Quick Reference Guide version 1.0

Sprk NDC

accelya

Sprk QRG

Index

Introduction

About this guide

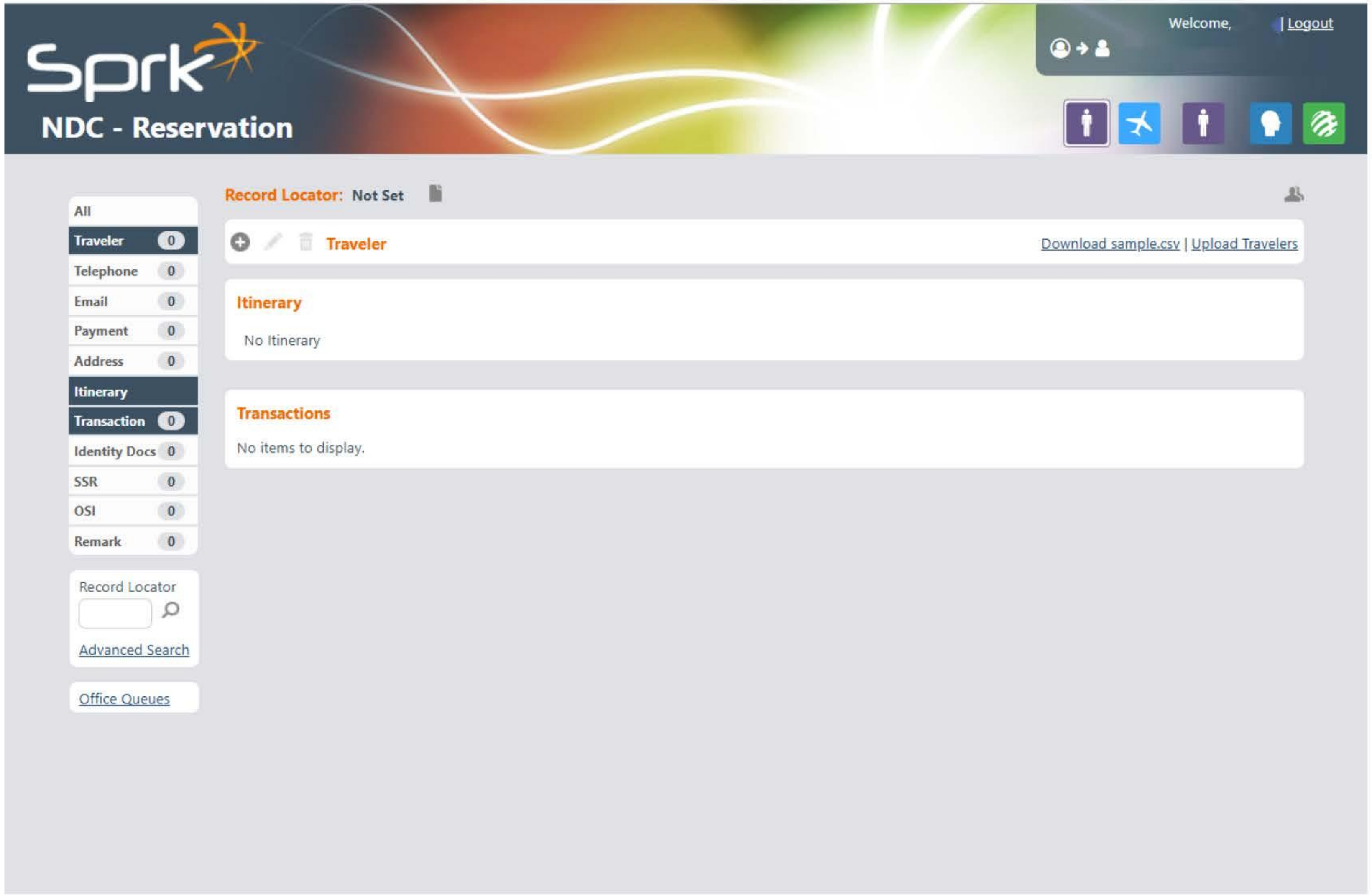
Sprk NDC platform

This guide is based on the interface and functions of a generic instance of the ***Sprk NDC*** platform that does not contain airline-specific branding. However, some screen captures may include a random airline-specific logo.

Any airline logos that appear are solely for illustrative purposes and do not represent a preferred carrier or alliance.

Access to Sprk NDC

Before you can use ***Sprk NDC,*** your travel agency needs an agreement with direct connect airlines. Contact the Accelya service desk to assist you with ***Sprk NDC*** set-up and login credentials.



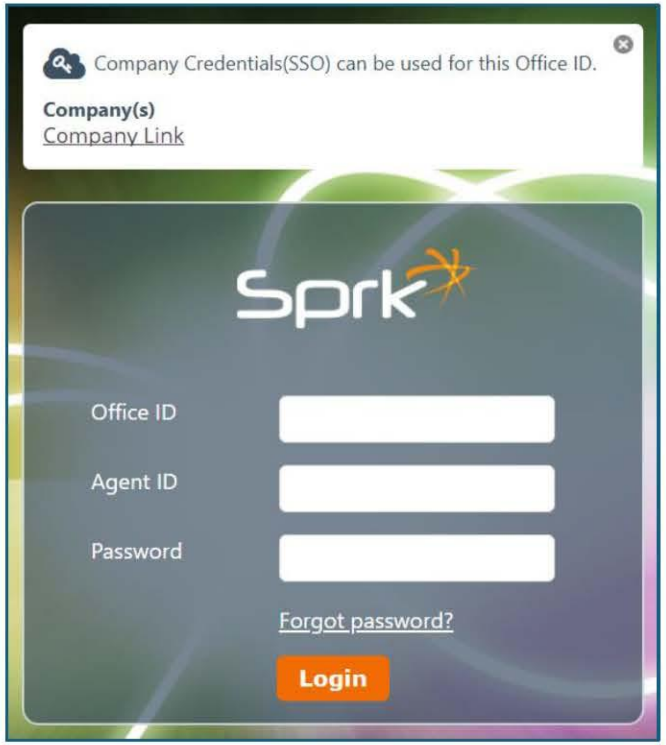
Sign-in and navigation

Sign in

Sign in with user ID

Use the credentials that the Accelya service desk has provided for you.

1. Go to your ***Sprk NDC*** portal.
2. Enter your office ID in **Office ID**.
3. Enter your agent ID in **Agent ID**.
4. Enter your password in **Password**.
5. Click **Login**.



Sign in with single sign on (SSO)

SSO allows you to use your agency's Office ID to sign into ***Sprk NDC***.

1. Enter the agency office ID in **Office ID**.
2. Press **Tab**.
3. An access key appears above the sign-in dialog. Click your agency's SSO.
4. You are signed into ***Sprk NDC***.

Sign-in and navigation

Home screen

The Reservation screen is your home screen and displays the Toolbox, Workspace, navigation buttons, and hyperlinks. Agents can start a new reservation, retrieve an existing one to review or update, and add/update traveler profile information.

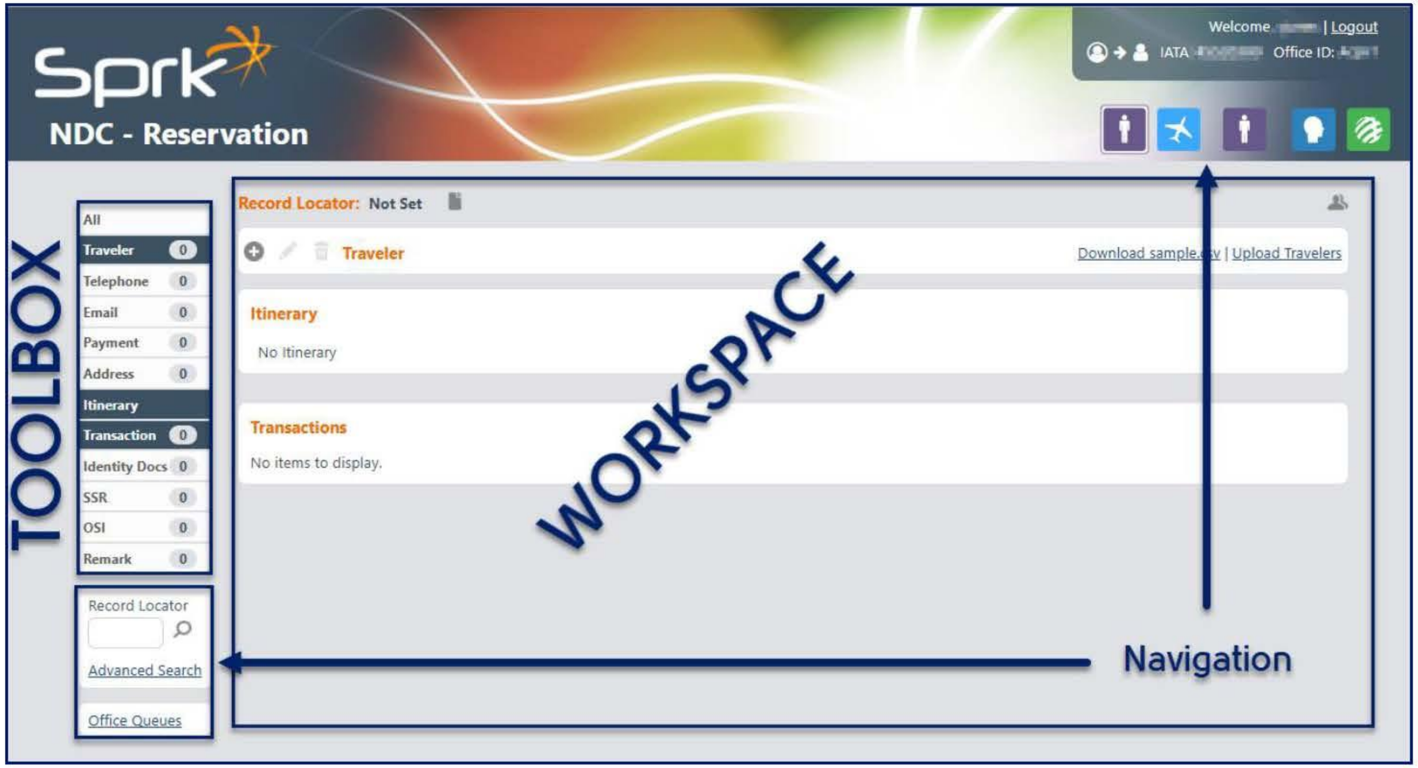
Toolbox

The Toolbox contains clickable tabs to:

- Enter traveler information (name, contact, identity documents, etc.)
- View traveler itinerary (shopping cart and booked travel)
- View traveler transactions
- View associated SSRs, OSIs, and Remarks
- And more

Workspace

Once you have completed the Traveler information and entered the itinerary, the data appears in the Workspace in the associated frame corresponding to each element in an Order. Click the **Toolbox** tabs to open and close the associated Workspace frames.



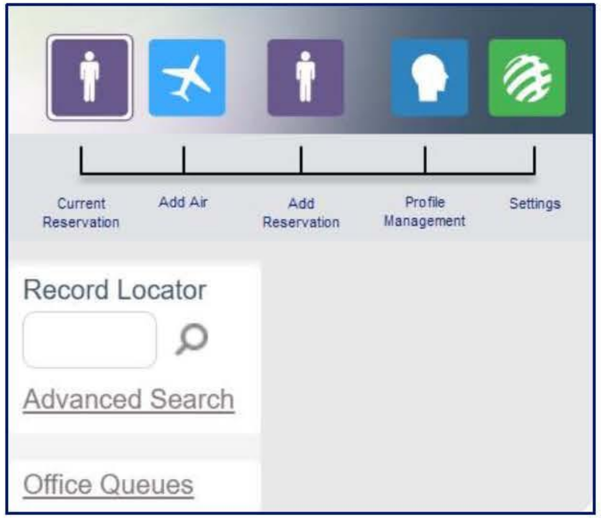
Sign-in and navigation

Navigation

Navigation buttons

Use the icons on the top right to navigate within ***Sprk NDC***.

- **Reservation**. The default screen after sign-in and shows the Workspace where you can begin building the traveler reservation.
- **Add Air.** Click to shop for flights.
- **Add Reservation**. Click to add a new reservation separate from the current reservation.
- **Profile**. Click to set up and manage traveler profile information.
- **Settings**. Click to change the global settings (language, time, etc.).



Search options

Use the hyperlinks that appear below the Toolbox to search for an existing record or Order.

- **Record Locator**. Enter a record locater to search for the associated record.
- **Advanced Search**. You can search by other criteria such as traveler name, carrier, etc.
- **Office Queues**. A repository containing like Orders, such as schedule changes, confirmations, married conditions, etc.

Home screen

Traveler information

Entering traveler information

You will enter all travelers for the reservation on the Reservation screen in ***Sprk NDC***. By default, the **Traveler** frame is open.

1. On **Traveler**, click **Add** (+).

2. In **Travelers**, enter the traveler details.

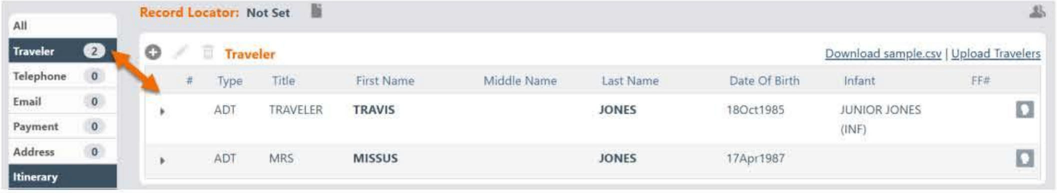
3. To add an infant, click **Add Infant**.

4. To add a frequent flyer number, click **Add FFN**.

5. To add more travelers, click **Add New** and select the number of travelers to be added.

6. Click **Submit**.

The traveler information you entered appears on the **Traveler** frame in the Workspace. The **Traveler** tab reflects the total number of travelers.



Reservation

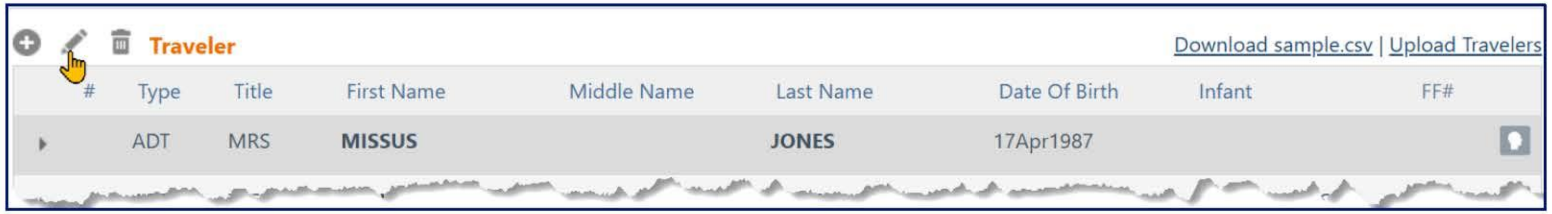
Traveler information

Editing traveler information

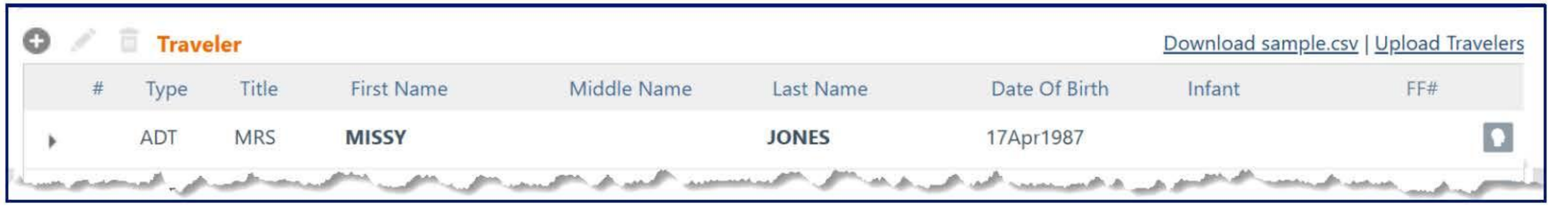
To change or delete traveler information, select the traveler. The **Edit** ( ), **Delete** ( ) and **Add** (+) icons are enabled. Click **Edit** or **Delete**.

1. Select the **Traveler**. The **Edit** and **Delete** buttons are enabled.

2. Click **Edit** to update traveler data. Click **Delete** to remove a traveler from the itinerary.



3. Click **Submit** to save your changes. **Traveler** has been updated.



Shop

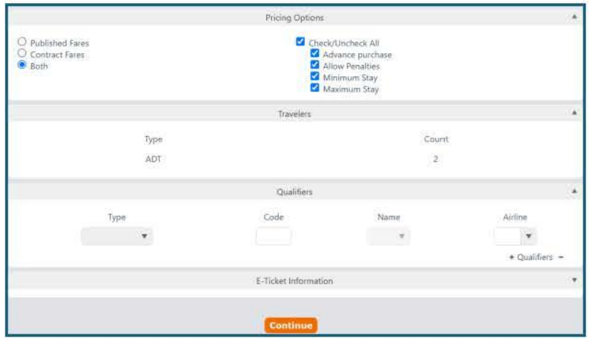
Add Air

Air shopping

On the Add Air screen, you can filter your flight search by selecting pricing options and shopping qualifiers. After adding desired flights to your shopping cart, you are returned to the Workspace where you can book and add services if desired.

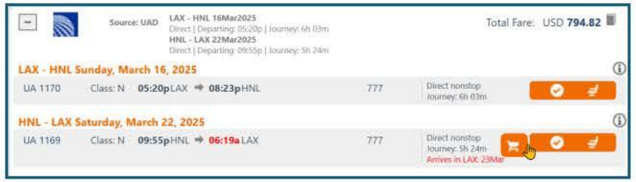
1. Click **Add Air**.

2. Select the desired options and qualifiers and click **Continue**.

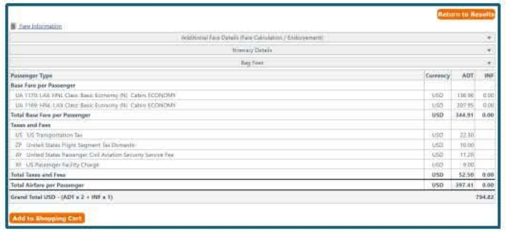


3. Enter you itinerary and click **Fare Search**.

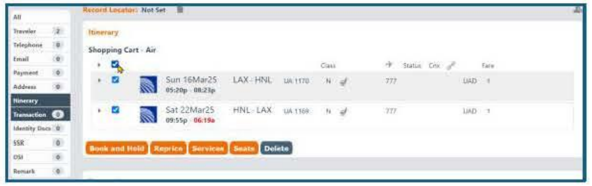
4. From the results, click the desired flights.



5. On **Fare Search**, review the pricing details.



6. Click **Add to Shopping Cart**.



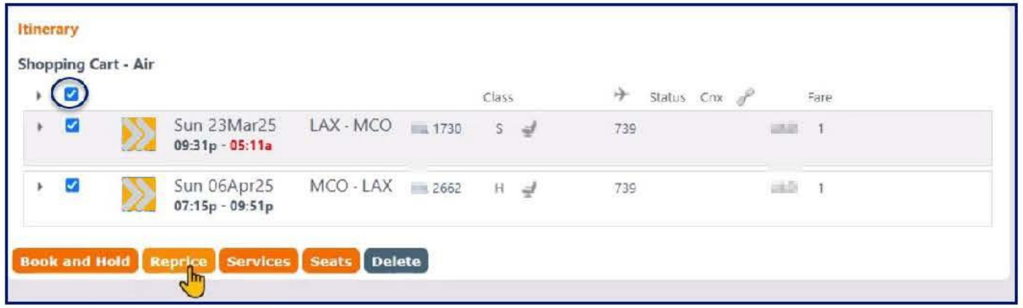
Shop

Reprice

Reprice an offer

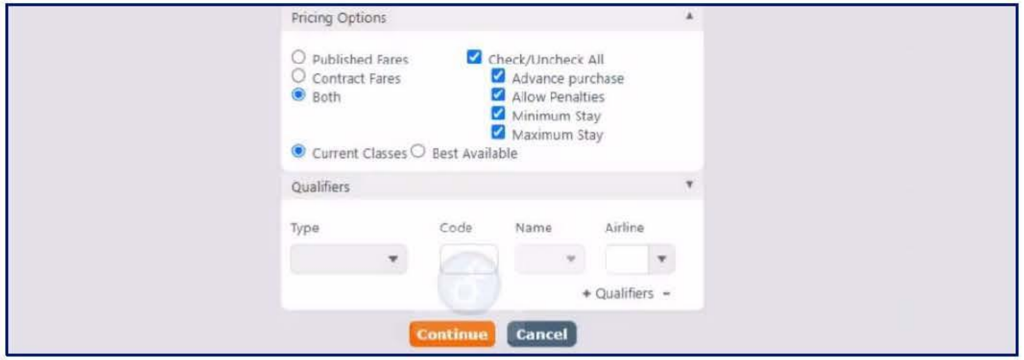
You can reprice an offer in your Shopping Cart to request a new offer with different pricing options.

1. In your shopping cart, select the flights to enable the command buttons. Click **Reprice**.

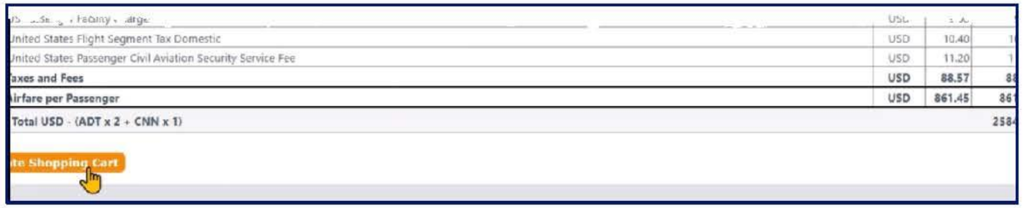


> ⓘ Once the Offer is in the Shopping Cart, the **Reprice** button can be used either to request a new Offer with different Pricing Options or if the current Offer in the Shopping Cart has expired due to time-limit restrictions, the **Reprice** button can also be used to return a new current Offer.

2. On Pricing Options, select the new pricing options and qualifiers, and click **Continue**.



3. On Price, review the priced offer and click **Add to Shopping Cart**.



The flight details have been added to your Shopping Cart.

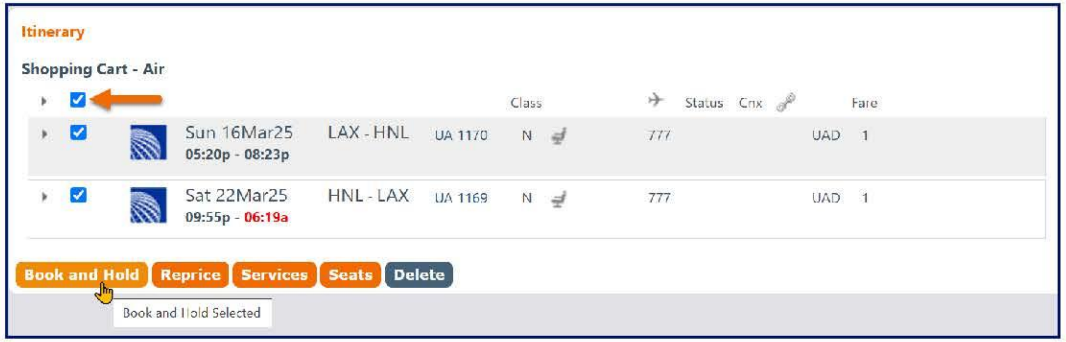
Create an Order

Book and Hold

About Book and Hold

Book and Hold creates an unticketed Order and saves the flight information at the current fare. You can pay for the Order when you issues the documents (tickets and EMDs).

1. On **Itinerary**, select the fares from the Shopping Cart to be booked. Click **Book and Hold**.



> ⓘ A telephone number or email address is required to book the fare. Some airlines may require both phone number and email address.

2. The **Record Locator** is created and can be used later to search for the reservation.

3. The **Itinerary** frame now shows Booked-Air and new command buttons appear at the bottom of the frame: **Reprice**, **Services**, **Seats**, and **Issue Documents**.

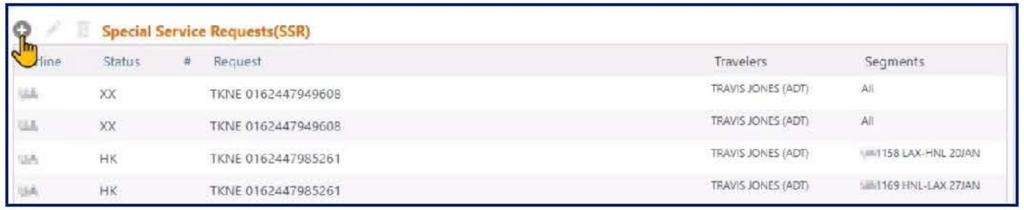
Create an Order

Adding SSRs

Special Services Request

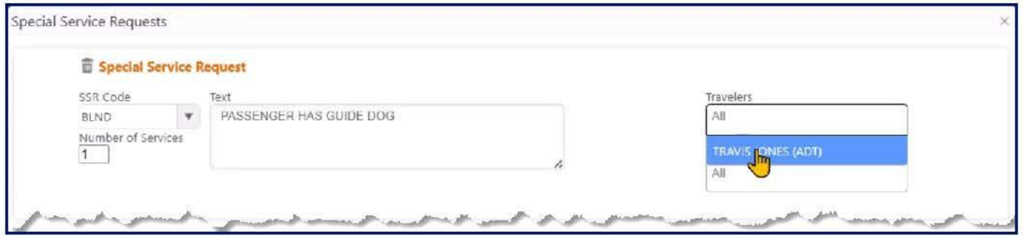
A Special Service Request (SSR) is a request to an airline to provide a service or additional information about the passenger such as a passenger's disability, meal restrictions, or other needs.

1. Click **SSR** on the Toolbox to open the **Special Service Request** (**SSR**) frame. Click **Add** (+).

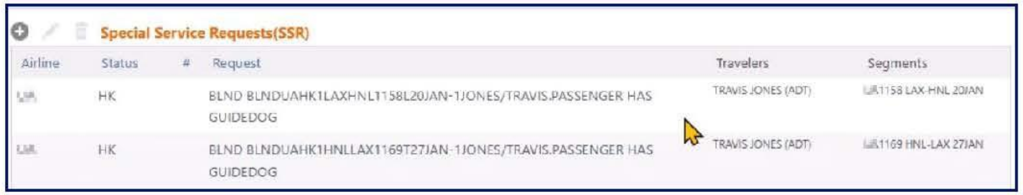


2. In **SSR Code**, select the desired SSR code.

3. In **Text**, enter additional information about the request and select whether the SSR applies to all or a select passenger(s) and segment(s).

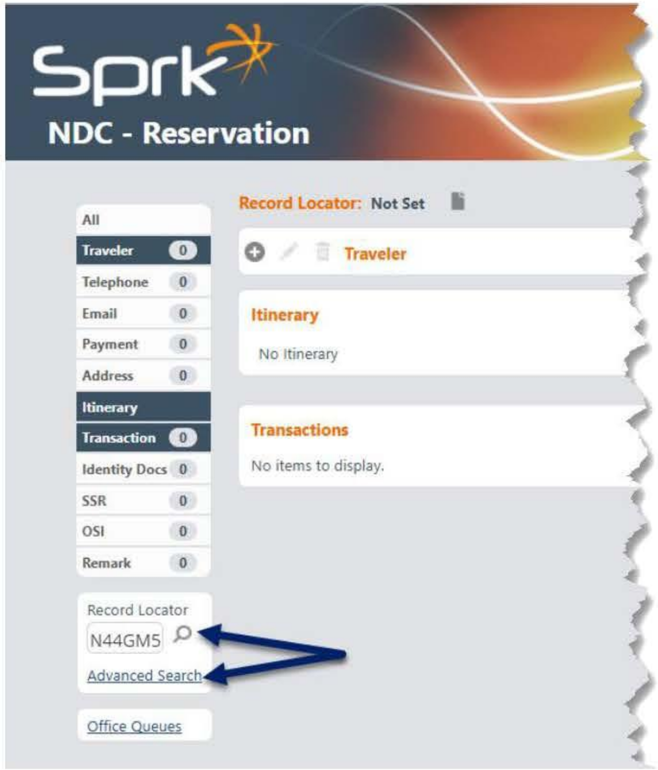


4. Click **Submit**. You are returned to the Workspace where the **Special Service Request** (**SSR**) frame shows the added SSR for the selected passenger(s) and segment(s).



Retrieve an Order

Retrieve an Order



Retrieve an Order with Record Locator

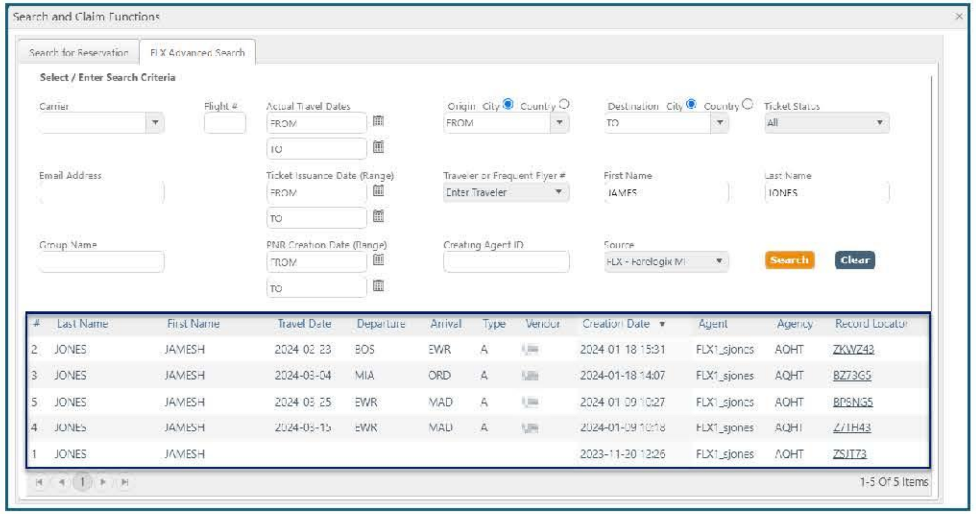
You can use the Record Locator to retrieve an Order.

1. Enter the Record Locator in the **Record Locator** field and click **Search**.
2. The record opens in the Workspace.

Retrieve an Order with Advanced Search

With Advanced Search, you can specify search criteria such as traveler name, airline, dates, etc.

1. Clicked **Advanced Search**, enter your desired search criteria, and then click **Search**.
2. On the results grid, click the desired record to open it in the Workspace.



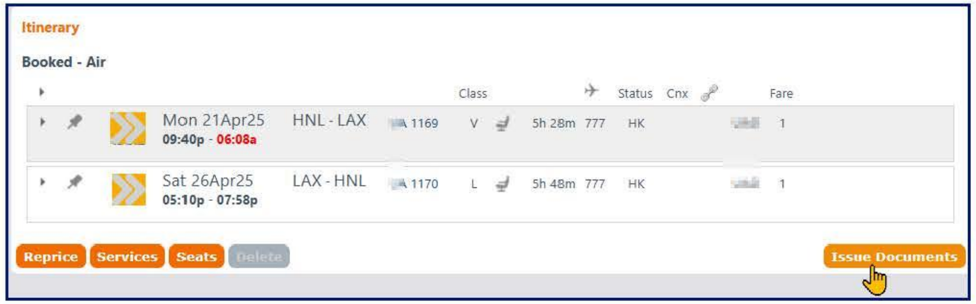
Payment

Issue Documents

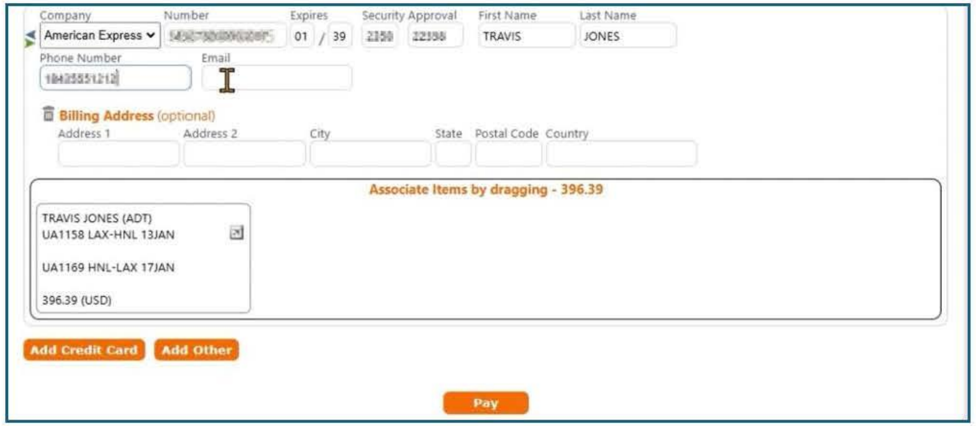
Issue Documents overview

Sprk NDC allows you to set up ticketing after an Order is created. This is known as deferred ticketing and can be accomplished using the **Issue Documents** and **Pay** buttons. The itinerary must be in a confirmed status. The **Issue Documents** button will issue and pay for both the tickets and any services.

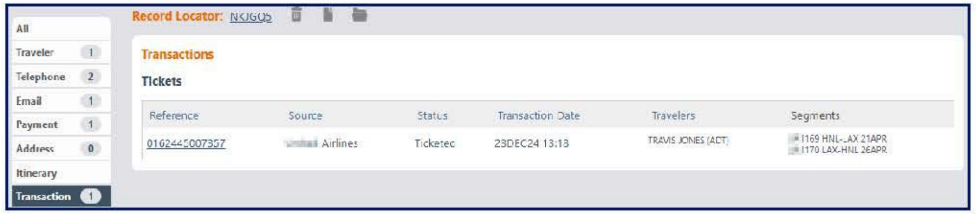
1. On the Reservation screen, **Itinerary** frame, click **Issue Documents**.



2. On Issue Documents, enter payment details and click **Pay**.



3. The **Transactions** frame appears and shows the purchased tickets.



Payment

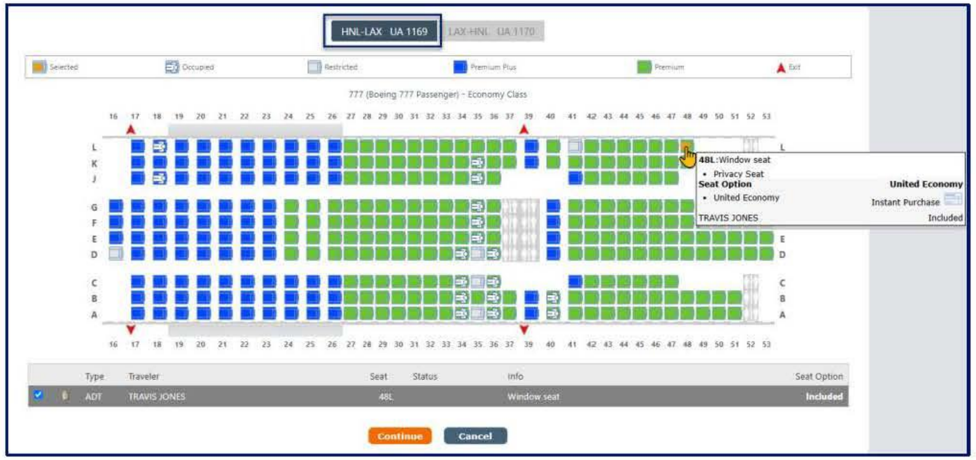
Seat selection

Paid seats

Seats are generally included in the price of the ticket. A seat map is available for each flight segment where you can select your included seat if allowed. Some seat restrictions may apply based on airline rules.

1. On **Itinerary**, click **Seats**.

2. The Seat Map appears. Click the desired seat (if allowed) and then click **Continue**.



3. The selected seat for the segment now shows on **Itinerary**.

> If you selected a seat upgrade, a payment screen will appear.

Payment

Services and ancillaries

Services and ancillaries

You can purchase additional services and upgrades if desired. The types of services offered will vary by airline.

1. On **Itinerary**, click **Services**.

2. The Services screen opens and shows services and/or ancillaries for purchase. Click a desired service and then click **Continue**.

3. The Payment form appears. Enter payment details and click **Continue**.

5. You are returned to the Reservation screen where the **SSR** frame shows the added service.

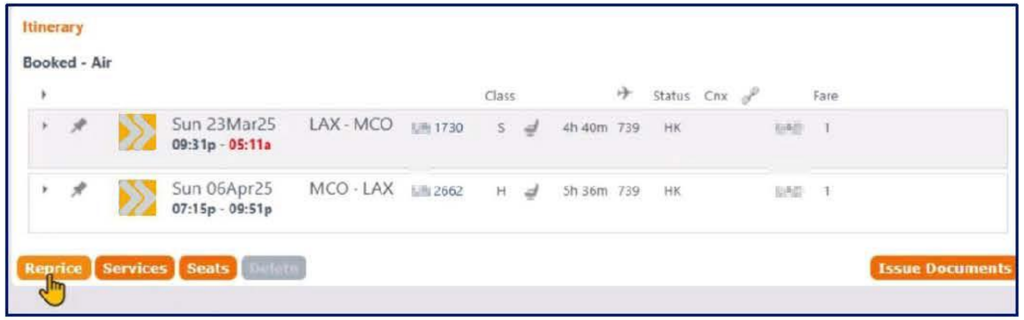
Modify an Order

Reprice

Reprice an Order

Unticketed Orders can be repriced to obtain the most up-to-date price. For example, time has passed since the Order was created, exceeding the Ticketing Time Limit, and a new quote is needed to see if there is any change in the fare amount.

1. Retrieve the unticketed Order to be repriced. Click **Reprice**.



2. If you have a document number to be used as a pricing qualifier, enter it in **Document No**. Click **Continue**.

5. The Reshop frame shows the new offer and total fare. Click **Continue**.

ⓘ If there is no price change, Reshop shows “No Price change on current Order”.

4. The **Pricing Summary** grid shows the pricing breakdown. Click **Continue**.

6. If there is an amount due, a Payment form appears. You can either **Book and Hold** or pay for the tickets. If you elect to pay, the **Transactions** frame shows the Status as **Ticketed**.

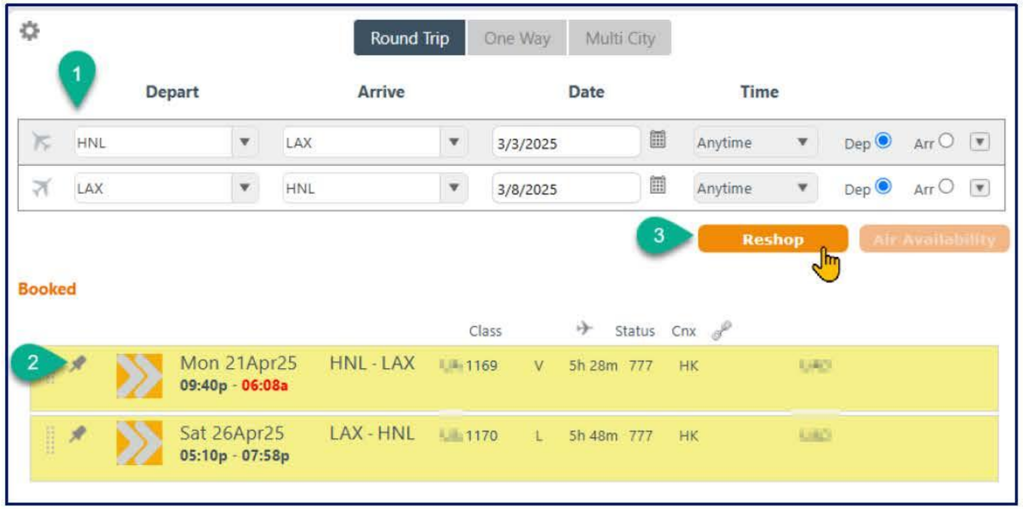
Modify an Order

Reshop

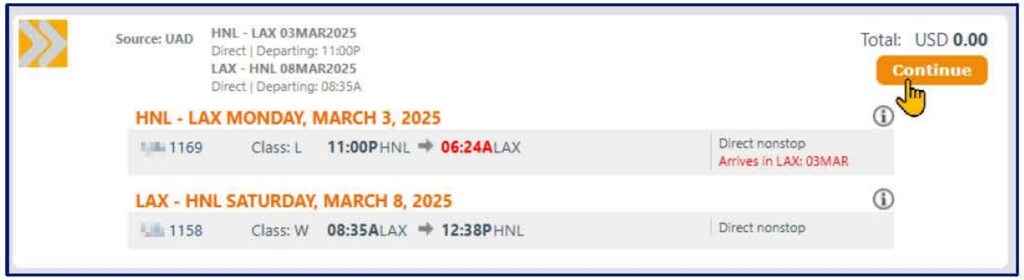
Reshop a flight

You can reshop your current itinerary.

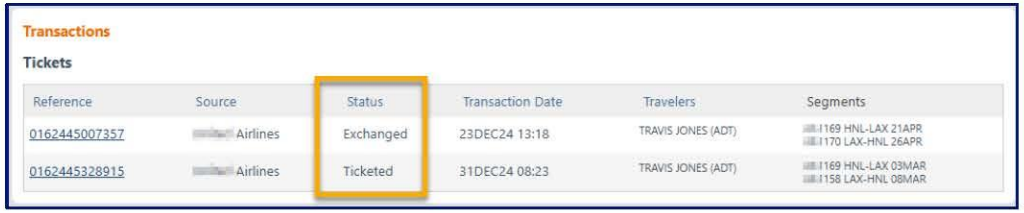
1. Click **Add Air** and enter the flight details
2. Click the **Pin** (📌) icon for each segment to be reshopped.
3. Click **Reshop** and select the desired flight.



4. Flight options are returned. Select the desired flight and click **Continue**. The **Total** field shows the amount due (or refunded).



5. The Reshop screen appears and shows the **Pricing** grid. Click **Submit**.
6. On the Workspace, **Transaction** shows the exchanged ticket and the new ticket details.



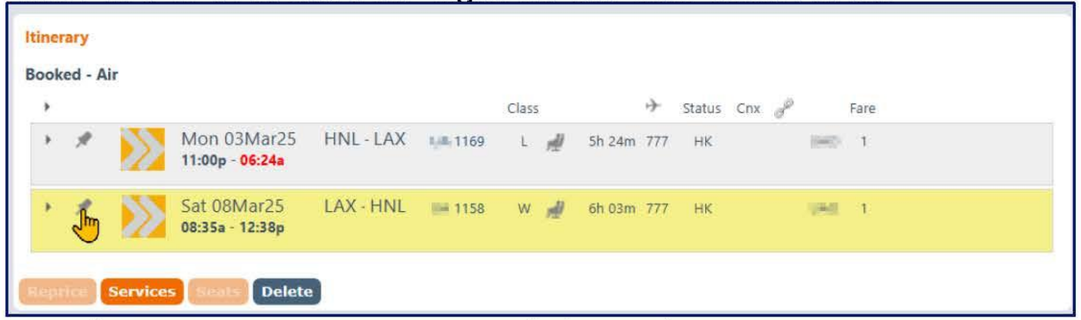
Delete an Order

Flight segment

Delete a flight segment

You can delete one or more booked flights and keep other flights in your itinerary using the **Pin delete** (📌). This option removes that portion of the itinerary, reissues the tickets, and applies a refund if applicable.

1. Click **Pin delete** to mark the flight for deletion. Click **Delete**.



2. A confirmation message appears. Click **Continue**.
3. The Reshop screen shows the **Total Refund** field for the amount to be applied to the remaining flight(s), if any. Click **Continue** to reprice the itinerary.

4. On the **Pricing** grid, click **Submit**.

5. Click **Continue** to accept the offer.
6. You are returned to the Workspace. The deleted flight has been removed from **Itinerary** and **Transactions** shows the status of the documents (based on airline policy and fare rules).

> ⓘ The suggested practice to delete a flight segment is to use the **Reprice** button to perform a partial delete and then reshop for unticketed flights.

Delete an Order

Entire Order

Cancel an entire Order

Canceling an Order automatically cancels the Order and all associated booking references. The itinerary and any required actions on the documents from the Workspace are removed. Any documents (ticket/EMD) tied to the canceled Order are automatically serviced by a void or refund transaction. A status notification of either “Voided” or “Refunded” appears for each document associated to the Order.

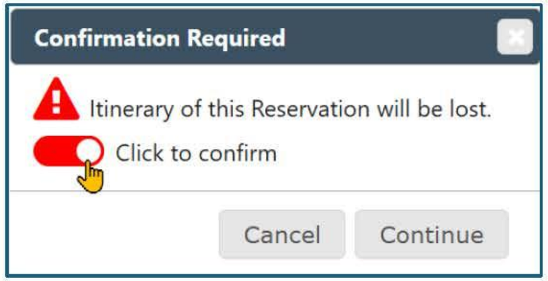
1. Locate the ticketed Order you wish to cancel.

2. Click **Cancel Itinerary** (🗑).

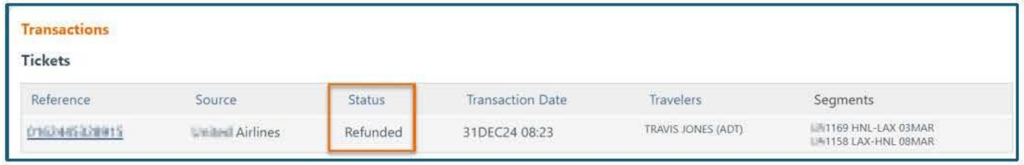
3. The Reshop screen appears and shows the action to be taken and the refund amount. Click **Continue** to remove all flights from your Order.

4. The Reshop price grid shows the fare amount plus taxes and fees to be refunded. Click **Continue** to cancel all flights on the Order.

5. On Confirmation, click the toggle to confirm and then click **Continue** (or **Cancel** to abort).



6. You are returned to the Workspace where **Transactions** shows the refunded ticket details.



Office Queues

Office Queues overview

Queue folders

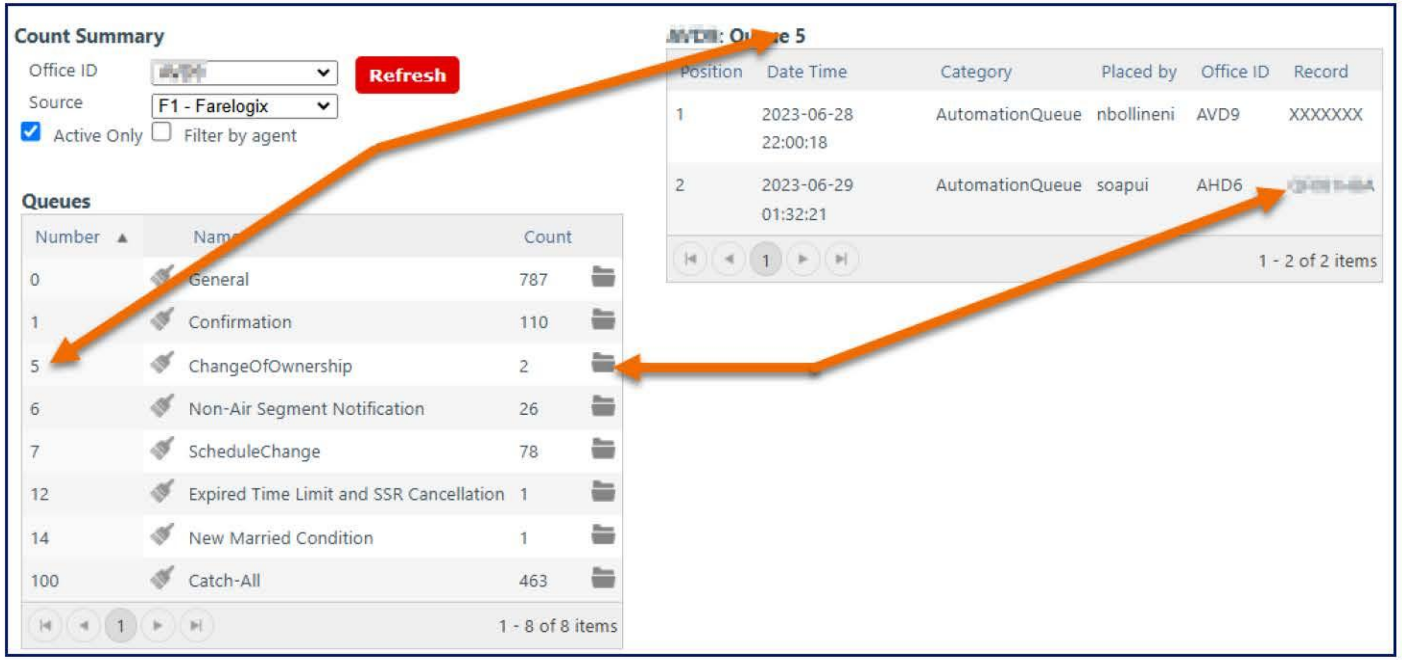
Office Queues are folder repositories containing Orders that are placed either automatically or manually. Each Order is placed in a specific Queue for a defined purpose. Agencies can have access to additional Queues specified for internal agency use.

Office Queues

Count Summary. The Count Summary handles the criteria for the Queues display at the agency level, with controls for **Office ID**, **Source**, and an option to filter by agent.

Queues Grid. Displays the list of Queues currently containing Orders with options to **Clean** or **Open** them, as well as a Navigator that allows moving between pages of Queues if there are more than ten in the list.

Queue <**#**>. When the **Open** (folder) icon is clicked for a given Queue on the left panel, the list of Orders found on this Queue will display on the right panel. Clicking the **Record** number for a listed item will open the Order in the ***Sprk NDC*** Workspace.



Office Queues

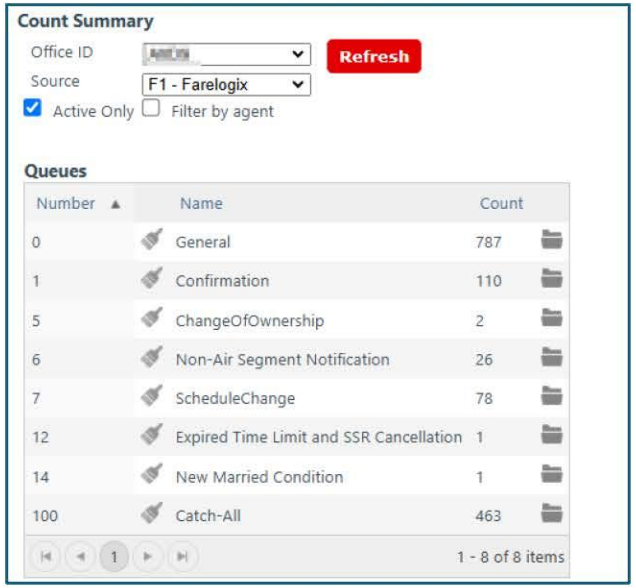
Accessing Office Queues

Opening a Queue folder

Office Queues can be accessed from the Reservation screen by clicking the **Office Queues** hyperlink.

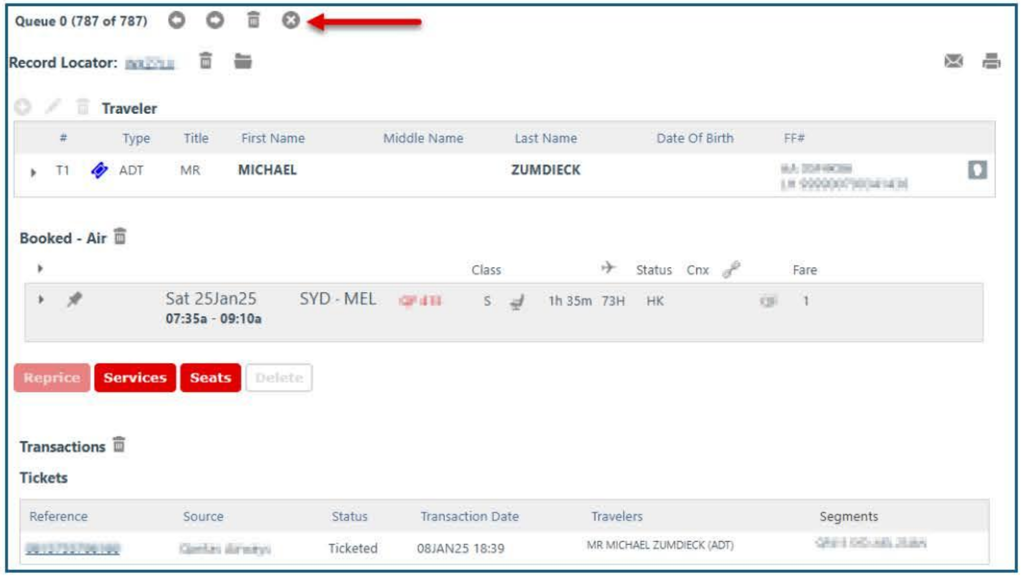
1. Click the **Office Queues** link that displays below the Toolbox.

2. The Office Queues screen appears and shows the **Count Summary** and the **Queues** grid. Click a folder to access the associated Orders.



Queue navigation buttons appear above the Workspace. Use the left and right arrows to advance to the next reservation or go back to the previous reservation. The trashcan icon removes the Order from the Queue. Click the **X** to exit the Queue and continue working on the current reservation.

4. Click a **record locator** in the folder to return to the Workspace and view the reservation details.



Profile Management

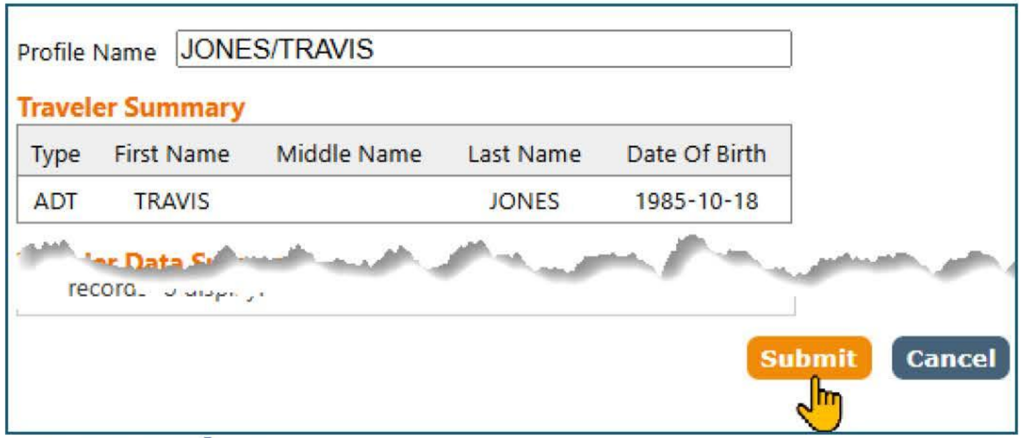
Traveler profiles

Saving a profile

You can create a traveler profile using the data you entered in the **Traveler** frame.

1. Enter the travel details in **Traveler,** then click **Create Profile**.

2. On **Summary**, click **Submit** to save the profile.



4. The profile icon has changed from **Create Profile** to **Open Profile**.

ⓘ On **Summary**, in **Profile Name**, you can change the default traveler profile name.

Profile Management

Traveler profiles

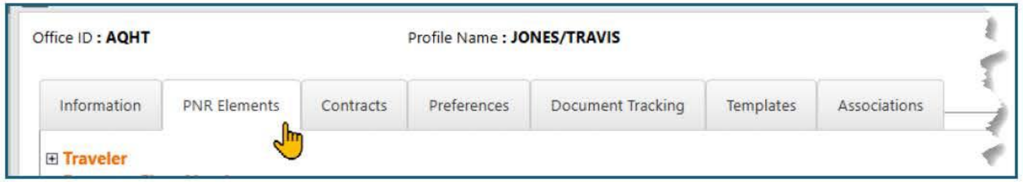
Updating a profile

Profiles can be searched and updated as necessary.

1. Click **Profile Management**, enter your search criteria, and click **Search**.

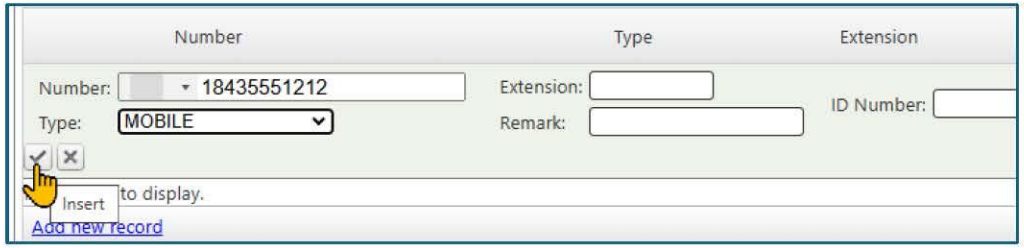
2. On the **Results** grid, click **Open** for the desired profile.

3. Click the **PNR Elements** tab to add/edit contact details, payment information, etc.



4. Click **Add** (+) and then **Add new record** for the desired element.

5. Click **Insert** (checkmark icon) to save.



6. Repeat for each element you wish to add. When you are done, click **Submit**.

7. To edit or delete existing data for an element, click **Edit** or **Delete.**

Profile Management

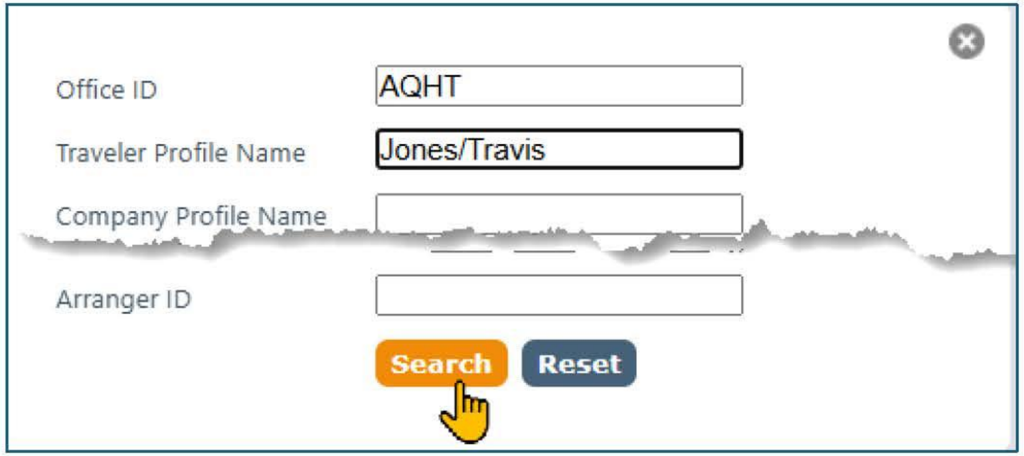
Traveler profiles

Creating an Order from a profile

With profiles, you can move traveler information to your bookings automatically.

1. On the Reservation screen, click **Profile**.

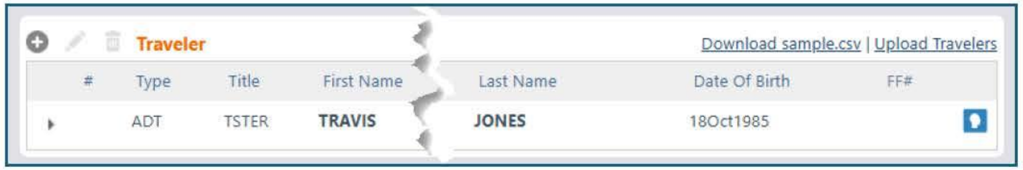
2. On Search, enter the **Traveler Profile Name**. Click **Search**.



3. On the **Results** grid, click the profile you wish to use.

4. Click **Add Defaults** and then click close (**X**).

5. The traveler details now appear in **Traveler**.



Global Settings

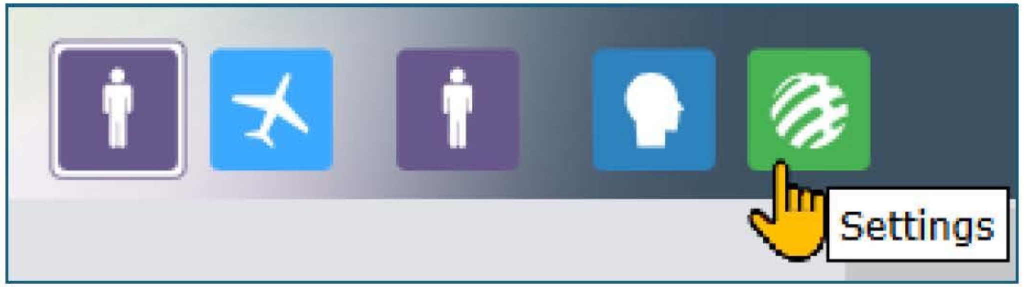
Accessing Settings

Settings overview

You can set and edit Global Settings such as language, time format, default sort settings, user password, and email. You can also set bridging options depending on your user role.

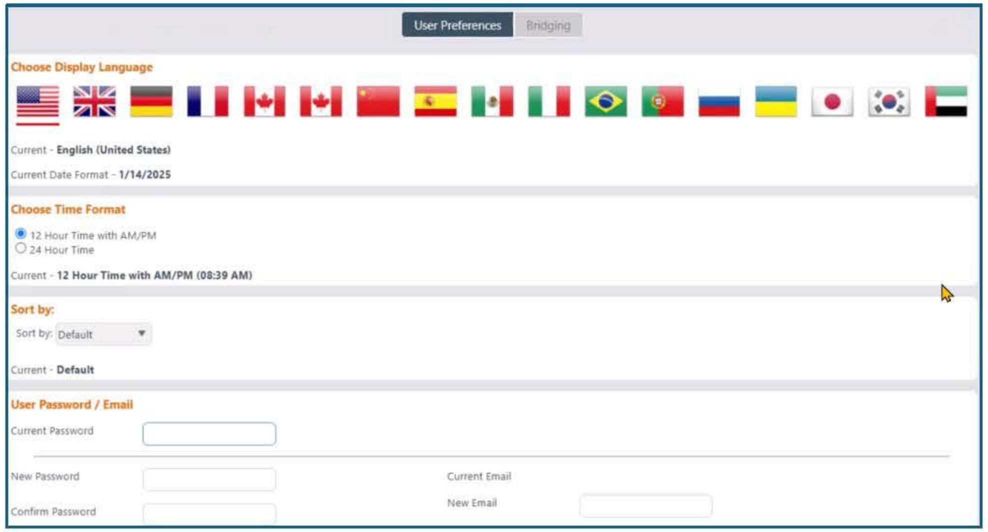
Access

From almost any screen, click **Settings**.



Default view

The NDC Settings screen appears where **User Preference** is set as the default view.



Global Settings

User preferences

Choose Display Language

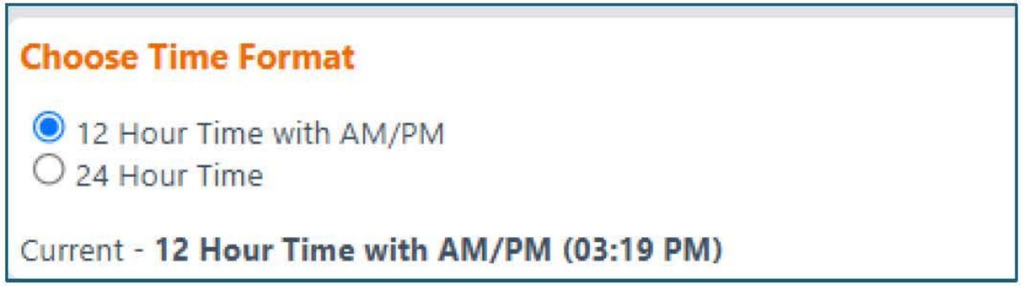
Click a flag to display the default language.

Sort by

Set or change the air availability sort order by price, by duration, by departure, etc.

Choose Time Format

Set the time to display in 12- or 24-hour format



User Password / Email

Update your user password and email preferences.

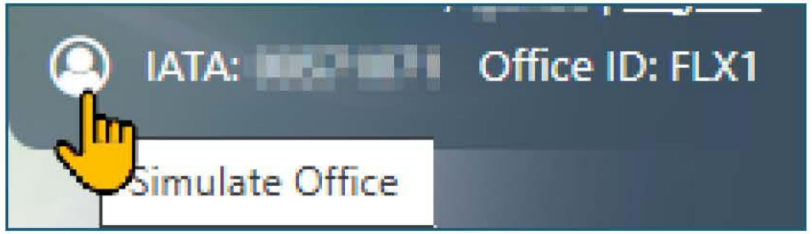
PCC Bridging

PCC Bridging

PCC emulation/office simulation

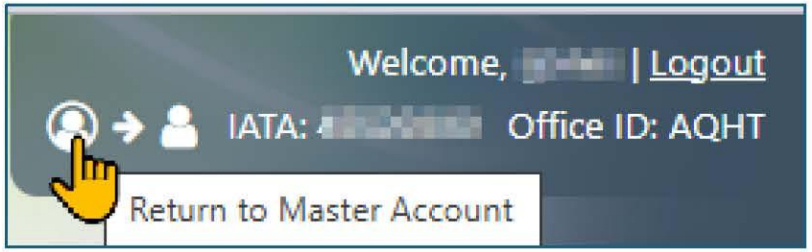
PCC bridging allows an agent to simulate an office, emulate a PCC, and work with Orders created under that Office ID (PCC) or Agency ID (IATA number)

1. Sign into ***Sprk NDC*** using the PCC Home credentials.
2. Click **Simulate Office**.



3. Enter the Office ID associated to the PCC you want to emulate. Click **Submit**.

4. The bridged PCCs simulated office environment appears. View or update the record(s) as necessary.
5. When you are done, click **Return to Master Account**.



6. Click **Continue** to confirm the message.
7. You are returned to the Master Account.

> ⓘ Only PCCs within the same airline organization are allowed to bridge.

accelya

Thank you

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