 DFW-TUL 20JAN 3:25PM

The screenshot displays the 'Reservation' page with a notification for a schedule change. The notification table shows the transition from flight 1056 to flight 1925. Below, the 'Booked' section shows the updated itinerary with flight 1925 as the current flight.

| Type | Notification Received | Source |
|----------------|-------------------------|--------|
| ScheduleChange | TUE 2010-12-07 05:27 PM | YY |

| Flight | Class | Cities | Depart | Arrive | Status |
|----------------------|-------|--------|-----------|-------------------------|--------|
| Previous flight data | 1056 | F | TUL - DFW | THU 2011-01-13 | UN |
| New flight data | 1925 | F | TUL - DFW | THU 2011-01-13 03:45 PM | TK |

| Type | Title | First Name | Middle Name | Last Name | Date Of Birth | Remark |
|------|-------|------------|-------------|-----------|---------------|--------|
| ADT | | John | | SMITH | 1910-05-13 | |

| Flight | Class | Cities | Depart | Arrive | Status | Cnr | Stops | Duration | Source | Fare |
|--------|-------|-----------|-------------------------|----------|--------|-----|-------|----------|--------|------|
| 1925 | F | TUL - DFW | THU 2011-01-13 03:45 PM | 04:55 PM | HK | 0 | 01:10 | M90 | YY | |
| 434 | F | DFW - TUL | FRI 2011-01-21 03:25 PM | 04:25 PM | HK | 0 | 01:00 | M90 | YY | |

Figure SC3

YY outbound flight 1056 changed to YY 1925 TUL-DFW 13JAN 3:45PM

Changed Itinerary:

YY 1925 TUL-DFW 13JAN 3:45PM

YY 434 DFW-TUL 21JAN 3:25PM

Please note that the Booked itinerary is now the current flight on the Reservation page.

SPRK Reference Guide

Example #2: Inbound Flight Departure Time Change

YY PNR IUBTUF

Original Itinerary:

YY 323 DFW-PVR 01FEB 10:25AM

YY 326 PVR-DFW 02FEB 1:20PM

The screenshot displays a reservation system interface with the following sections:

- Notifications:** A table showing a 'ScheduleChange' notification received on TUE 2010-12-07 05:17 PM from source 'YY'. The table lists flight details for 'Previous flight data' and 'New flight data'. The 'New flight data' row shows flight 326 with a departure time of 05:00 PM, which is circled in red.
- Travelers:** A table listing traveler information for ADT JOHN SMITH, born 1910-05-13.
- Booked:** A table listing booked flights. The second row shows flight 326 with a departure time of 05:00 PM, also circled in red.

Figure SC4

YY inbound flight (PVR_DFW) 326 changed departure time from 1:20pm to 5:00pm.

Changed Itinerary:

YY 323 DFW-PVR 01FEB 10:25AM

YY 326 PVR-DFW 20FEB 5:00PM

SPRK Reference Guide

Example #3: Delayed Departure Time of Second Segment

YY PNR IU DJYT

Original Itinerary:

YY 395 MIA-DFW 23DEC 10:45AM

YY 70 DFW-FRA 23DEC 2:40PM

YY 462 FRA-MIA 08JAN 9:55AM

Notifications

| Type | Notification Received | | | | | | Source | |
|--------------------------|-----------------------|-------|--------|--------|-----------|-------------------------|-------------------------|------|
| <input type="checkbox"/> | ScheduleChange | | | | | | TUE 2010-12-07 05:23 PM | null |
| | Flight | Class | Cities | Depart | Arrive | | | |
| | Previous flight date | any | ZO | H | DFW - FRA | THU 2010-12-23 02:40 PM | 2010-12-24 07:05 AM | |
| | New flight date | any | 00ZO | H | DFW - FRA | THU 2010-12-23 06:00 PM | 11:00 AM | |
| <input type="checkbox"/> | ScheduleChange | | | | | | TUE 2010-12-07 05:23 PM | null |
| | Flight | Class | Cities | Depart | Arrive | | | |
| | Previous flight date | any | ZO | H | DFW - FRA | THU 2010-12-23 02:40 PM | 2010-12-24 07:05 AM | |
| | New flight date | any | 00ZO | H | DFW - FRA | THU 2010-12-23 06:00 PM | 11:00 AM | |

Travellers

| Type | Title | First Name | Middle Name | Last Name | Date Of Birth | Remark |
|------|-------|------------|-------------|-----------|---------------|------------|
| > | ADT | MS | JOHN | | SMITH | 1900-05-13 |

Traveller Data

Itinerary

Booked

| Flight | Class | Cities | Depart | Arrive | Status | Cnr | Stops | Duration | Source | Fare | | | | |
|--------|-------------------------------------|--------|--------|--------|-----------|-------------------------|---------------------|----------|--------|------|-------|-----|----|---|
| > | <input checked="" type="checkbox"/> | any | 295 | H | MIA - DFW | THU 2010-12-23 10:45 AM | 01:05 PM | HK | Y | 0 | 03:20 | 763 | YY | 1 |
| > | <input type="checkbox"/> | any | ZO | H | DFW - FRA | THU 2010-12-23 06:00 PM | 2010-12-24 11:00 AM | HK | | 0 | 09:25 | 777 | YY | 1 |
| > | <input type="checkbox"/> | any | 462 | Y | FRA - MIA | SAT 2011-01-08 09:55 AM | 02:05 PM | HK | | 0 | 10:10 | 744 | YY | 1 |

Figure SC5

YY outbound flight 70(DFW-FRA) delayed departure time from 2:40pm to 6:00pm.

Changed Itinerary:

YY 395 MIA-DFW 23DEC 10:45AM

YY 70 DFW-FRA 23DEC 6:00PM

YY 462 FRA-MIA 08JAN 9:55AM

SPRK Reference Guide

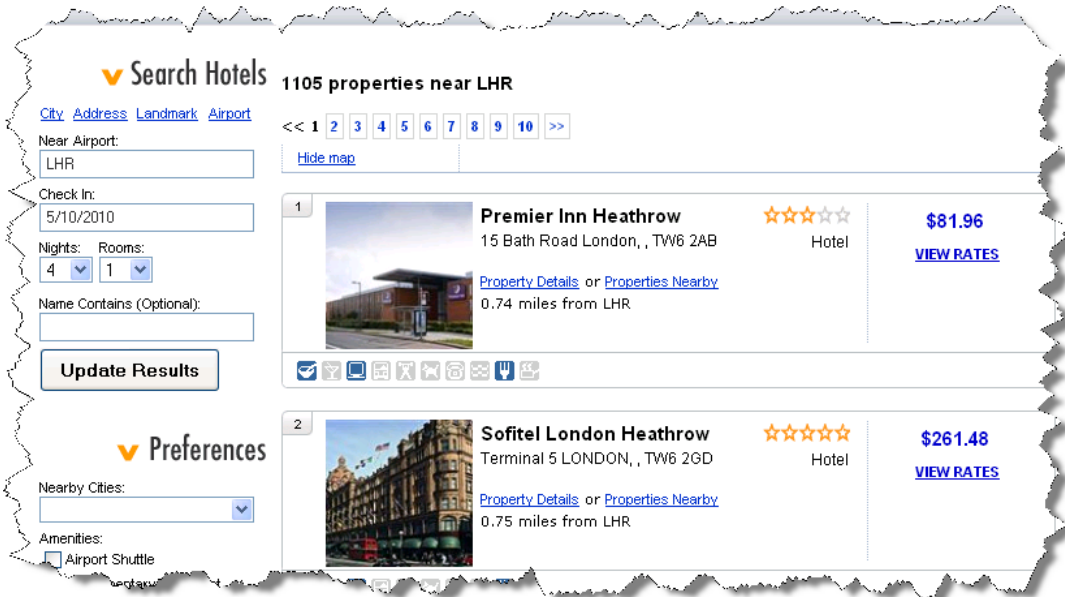
Non-Air Products

You must first have booked an Air Reservation and have a SPRK Record Locator before you can book hotel or car rental content. This will change with future releases to permit booking these products anytime. In addition, if you email a confirmation to your travelers, the email will contain links to the non-air applications allowing your travelers to book these add-on products themselves. Since SPRK maintains a link for any bookings that are performed by the traveler, commission credit will be given to the travel agency of record that sent the confirmation email.

Booking a Hotel

After you have made an air booking and have an active reservation with a record locator, the Hotel icon will be available for use. To begin, click on the hotel icon. SPRK will transfer available dates and airport code to the hotel search screen speeding the search process. You can modify this search if your requirements are different.

The following reservation was made from JFK to LHR on YY with record locator: 01NSJT. Thus the search page found hotels near LHR. Change your search by selecting [City](#), [Address](#), or [Landmark](#), or use the mapping feature to locate a hotel.



The screenshot displays the 'Search Hotels' interface. On the left, there are search filters: 'Near Airport' (LHR), 'Check In' (5/10/2010), 'Nights' (4), and 'Rooms' (1). Below these is an 'Update Results' button. A 'Preferences' section includes 'Nearby Cities' and 'Amenities' (with 'Airport Shuttle' checked). The main area shows '1105 properties near LHR' with a pagination bar. Two results are visible: 1. Premier Inn Heathrow (15 Bath Road London, TW6 2AB, 0.74 miles from LHR, 3 stars, \$81.96). 2. Sofitel London Heathrow (Terminal 5 LONDON, TW6 2GD, 0.75 miles from LHR, 5 stars, \$261.48). Both results include 'VIEW RATES' links and social media icons.

Figure NAPI

From the search results, we selected the Sofitel London Heathrow and asked to view rates, which returned the following:

SPRK Reference Guide

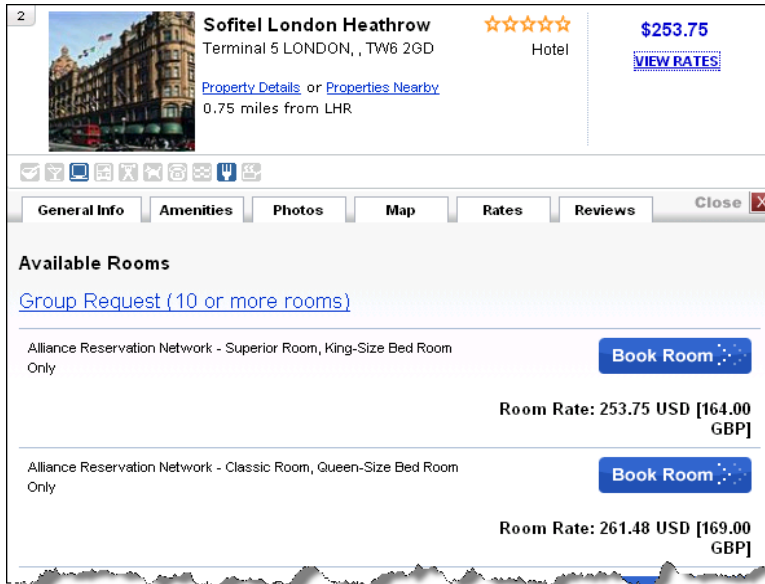


Figure NAP2

We selected the Alliance Reservations Network King Size Bed Room rate and requested to book the room. This opened the following screen where we proceeded to make a booking. Your hotel booking will be returned to your SPRK reservation with its Hotel Confirmation Number. You will also receive a confirmation number email from the booked property.



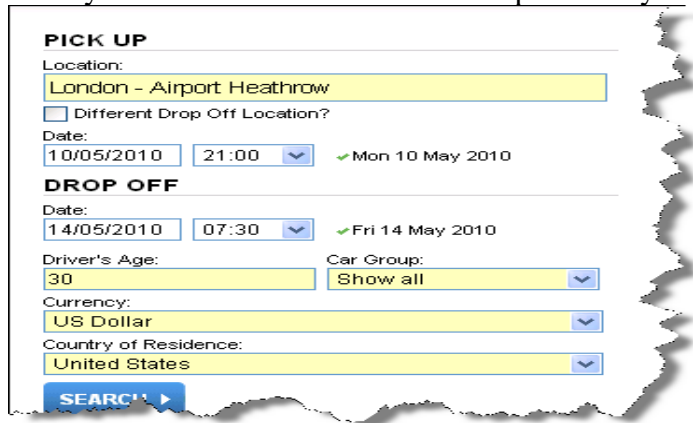
Figure NAP3

SPRK Reference Guide

Booking a Car

After you have made an air booking and have an active reservation with a record locator, the rental Car icon will be available for use. To begin, click on the car icon. SPRK will transfer available dates and airport code to the car search screen speeding the search process. You can modify this search if your requirements are different.

Modify the search screen if needed and proceed by clicking the **Search** button.

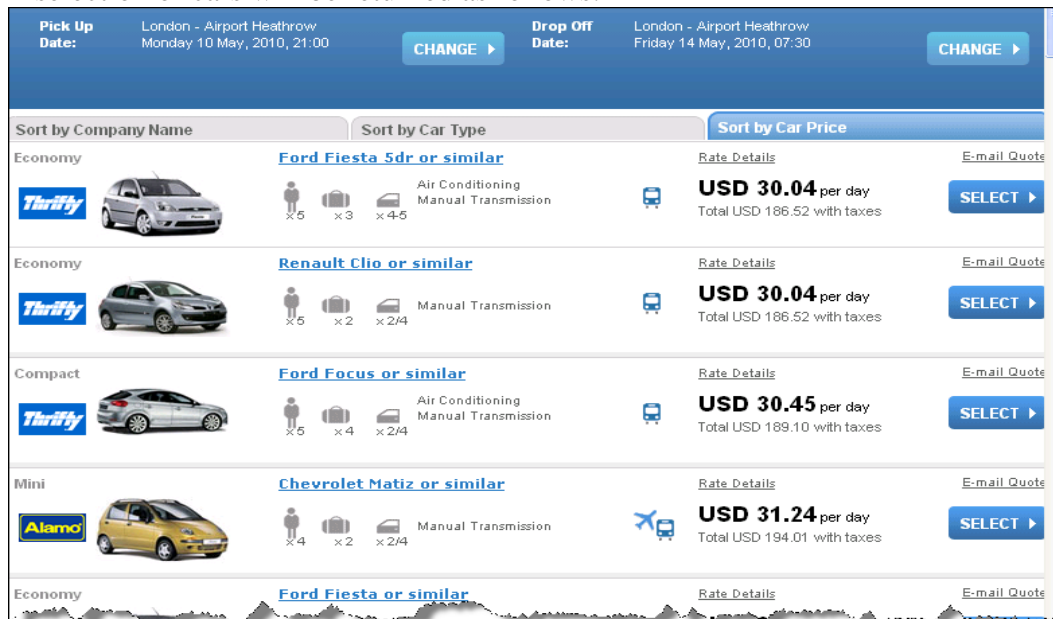


PICK UP
Location: London - Airport Heathrow
 Different Drop Off Location?
Date: 10/05/2010 21:00 Mon 10 May 2010

DROP OFF
Date: 14/05/2010 07:30 Fri 14 May 2010
Driver's Age: 30 Car Group: Show all
Currency: US Dollar
Country of Residence: United States
SEARCH

Figure NAP4

A selection of cars will be returned as follows:



| Pick Up Date: | Location: | Drop Off Date: | Location: |
|----------------------------|---------------------------|----------------------------|---------------------------|
| Monday 10 May, 2010, 21:00 | London - Airport Heathrow | Friday 14 May, 2010, 07:30 | London - Airport Heathrow |









| Sort by Company Name | Sort by Car Type | Sort by Car Price |
|---|---|--|
| Economy | Ford Fiesta 5dr or similar | Rate Details E-mail Quote |
|   | Air Conditioning Manual Transmission x5 x3 x4-5 | USD 30.04 per day Total USD 186.52 with taxes SELECT |
| Economy | Renault Clio or similar | Rate Details E-mail Quote |
|   | Manual Transmission x5 x2 x2/4 | USD 30.04 per day Total USD 186.52 with taxes SELECT |
| Compact | Ford Focus or similar | Rate Details E-mail Quote |
|   | Air Conditioning Manual Transmission x5 x4 x2/4 | USD 30.45 per day Total USD 189.10 with taxes SELECT |
| Mini | Chevrolet Matiz or similar | Rate Details E-mail Quote |
|   | Manual Transmission x4 x2 x2/4 | USD 31.24 per day Total USD 194.01 with taxes SELECT |
| Economy | Ford Fiesta or similar | Rate Details E-mail Quote |

Figure NAP5

SPRK Reference Guide

In this example, we selected the Thrifty compact car. After the selection, we can see additional options and we can enter personal information to complete the booking. See screen below:

RENTAL COST

TOTAL RENTAL COST: USD 189.10
AMOUNT PAYABLE TODAY: USD 189.10

The amount payable today will be processed in GBP at today's exchange rate: GBP 122.22 = USD 189.10
 Exchange rates used by your credit card company may vary.

REQUEST OPTIONAL EXTRAS

Please note these are payable at rental counter, they are not included on your voucher

| | | |
|---|-------------------------------------|----------------------|
| 0 | Child toddler seat | USD 30.95 per rental |
| 0 | Infant child seat | USD 30.95 per rental |
| 0 | GPS - Satellite Navigational System | USD 61.89 per rental |
| 0 | Additional Driver | USD 30.95 per rental |

PERSONAL INFORMATION

Fields marked with * symbol are mandatory

DRIVER DETAILS

*Driver Name:
 Title First Name Second Name

*Driver's Age *E-mail:
 30

*Phone Number:
 Number Type Country Code Area Code Local Number
 Mobile

Figure NAP6

After the reservation has been confirmed, return to your Reservation page by clicking on the active Reservation icon. You should see that your non-air booking has been added to the Reservation page. This is the same for hotel and car and content.

Booked

Flights

| Flight | Class | Cities | Depart | Arrive | Status | Cnx | Stops | Duration | Source | Fare |
|----------|-------|----------|-----------------|--------|--------|-----|-------|----------|--------|------|
| on4 825 | Q | MA - DFW | MON 03MAY 08:55 | 11:05 | HK | 0 | 0 | 03:10 | 757 YY | 1 |
| on4 1042 | Q | DFW - MA | THU 08MAY 05:45 | 08:25 | HK | 0 | 0 | 02:40 | 757 YY | 1 |

Car

| Vendor/Status | Type | PickUp | DropOff | Provider | Rate Information | Travelers |
|--|-------------------------------|-----------------------------------|------------|-----------------|------------------|------------|
| THRIFTY CONFIRMED TH123X456Y789Z | EDAR Ford Focus or similar | 03MAY 11:30 Dallas/FtWorth Apo | 06MAY 4:45 | CarTrawler_TEST | 274.05 (USD) | JOHN SMITH |

Figure NAP7

SPRK Reference Guide

Profiles

Farelogix provides an independent profile solution for management and storage of traveler and corporate profiles. Using FLX-Files, corporations and travel management companies can lower the cost of and inefficiencies associated with maintaining traveler profiles in multiple places, and also support application of profile information for multi-source environments.

You can create Traveler and Corporate Profiles, as well as associate Traveler Profiles to Corporate Profile.

Traveler Profile

Creating a Traveler Profile

There are various steps to create a profile. Click the  icon on the top right of the main screen to access Profile Management.

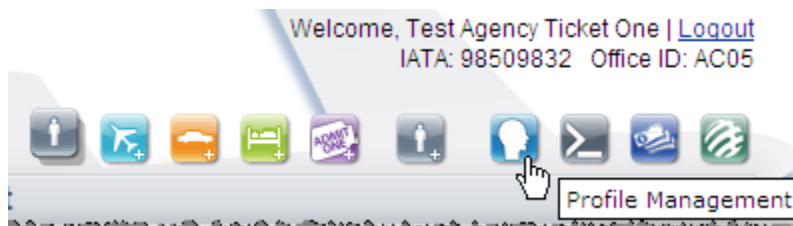


Figure PRO1

The **Profile Management** screen appears.

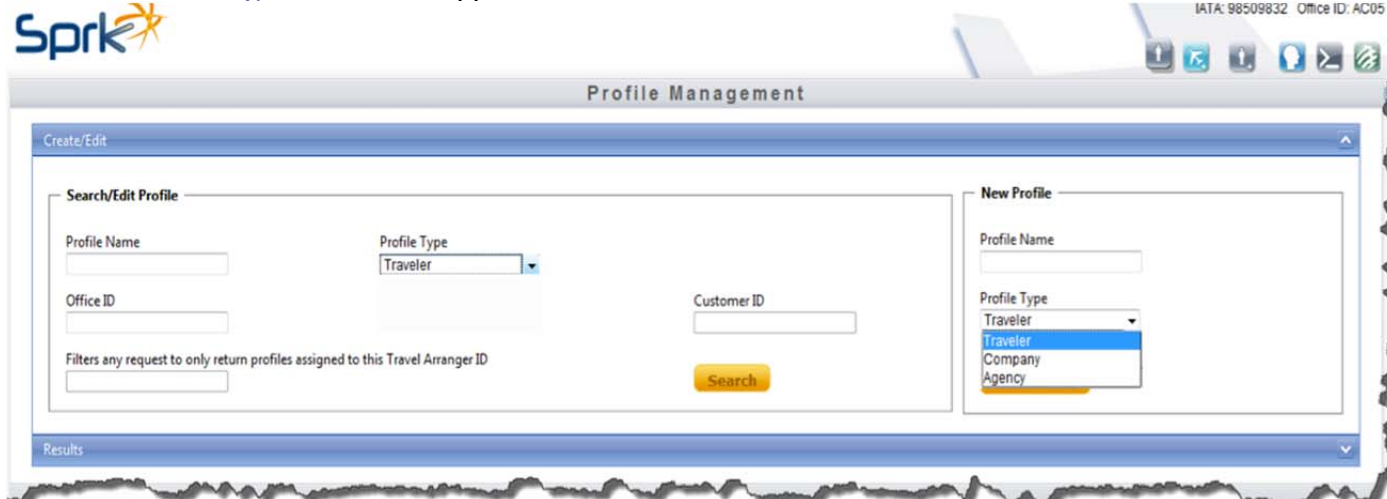


Figure PRO2

SPRK Reference Guide

Enter a name for the Profile in the **New Profile** section. It is recommended you enter a meaningful name, such as the traveler's name. From the Profile Type drop down, select Traveler then click **New Profile**.

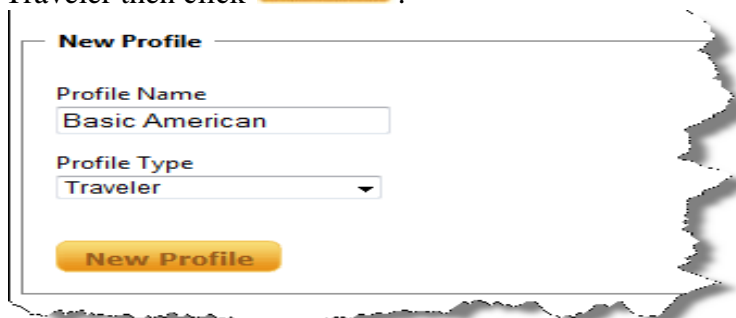


Figure PRO3

Once you click on **New Profile** a Profile ID is created in the database and the Profile data screen is displayed. Here you can add information to the newly created Profile ID.

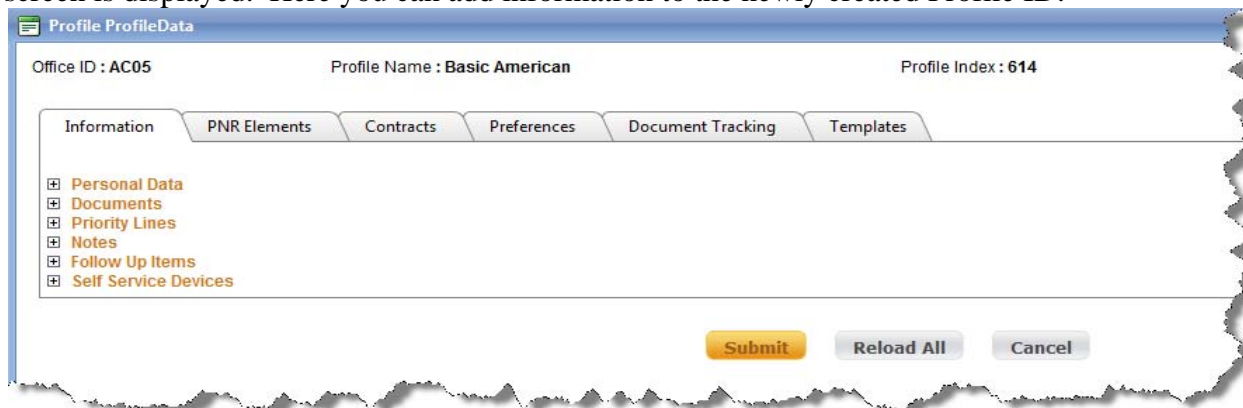


Figure PRO4

The Profile ProfileData screen for a Traveler Profile has six tabs:

Information

This section includes personal information such as citizenship, date of birth, passport information, self-service device (i.e. cell phone), etc.

PNR Elements

Here you can add information required for the PNR such as contacts, frequent flyer and other membership information, and form of payment.

Contracts

Includes Fare Contract data and flight coupons.

Preferences

This section includes Air, Car, and Hotel preferences such as seat, room type, and car type preferences.




Document Tracking

Here you can list any unused or partially used tickets the traveler may have.

Templates

In this section you can store a template with details of trips the customer frequently takes.

SPRK Reference Guide

To expand a section in a tab you can either click expand icon  next to that section or click expand all  [Expand All](#) at the top right of 'Profile Data' page. Clicking [Expand All](#) will expand all sections in all tabs. The  [Collapse All](#) link collapses all the sections.

To update any of the items, click on the tab you wish to update. A list will display of the data fields that are related to that tab, with a + beside each label.

Information

The Information tab displays Personal Data, Documents, Priority Lines, Notes, Follow Up Items, and Self Service Devices. Select the area you wish to update and click the + to the left of the item. This will expand the item.

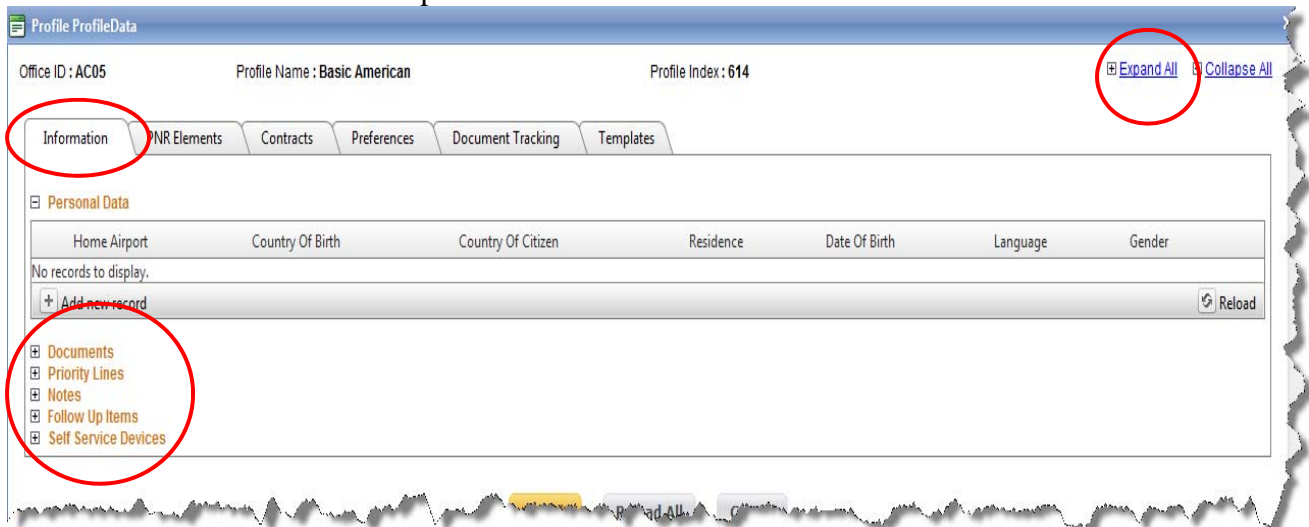



Figure PRO5

To add data to any section in any of the tabs click  [Add new record](#) in that section.

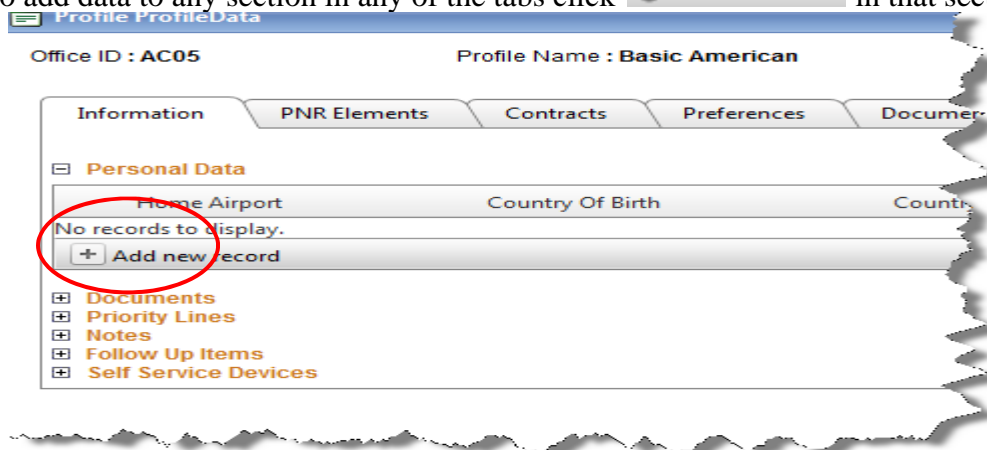




Figure PRO6

SPRK Reference Guide

Once the section is expanded, you can add data as desired. When done, click the “checkmark” icon  to save the data. To cancel the entry, click on the cancel icon .

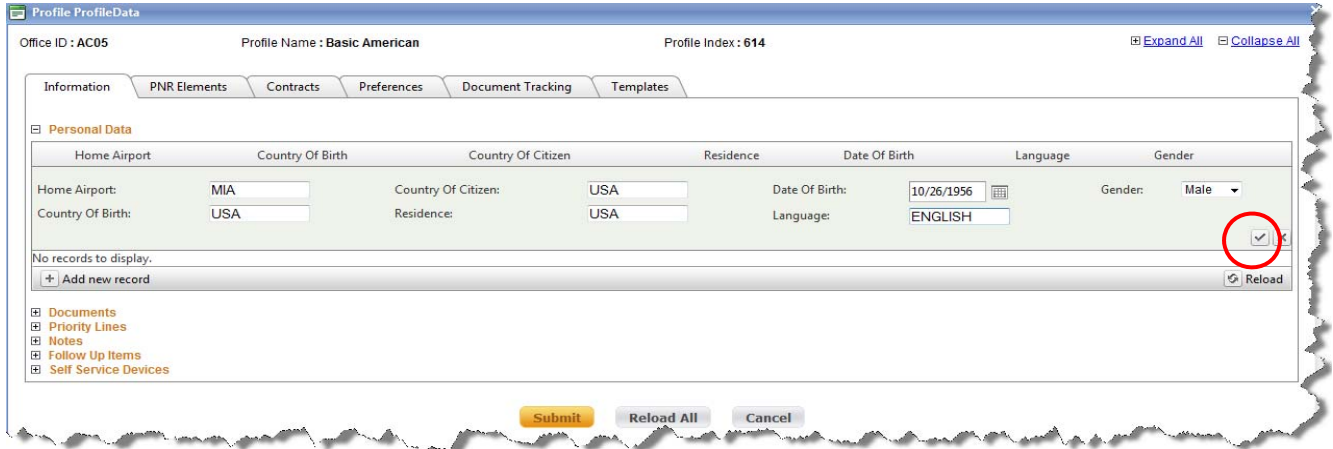




Figure PRO7

After you have completed each section in the applicable tab, click  to update the Profile database. Once you have completed all updates, click . You must confirm your update:

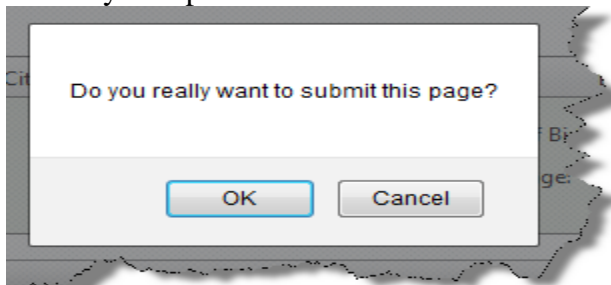

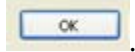


Figure PRO8

After submitting, you are asked to confirm to continue the update process. You can cancel if you don't wish to continue and you are returned to the Profile Data page.

Note: The Profile database is not updated until you click on the  button and



PNR Elements

The PNR Elements Tab is the most important tab as it is where you define the traveler data that you will later transfer to the reservation. A list will display of the data fields that are related to that tab, with a + beside each label.

SPRK Reference Guide

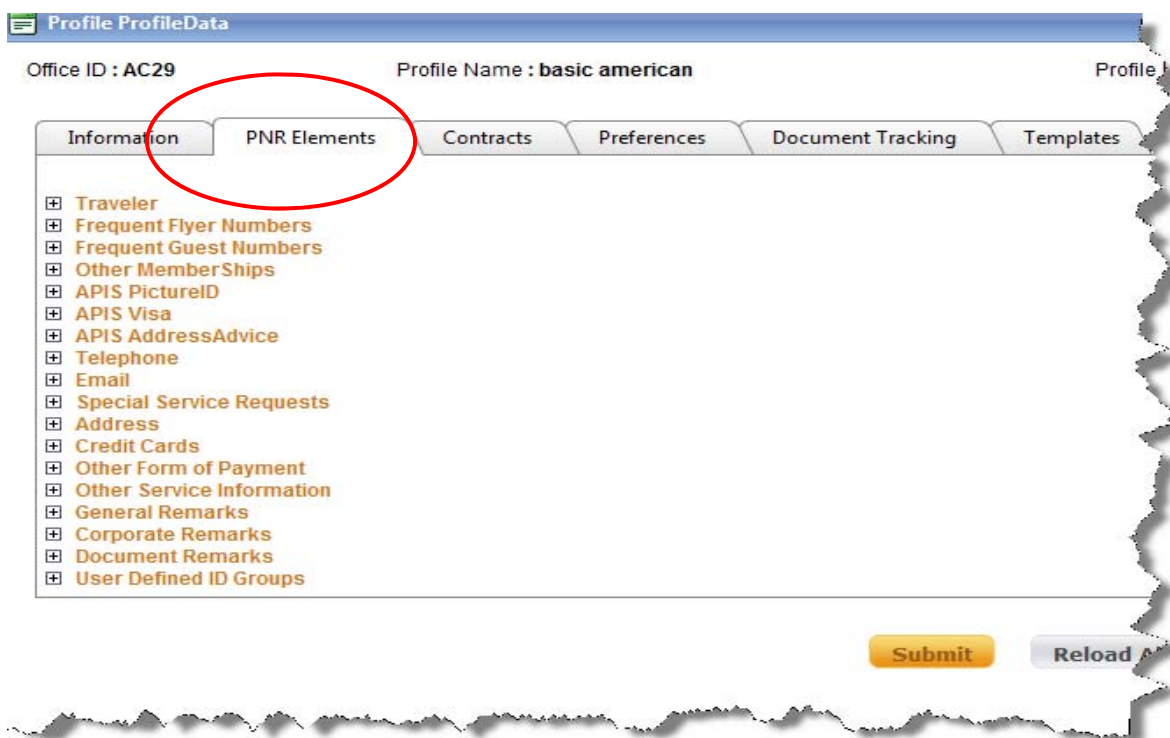



Figure PRO9

The following sections will display. Below is a list of the sections and the elements associated with each section:

- + *Traveler* –Traveler Type, Name, Title, Remark, and Mode.
- + *Frequent Flyer Numbers* – Airline, Number, Program Name, Partner Airlines, Alliance, and Mode.
- + *Frequent Guest Numbers*- Type, Company, Account, Program Name, Airline Code, ID Number, and Mode.
- + *Other Member Ships* –Association Code, Account, Program Name, and Mode.
- + *APIS Picture ID* – SSR Code, Airline Code, Country of Issue, Document Number, Nationality, Date of Birth, Gender, Name, Passport Holder, Document Type, Expiration Date, and Mode.
- + *APIS Visa* – SSR Code, Airline Code, Place of Birth, Document Type, Document Number, Place of Issue, Issue Date, Visiting Country, Infant on Lap, and Mode.
- + *APIS Address Advice* – SSR Code, Airline Code, Address Type, Country, Address, City, Postal Code, St/Prov, Infant on Lap, and Mode.
- + *Telephone* – Number, Type, Extension Remark PreFix, IDNumber, Name, and Mode.
- + *Email* – Email, Type, Remark, IDNumber, Name, and Mode.
- + *Special Service Request* – Airline Code, SSR Code, Text, and Mode.
- + *Address* – Use, Optional Name, Address, City, St/Prov, Postal Code, Country, and Mode.

SPRK Reference Guide

- + *Credit Cards* – Purpose, Type, Number, Expires, Name, Address, City, Postal Code St/Prov, Country, Remark, and Mode.
- + *Other Form of Payment* – Purpose, Type, Remark, and Mode.
- + *Other Service Information* – Airline Code, Text, and Mode.
- + *General Remarks* – Category, Text, and Mode.
- + *Corporate Remarks* – Text and Mode.
- + *Document Remarks* – Print Code, Text, and Mode.
- + *User Defined ID Groups* – UD ID Number, Text, and Mode.

Select the area you wish to update and click the + to the left of the item. This will expand the item. To add data to any section in any of the tabs click on the  in that section. Follow the procedure outlined above to add data to the sections.

Contracts

To update Contracts, click on the tab. A list will display of the data fields that are related to that tab, with a + beside each label.

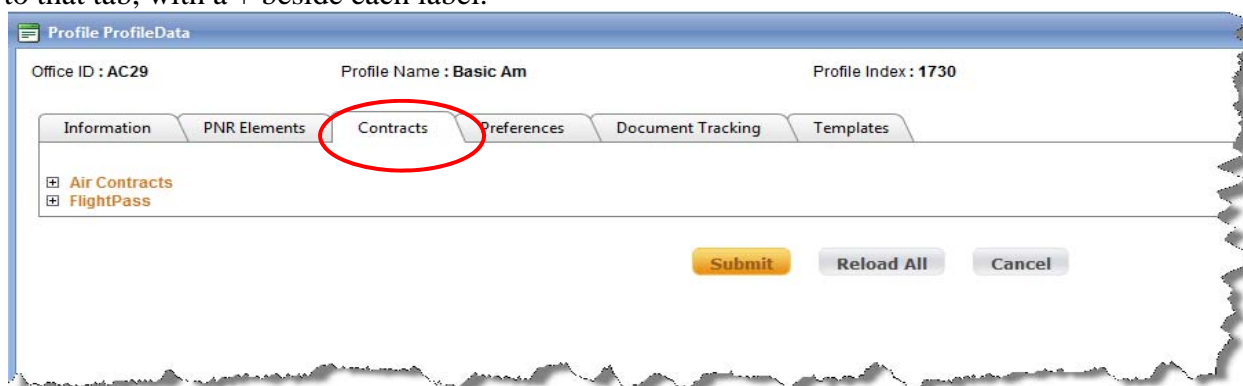



Figure PRO10

Select the area you wish to update and click the + to the left of the item. This will expand the item. To add data to any section in any of the tabs click on the  in that section.

Air Contracts

SPRK Reference Guide

Air Contracts

| FareSystem | Airline Code | Office | Account Number | IATA | Origin Market | Destination Market | Ticket Designator | Contract ID | Cabin | PTC | Booking Class | Type | Value |
|-----------------|--------------|--------|----------------|------|---------------------|--------------------|-------------------|-------------|-------|----------------|---------------|------|-------|
| FareSystem: | | | | | Origin Market: | City/Airports | SFO | | | PTC: | ADT | | |
| Airline Code: | YY | | | | Destination Market: | City/Airports | JFK | | | Booking Class: | N | | |
| Office: | A1C3 | | | | Ticket Designator: | AT15 | | | | Type: | Percentage | | |
| Account Number: | 042589 | | | | Contract ID: | | | | | Value: | 5 | | |
| IATA: | 75287965 | | | | Cabin: | Y | | | | | | | |

No records to display.
 + Add new record Reload

Figure PRO11

FlightPass

FlightPass

| FareSystem | Airline Code | Office | Account Number | IATA | Origin Market | Destination Market | FlightPass Name | FlightPass ID | Cabin | PTC | Booking Class | Base Fare per Passenger | Currency Code | Number Of Decimals |
|-----------------|--------------|--------|----------------|------|---------------------|--------------------|-----------------|---------------|-------|--------------------------|---------------|-------------------------|---------------|--------------------|
| FareSystem: | | | | | Origin Market: | City/Airports | | | | PTC: | ADT | | | |
| Airline Code: | YY | | | | Destination Market: | City/Airports | | | | Booking Class: | Tango | | | |
| Office: | A1C3 | | | | FlightPass Name: | Alpha Pass | | | | Base Fare per Passenger: | 100.00 | | | |
| Account Number: | 125489 | | | | FlightPass ID: | X567FT | | | | Currency Code: | USD | | | |
| IATA: | 75287965 | | | | Cabin: | Y | | | | Number Of Decimals: | 2 | | | |

No records to display.
 + Add new record Reload

Figure PRO12

Preferences

To update Preferences, click on the tab. A list will display of the data fields that are related to that tab, with a + beside each label.

Profile ProfileData

Office ID : AC29 Profile Name : Basic Am Profile Index : 1730

Information PNR Elements Contracts **Preferences** Document Tracking Templates

- + Air Basic Preferences
- + Air Market Preferences
- + Car Basic Preferences
- + Car Market Preferences
- + Hotel Basic Preferences
- + Hotel Market Preferences


Submit Reload All Cancel

Figure PRO13

The following sections will display. Below is a list of the sections and the elements associated with each section:

SPRK Reference Guide

- + *Air Basic Preferences* – Trip Purpose, Airline Code, Seat Location, and Seat Preference.
- + *Air Market Preferences* – Trip Purpose, Airline Code, Seat Location, Seat Preference, Origin Market, and Destination Market.
- + *Car Basic Preferences* – Trip Purpose, Car Company, Vehicle Type, and Special Information.
- + *Car Market Preferences* – Trip Purpose, Car Company, Vehicle Type, Special Information, and Destination Market.
- + *Hotel Basic Preferences* – Trip Purpose, Hotel Chain, Hotel Category, Room Type Code, and Special Information.
- + *Hotel Market Preferences* – Trip Purpose, Hotel Chain, Hotel Category, Room Type Code, Special Information, and Destination Market.

Select the area you wish to update and click the + to the left of the item. This will expand the item. To add data to any section in any of the tabs click on the  in that section.

Document Tracking

To update Document Tracking, click on the tab. Document Tracking will display with a + to the left. Click the + to expand the item.

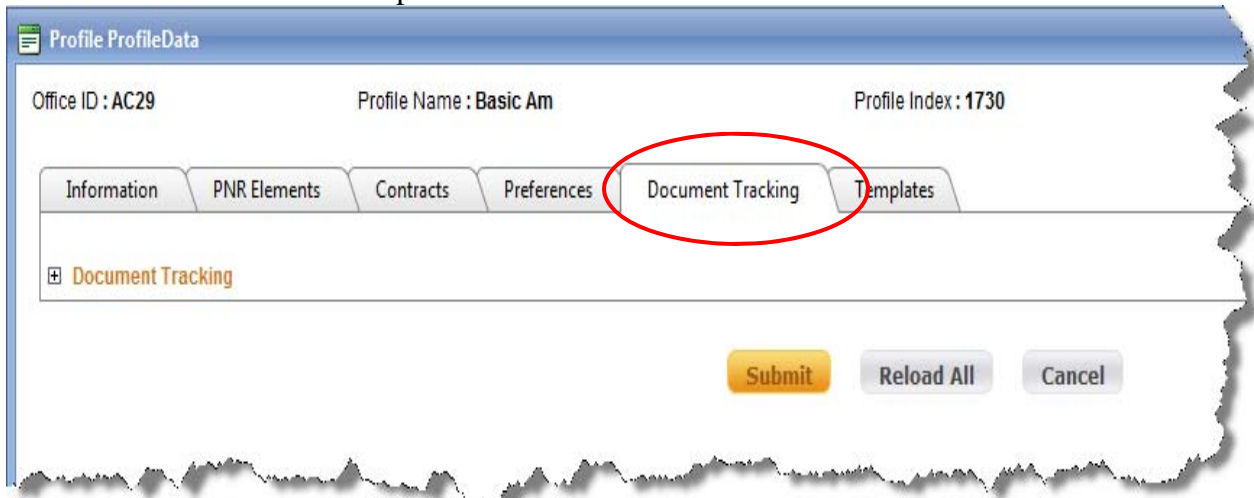





Figure PRO14

To add data to any section in any of the tabs click on the  in that section. When all the data is entered, click , then .

SPRK Reference Guide

| Document Number | Validating Airline | Type | Issue Type | Conjunctive Document Number | CRSID | Issuing Office ID | Issuing IATA | Issue Date | Issue Time | Issue Place | Expiry Date | Currency Code | Original Value |
|-----------------|--------------------|------|------------|-----------------------------|-------|-------------------|--------------|------------|------------|-------------|-------------|---------------|----------------|
| 015123456789 | YY | TKTT | E-TKT | | XYZ | AC05 | 123456789 | 2/25/2011 | 6:00 PM | DFW | 1/25/2012 | USD | 1548.20 |

Figure PRO15

Templates

To update Templates, click on the tab. Open the Templates by clicking the + beside the Template label.


Office ID : AC29 Profile Name : Basic Am Profile Index : 1730

Information PNR Elements Contracts Preferences Document Tracking **Templates**

+ Templates

Submit Reload All Cancel


Figure PRO16

To add data to any section in any of the tabs click on the  Add new record in that section.

| Name | Number Of Nights | Depart | Arrive |
|------------------------|------------------|--------|--------|
| No records to display. | | | |

Figure PRO17

Retrieving Traveler Profiles

To retrieve a Traveler, Company, or Agency Profile, click the Profile Management icon . You can retrieve a Traveler Profile by name. You can also filter by Office ID or

SPRK Reference Guide

Account Number. To retrieve by name, enter the full name or part of the name in the **Profile Name** box. Select Traveler from the **Profile Type** dropdown and click **Search**.

Search/Edit Profile

Profile Name

Profile Type **Traveler**

Office ID

Customer ID

Filters any request to only return profiles assigned to this Travel Arranger ID

Search

New Profile

Profile Name

Profile Type **Traveler**

New Profile

Figure PRO18

If there is an exact match, the profile is displayed. If not, a similar name list appears. Click on [Open](#) to the right of the desired profile to view it.

Results

| Profile Index | Profile Name | Associated Profile Name | Office ID | | | |
|---------------|--------------|-------------------------|-----------|----------------------|------------------------|------------------------------|
| 331 | JOHN DOE | | AC05 | Open | Delete | Associations |
| 335 | JOHN DOE | | AC05 | Open | Delete | Associations |
| 363 | John Doe | | AC05 | Open | Delete | Associations |
| 364 | John Doe | | AC05 | Open | Delete | Associations |
| 365 | John Doe | | AC05 | Open | Delete | Associations |
| 366 | John Doe | | AC05 | Open | Delete | Associations |

Figure PRO19

The Profile is displayed. From this page, you can edit the Profile as required.

Profile ProfileData

Office ID : AC05 Profile Name : John Doe Profile Index : 366 [Expand All](#) [Collapse All](#)

Information | PNR Elements | Contracts | Preferences | Document Tracking | Templates

- Personal Data
- Documents
- PriorityLines
- Notes
- Follow UpItems
- SelfServiceDevices

SPRK Reference Guide

Figure PRO20

Along with the Profile name, you can filter the request by:

- Office ID
- Account Number

If an Office ID or Account Number is entered in the applicable box, only Profiles with the Name that belongs to the Office ID or is associated with the Account Number are displayed.

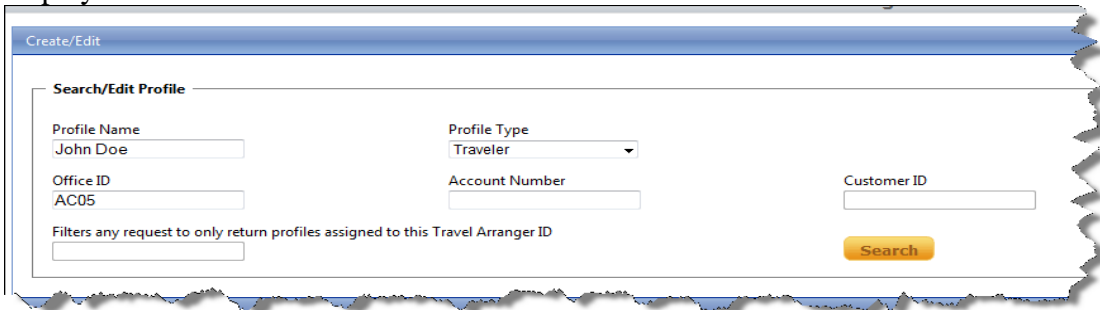


Figure PRO21


If there is more than one profile matching your criteria, a similar name list is displayed.

Updating Traveler Profiles

To update a Profile, follow the steps in Retrieving Traveler Profiles. Once the Profile you wish to update is displayed, you can modify or add data into any of the sections as per the workflow discussed previously.

Corporate Profile

Creating Corporate Profiles

Creating a company/corporate profile is very similar to creating a traveler profile. Click the  icon on the top right of the main screen to access Profile Management.

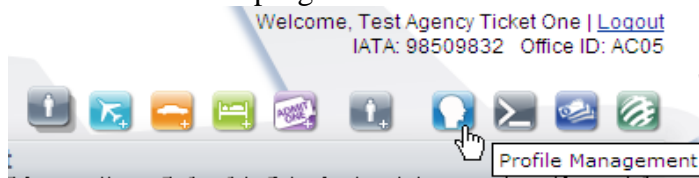


Figure PRO22

The **Profile Management** screen displays:

SPRK Reference Guide

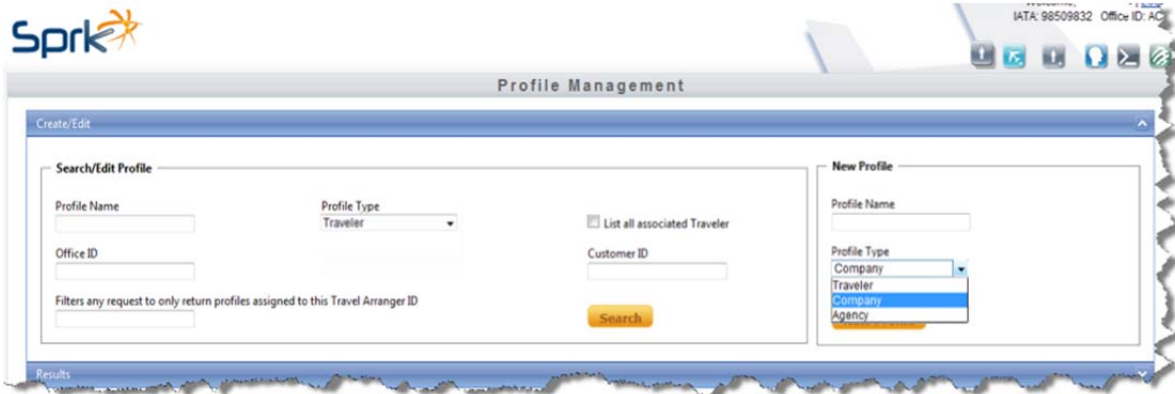


Figure PRO23

Enter a name for the Profile in the **New Profile** section. It is recommended you enter a meaningful name, such as the Company name. In the Profile Type drop down, select **Company**, then click **New Profile**.

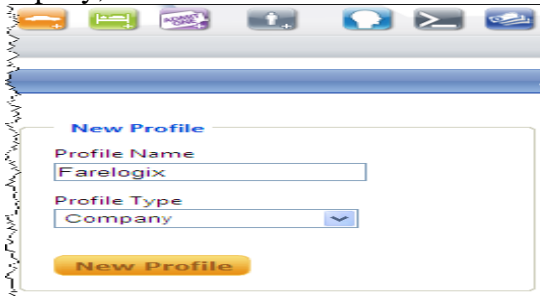


Figure PRO24

Once you click **New Profile** a Profile ID is created in the Profile database and the Profile data screen is displayed.



Figure PRO25

The ProfileData screen for a Company Profile has nine tabs:

Information

In this section includes personal information such as citizenship, date of birth, passport information, self-service device (i.e. cell phone), etc.

PNR Elements

Here you can add information required for the PNR such as contacts, frequent flyer and other membership information, and form of payment.

Contracts

Includes fare contract data and flight coupons.

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| | |
|------------------------------------|--|
| Preferences | This section includes Air, Car, and Hotel preferences such as seat, room type, and car type preferences. |
| Service Fees | Includes the service fees charged to the company for specific reservation functions. For example, a \$10.00 fee per each ticket issued. |
| Fare Savings | Here you can include information on any discounts, promotional fares, contract, or negotiated fares offered. |
| QC Remarks | In this tab you can add Quality Control requirements, such as “Check for schedule changes 24 hours before departure.” |
| Document Tracking Templates | Here you can list any unused or partially used tickets. In this section you can store a template with details of trips frequently taken. |

Figure PRO26

In this screen you can add details in the Profile ID you have just created in the same way as for the Traveler Profile. Please refer to Traveler Profile section for details.

Corporate Service Fees

The Service Fees for the Corporate Profile Section can only be edited by the agency. This is where the agency can create a table containing any service fee negotiated with said corporation. In SPRK the Service Fee maintenance is part of the Profile Management component.

- Agency creates a code for each service fee.
- Agency describes each service fee.
- Agency links service fee to either:
 - The entire PNR (Reservation)
 - A passenger
 - A flight segment
 - A hotel, car or other reservation/service
 - A ticketing transaction (including post-ticketing)
 - A special service (such as ‘Seat Optimization’)

The following is a sample of a Service Fee Table set up in a corporate account, accessible only by the agency serving the account:

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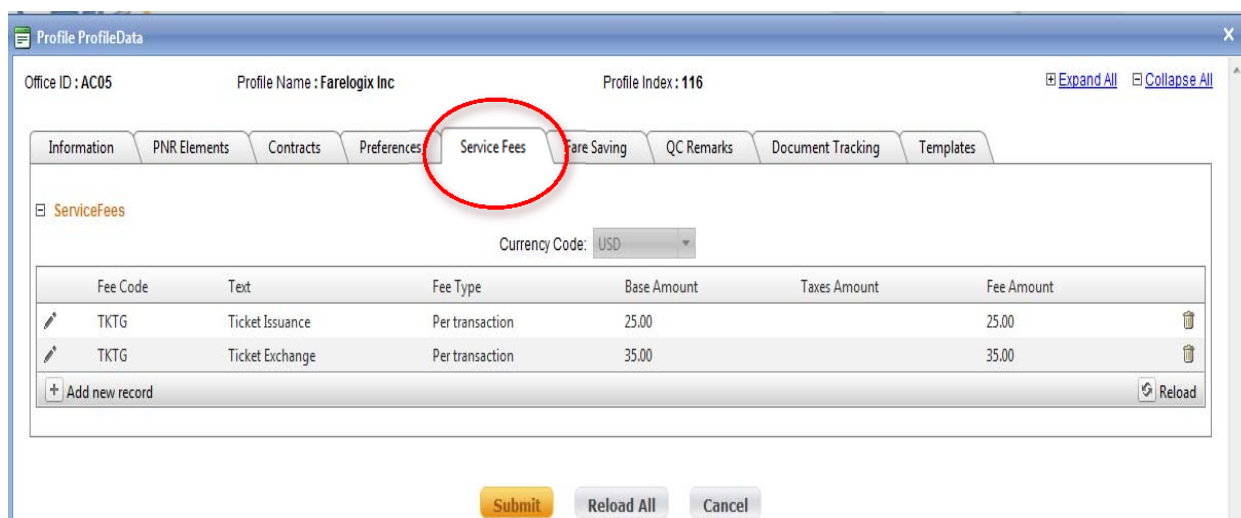


Figure PRO27

To add a new Service Fee, click **+ Add new record** and enter the appropriate information. The Agent may continue to add as many Service Fees that apply.

Retrieving Company Profiles

You can retrieve a Company Profile by name only. You can also filter it by:

- Office ID
- Account Number
- Customer ID
- Travel Arranger ID.

If any of the above are entered in the applicable box, only the Profile with the Name that belongs to that Office ID or are associated with the Account Number, Customer ID, or Travel Arranger ID is displayed. If there is more than one profile matching your criteria, a similar name list is displayed.

You can also request a list of all Travelers associated to a specific Company Profile. Enter the complete or partial Profile Name, select Company from the **Profile Type** drop down menu and check the box titled “List all associated Traveler.” When you click **Search**, a list of all Travelers associated to the Company profile is displayed.

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The screenshot shows the 'Profile Management' interface. It has a 'Create/Edit' header. Below it, there are two main sections: 'Search/Edit Profile' and 'New Profile'. The 'Search/Edit Profile' section contains input fields for Profile Name (ABC Co), Profile Type (Company), Office ID, Account Number, and Customer ID. There is a checked checkbox for 'List all associated Traveler' and a 'Search' button. Below these fields is a note: 'Filters any request to only return profiles assigned to this Travel Arranger ID' with an empty input field. The 'New Profile' section has input fields for Profile Name and Profile Type (Traveler) and a 'New Profile' button. Below these sections is a 'Results' section with a table of profile data.

| Profile Index | Profile Name | Associated Profile Name | Office ID | | | |
|---------------|--------------|-------------------------|-----------|----------------------|------------------------|------------------------------|
| 273 | Doe/John | ABC Co | AC05 | Open | Delete | Associations |
| 268 | Taylor/Joe | ABC Co | AC05 | Open | Delete | Associations |
| 274 | Smith/Jane | ABC Co | AC06 | Open | Delete | Associations |

Figure PRO28

Updating Company Profiles

To update a Profile, follow the steps in Retrieving Company Profiles. Once the Profile you wish to update is displayed, you can modify or add data into any of the sections as per the workflow discussed previously.

Deleting a Profile

Begin by retrieving a Profile as previously described. When the Profile is displayed, click **Delete** on the right side of the screen.

This screenshot is similar to Figure PRO28 but shows a different set of search results. The 'Search/Edit Profile' section has Profile Name (John Doe) and Profile Type (Traveler). The 'Results' table is as follows:

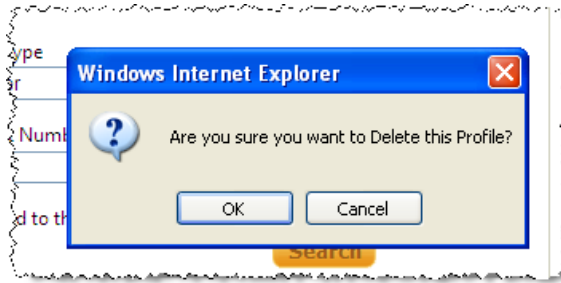
| Profile Index | Profile Name | Associated Profile Name | Office ID | | | |
|---------------|--------------|-------------------------|-----------|----------------------|------------------------|------------------------------|
| 366 | John Doe | Farelogix | AC05 | Open | Delete | Associations |
| 331 | JOHN DOE | | AC05 | Open | Delete | Associations |
| 335 | JOHN DOE | | AC05 | Open | Delete | Associations |
| 363 | John Doe | | AC05 | Open | Delete | Associations |
| 364 | John Doe | | AC05 | Open | Delete | Associations |
| 365 | John Doe | | AC05 | Open | Delete | Associations |

In this screenshot, the 'Delete' link for the first row (Profile Index 366) is circled in red.

Figure PRO29

You will be asked to confirm the action:

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Click on **OK** to delete the Profile. Clicking **Cancel** takes you back to the Profile Management section and the Profile is not deleted.

Figure PRO30

Profile Association

In many cases, Traveler Profiles are associated to a specific Company Profile. When a Traveler Profile is associated to a Company, Company Profile data can transfer when you transfer the traveler.

Creating an Association

Search for a Traveler Profile. When the Profile is found, click on [Associations](#) to the right of the profile name.

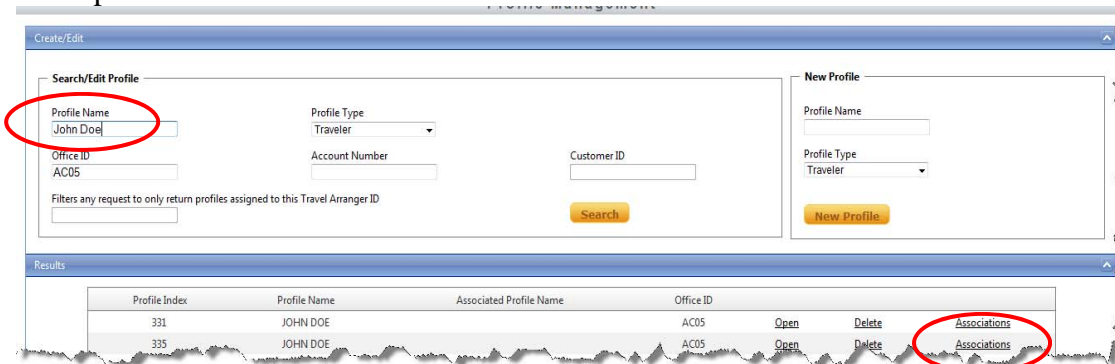


Figure PRO31

The **Profile Association** data screen is populated, as shown below. Click

+ Add New Association.

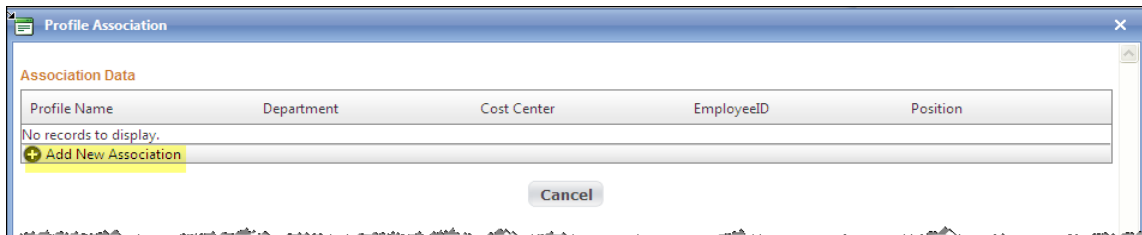
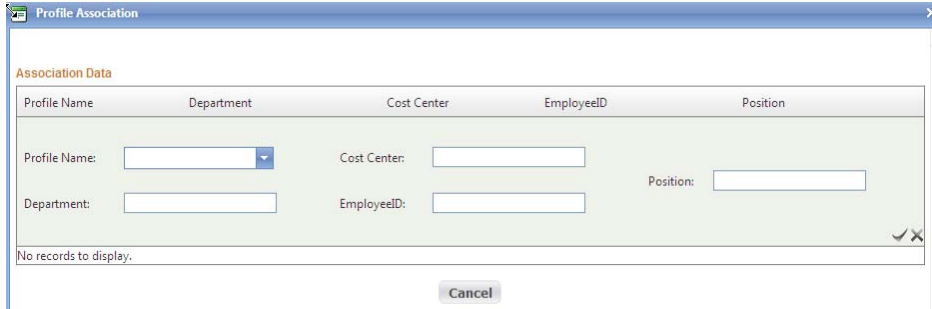


Figure PRO32

The screen below is displayed:

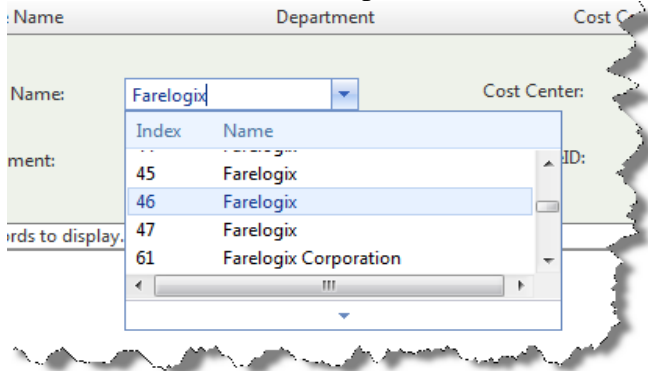
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The screenshot shows a window titled "Profile Association" with a section labeled "Association Data". It contains a table with columns: Profile Name, Department, Cost Center, EmployeeID, and Position. Below the table are input fields for Profile Name (a dropdown menu), Department, Cost Center, EmployeeID, and Position. At the bottom, there is a "No records to display." message and a "Cancel" button.



Figure PRO33

From the **Profile Name** drop down, select the Company.

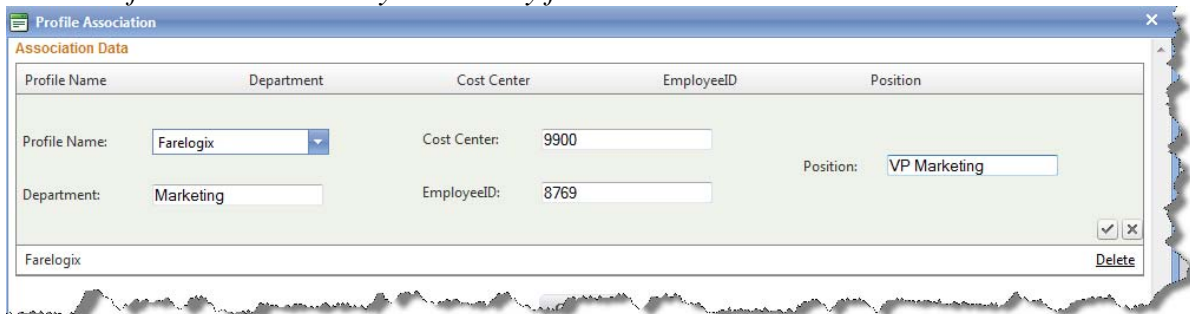


The screenshot shows the "Profile Association" window with the "Profile Name" dropdown menu open. The dropdown list has columns "Index" and "Name" and contains the following entries: 45 Farelogix, 46 Farelogix, 47 Farelogix, and 61 Farelogix Corporation. The "Farelogix" entry at index 46 is selected. The "Name" field in the background is filled with "Farelogix".

Figure PRO34

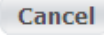

Here is an example of a Profile Association screen with all fields completed. Click the insert  icon to save the Association and update the Profile database. Clicking the  icon will clear all data.

Note: Profile Name is the only mandatory field in this screen.



The screenshot shows the "Profile Association" window with all fields filled. The "Profile Name" dropdown is set to "Farelogix", "Department" is "Marketing", "Cost Center" is "9900", and "EmployeeID" is "8769". The "Position" field is "VP Marketing". At the bottom, there is a "Delete" button and a "No records to display." message.

Figure PRO35

Clicking  or closing this window  takes you back to the 'Profile Management' section. The Profile is not updated with the Association.

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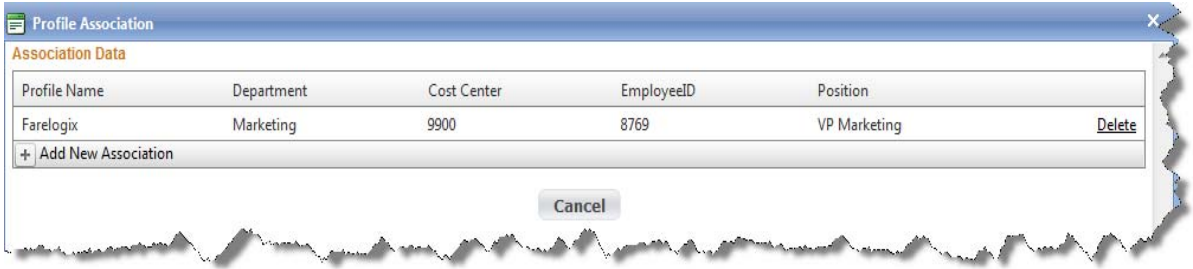


Figure PRO36

You can associate a Traveler Association to multiple Company Profiles. To add another Association, please follow the same steps described to associating first profile.

Deleting an Association

To delete an Association, go to the Profile Association screen and click [Delete](#) on the right of the Profile Name you want to remove the Association for.



Figure PRO37

You'll be asked to confirm the action:

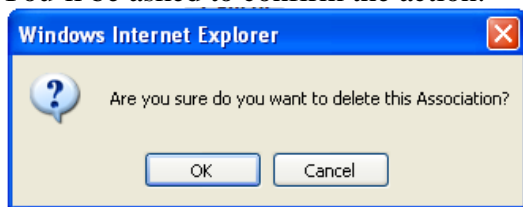


Figure PRO38

Click to delete the association. Clicking takes you back to the 'Profile Association' page without removing the Association.

Creating and Retrieving Agency Profiles

This is reserved for the Agency System Administrator and is defined in the System Administration Guide. Please note that once an agent is set-up, it is possible for the agent to go to this section and update their email address or phone number. The agent can also request a password to be reset.

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Glossary of Terms

ACL: Access Control List.

Airline Alliance: An airline alliance is an agreement between two or more airlines to cooperate in the operation of their flights, marketing, sharing of Frequent Flyer programs. The three largest alliances are:

- Star Alliance <http://www.staralliance.com>
- SkyTeam <http://www.skyteam.com>
- OneWorld <http://www.oneworld.com>

APIS: Advance Passenger Information System, is required by the U.S. Government for all travelers to, from and within the US.

ARC: Airline Reporting Corporation.

BSP: Bank Settlement Plan.

CRS: A computer reservation system used to store and retrieve information and conduct transactions related to air travel, cars, hotels, destination, rail, tours, etc.

Electronic Ticketing Codes

| Code | Definition | Code | Definition |
|----------|---------------------|----------|----------------|
| A | Airport Control | P | Printed |
| C | Checked in | R | Refunded |
| E | Exchanged/Reissued | S | Suspended |
| F | Flown/Used | T | Paper Ticket |
| G | Converted to FIM | U | Unavailable |
| I | Irregular Operation | V | Void |
| N | Coupon Notification | X | Print Exchange |
| O | Open for use | Z | Closed |

Figure GOT.1

EMD-S(stand-alone): The stand-alone EMD can be used independently from a flight ticket, and can be issued for services such as car rental or lounge access. This type of EMD will replace the current MCO used to collect residual value or penalty fees.

EMD-A(associated): The associated EMD is issued for services directly linked to a flight coupon, for example excess baggage or a seat reservation, and the status of both coupons is synchronized.

ESAC: Electronic Settlement Authorization code.

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GDS: Global Distribution System used by travel providers to book air travel, car, hotel, rail, tours, etc. The major GDSs are:

- Amadeus
- Galileo by Travelport
- Sabre
- Worldspan by Travelport

GUI: Graphical User Interface. Refers to the graphical and image presentation layer presented to the end user of the application.

Hawkeye: The Farelogix set of Open Source components available for downloading. This set of Open Source objects has been used to create the SPRK point of sale graphical user interface described in this document.

IATA: International Airline Transportation Association that represents and leads its airline founding members.

MCO -- Miscellaneous Charge Order

MIR-FLX: Accounting Transfer Application

OSI: Other Service Information.

Passenger Type Codes (PTC)

| | | | |
|------------|------------|------------|----------------|
| ADT | Adult | SRC | Senior Citizen |
| CHD | Child | STD | Student |
| GOV | Government | YTH | Youth |
| MIL | Military | | |

Figure GOT2

PCC: Pseudo City Code.

PCI: Payment Card Industry data security standard.

PNR : Passenger Name Record is a record that contains the passenger(s) itinerary, contact information and ticketing details.

PNR History Categories:

| Category | Definition | Category | Definition |
|------------|---|------------|-----------------------------------|
| ADR | Address Change | OSI | Other Service Information History |
| AIR | Air Segment Change | TVL | Passenger Data Change History |
| CAT | Car Segment Change | SSR | Special Service Request History |
| REM | General Remarks History | PRI | Stored Fare Change History |
| HTL | Hotel Segment History | TKT | Ticket History |
| ITN | Itinerary Changes (includes Cars and Hotels) | | |

Figure GOT3

SPRK Reference Guide

POS: Point of Sale

PTC: Passenger Type Code

Redress Number: A unique identification number assigned to travelers under the United States Department of Homeland Security Traveler Redress Inquiry Program. Travelers who have been repeatedly identified for additional screening during the check-in process may apply for a Redress number to help prevent watch list misidentifications in the future.

SPRK: A graphical user interface built using the Farelogix Hawkeye Open Source components. It also accessed the Farelogix XML for all processing. SPRK is intended to provide a agency interface to the suppliers attached and supported by Farelogix. This booking tool is influenced by the needs of the airlines to distribute their products in unique and specific ways.

SSR: Special Service Request. Used to request services such as wheelchairs and unaccompanied minors.

TASF: Travel Agent Service Fee

UMNR: Unaccompanied minors. Children generally under 12 years of age traveling alone. Airline rules for unaccompanied minors vary so always check with the airline for their rules.

