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SPRK Irregularity Short Guide v1.5

Please make sure to observe the current policy provisions on https://www.lufthansaexperts.com/ at all times while following the instructions in this short guide specialized on refunds and exchanges.

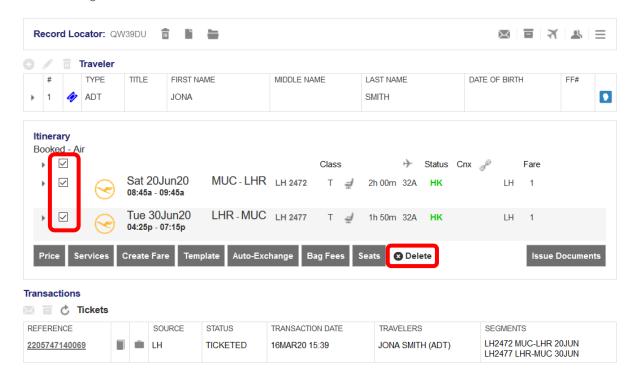
At the same time, we would like to point out that the Flight irregularities policy for business partners (OS/LH/LX) and the Brussels Airlines INVOL rules continue to apply for rebookings/reissues/refunds of cancelled flights.

KEEPING PNR ACTIVE IN FARELOGIX SPRK 1

Applied to chapter "More flexibility for passengers who do not want to set the new travel date yet" on eXperts. This is only valid with the current goodwill rule in which it is allowed to postpone a journey to a later date, even without knowing the new travel date:

The same process applies as described on the eXperts website, but there is no need to enter a MEMO element in SPRK.

Select the flights for deletion and click < Delete >.



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

At a later stage when the customer wants to do the reissue with new travel dates, you can reuse this ticket by retrieving the old PNR. Then follow the steps from chapter 2, to add and book new flights.

When doing the manual exchange, add the respective TWP entry in the endorsement box and follow the remaining process from chapter 2.











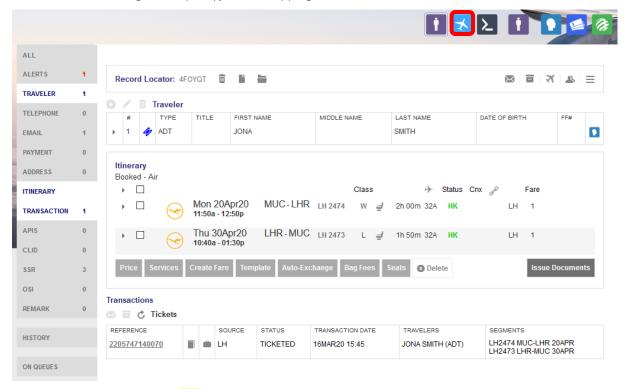
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MANUAL EXCHANGE WITH FARE/TAX 2 DIFFFRENCE

Within Manual exchange no waiver code can be added. This applies to selected rebookings for which a waiver code is not needed according to the goodwill provisions. Please make always sure to observe the current policy provisions on https://www.lufthansaexperts.com/ at all times.

First, display the booking on the reservation screen by searching the PNR or ticket number in advanced search.

Then use Add Air to add the new flight segments within the same fare families (incl. new fare according to fare rules and current goodwill policy) in the shopping cart.



Pin the original flight(s) using (highlighted in yellow) and activate the check box for the new flight(s) in the shopping cart.

Click **<Book>** to execute the flight exchange. The marked flight segments in the shopping cart will then replace the pinned flights.

If you only want to exchange one leg of a round-trip ticket, please only add a new one-way flight to the shopping cart. Then, pin the flight to be exchanged and mark the ones you would like to keep in the booking before you click on < Auto-Exchange>.

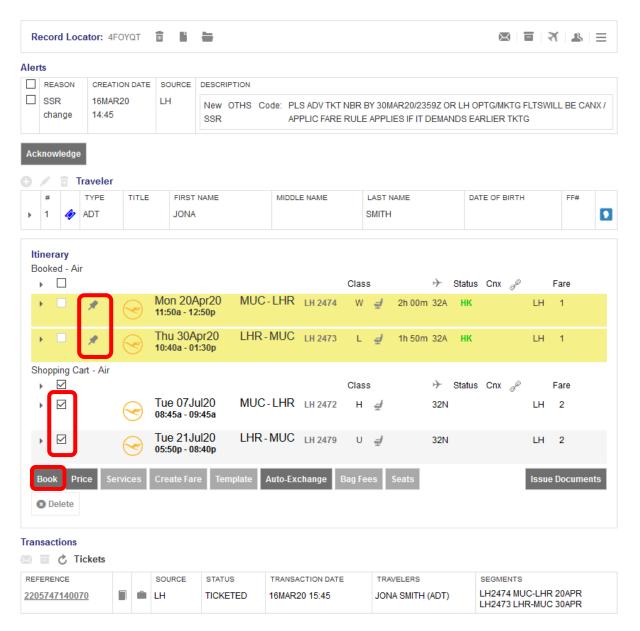








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In the updated itinerary display, hover the mouse over the fare number and click on the pencil to edit the fare.





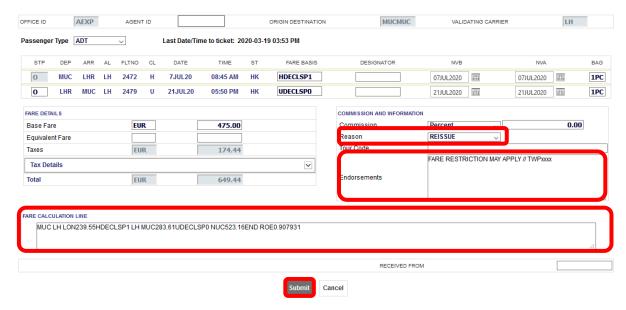




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In the stored fare window, you will be able to edit the endorsement box and fare calculation line according to the applicable goodwill policy. Then <Submit> the changes.

Stored Fare

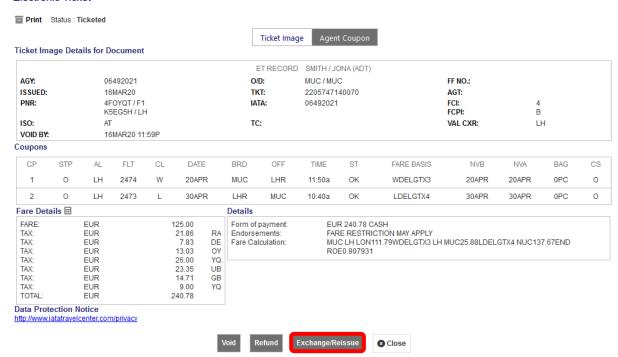


Click on the ticket number in the transactions section to retrieve the initial ticket again and start the process on manual exchange.

Transactions 🖂 🗏 🖒 Tickets REFERENCE SOURCE STATUS TRANSACTION DATE TRAVELERS SEGMENTS LH2474 MUC-LHR 20APR 2205747140070 LH TICKETED 16MAR20 15:45 JONA SMITH (ADT) LH2473 LHR-MUC 30APR

In the ticket image, click <Exchange/Reissue> in the bottom of the ticket image display to proceed with the manual exchange.

Electronic Ticket







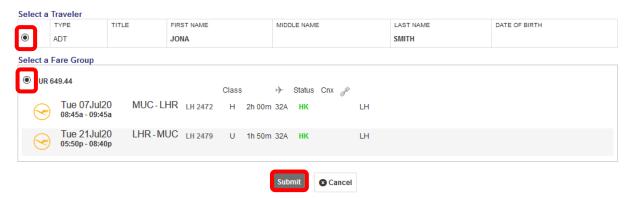




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Select the applicable travelers and fare groups for the ticket exchange and click **<Submit>**.

Ticket Exchange



Assess the taxes in the next window as changes can occur in for the new flight dates and click < Continue>.

Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Tic	ket	Refund	Refundable
RA	21.86	21.86	PD	21.86		
DE	7.83	7.83	PD	7.83		
OY	13.03	13.03	PD	13.03		
YQ	35.00	90.00	PD	35.00		
YQ				55.00		
UB	23.35	27.01	PD	23.35		
UB				3.66		
GB	14.71	14.71	PD	14.71		
	115.78	174.44	PD A/C Total	115.78 +58.66 174.44	0.00	













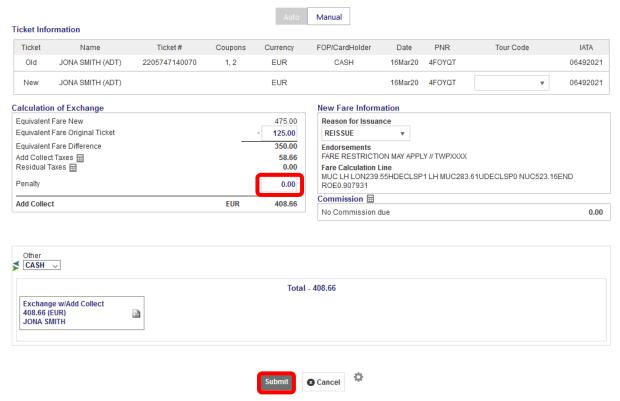
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In the ticket exchange window, check if the endorsements and fare calculation lineare correct and correspond to the provisions in the goodwill policy.

Then enter the penalty amount you want to collect or enter "0" to continue if no fee is applicable. If an amount has been entered, the system will issue an EMD to collect the fee.

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

Ticket Exchange



Click **<Submit>** and confirm your action.

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











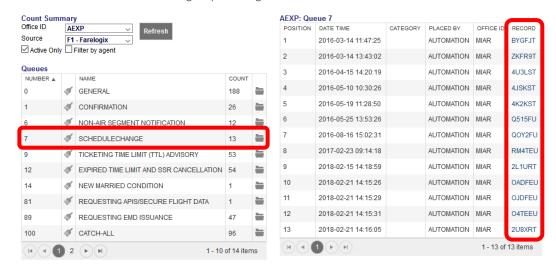
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MANUAL EXCHANGE DUE TO SCHEDULE 3 **CHANGE**

The following process only guides through the procedure of the ticket exchange in schedule change cases. Please always refer to the Flight irregularities policy for business partners (OS/LH/LX) and the Brussels Airlines INVOL rules for the conditions, rules and processes that need to be adhered.

Click on <Office Queues> in the menu bar from the reservation screen

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



After opening the PNR, use Add Air to add the new flight segment(s) in the shopping cart, also in accordance with the irregularities policies named above.











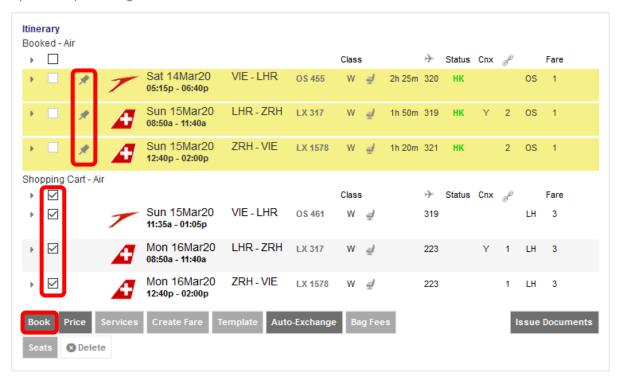




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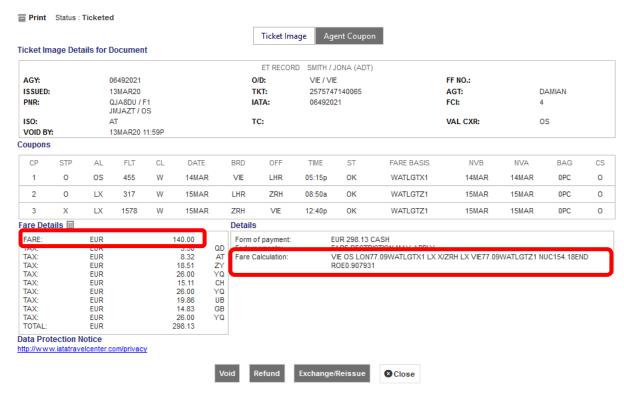
Pin the original flight(s) using (highlighted in yellow) and activate the check box for the new flight(s) in the shopping cart.

Click <Book> to execute the flight exchange. The marked flight segments in the shopping cart will then replace the pinned flights.



Back in the reservation screen, click on the old ticket number and copy the old fare calculation including base fare.

Electronic Ticket





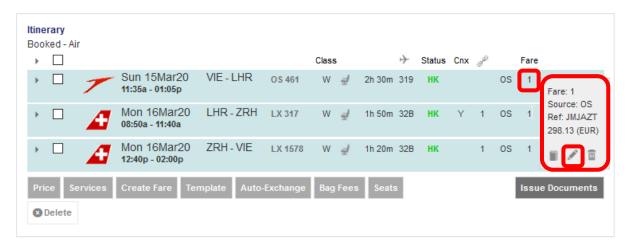






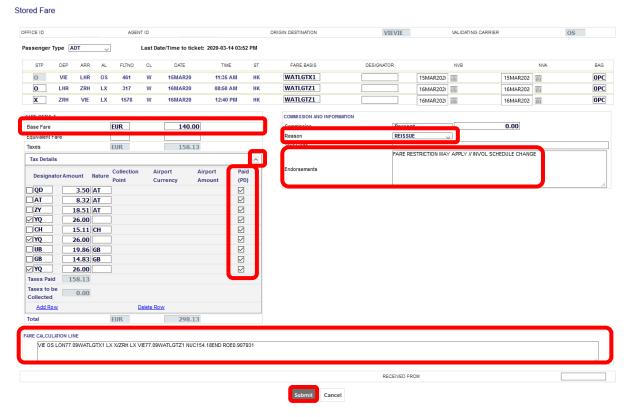
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Back in the reservation screen, hover the mouse over the fare number and click on the pencil to edit the fare.



Correct the Base Fare, escalate the tax details, select all taxes as paid.

Paste the the old fare calculation with base fare into the fare calculation line. Select "Reissue" as reason and add "INVOL SCHEDULE CHANGE" to the endorsement box. Check again that the fare construction and endorsements comply with the carrier's involuntary rregulations.



<Submit> and confirm the newly stored fare with <Continue>.



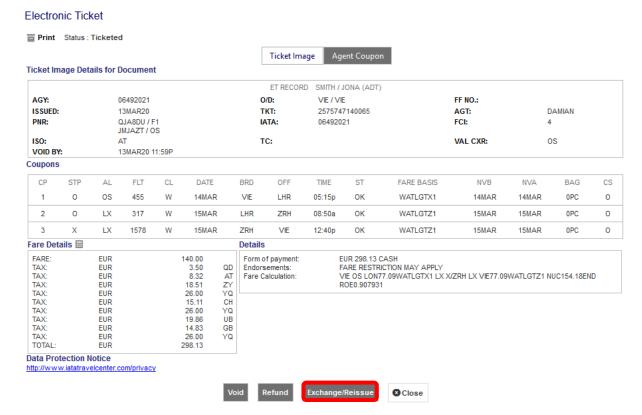






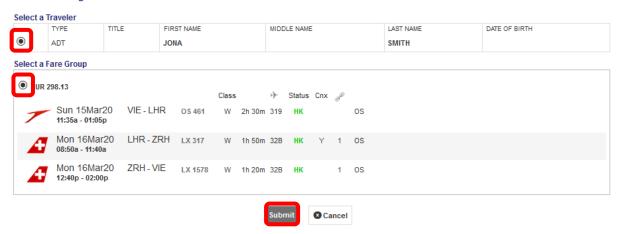
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In the reservation screen, open the ticket to be exchanged by clicking on the ticket number and then do **<Exchange/Reissue>** in the bottom of the ticket image.



Select the traveler and fare group you want to exchange and click on <Submit>.

Ticket Exchange













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Then check the tax assessment in the next window, there should not be any refund nor an additional collection. If so, check the steps from previous page.

Click on < Continue>.

Tax Assessment

Currency Code: EUR

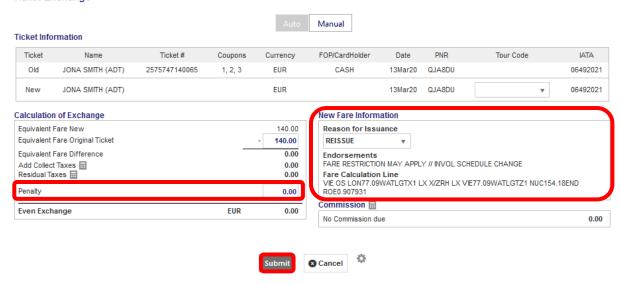
Designator	Old Ticket	New Fare	New Tic	ket	Refund	Refundable
QD	3.50	3.50	PD	3.50		
AT	8.32	8.32	PD	8.32		
ZY	18.51	18.51	PD	18.51		
YQ	78.00	78.00	PD	78.00		
CH	15.11	15.11	PD	15.11		
UB	19.86	19.86	PD	19.86		
GB	14.83	14.83	PD	14.83		
	158.13	158.13	PD A/C Total	158.13 +0.00 158.13	0.00	



In the ticket exchange window, set the penalty to 0 and check the new fare information.

Click **<Submit>** and then **<Confirm>** the exchange in the pop-up window.

Ticket Exchange









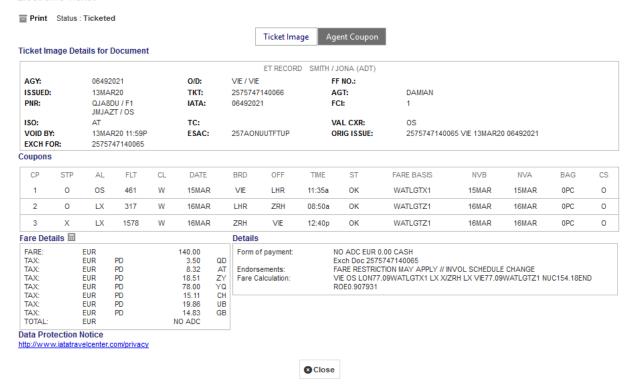




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The new ticket is then issued and will be shown in the next window.

Electronic Ticket



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

Transactions



The current situation is a great challenge for all of us and we hope that this process adjustment will make your work noticeably easier. We would like to take this opportunity to apologize to you for the long waiting times during the last days.







