

Quick Reference Guide version 1.0

Sprk NDC

accelya



Sprk QRG

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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.

The screenshot displays the Sprk NDC - Reservation web application interface. At the top, the Sprk logo is visible on the left, and a user greeting 'Welcome,' with a 'Logout' link is on the right. Below the header, a navigation bar contains icons for user profile, flight, and other functions. The main content area features a sidebar on the left with a list of filters: All, Traveler (0), Telephone (0), Email (0), Payment (0), Address (0), Itinerary, Transaction (0), Identity Docs (0), SSR (0), OSI (0), and Remark (0). The main panel shows a 'Record Locator: Not Set' field with a search icon. Below this, there are sections for 'Traveler' (with a '+', edit, and delete icon), 'Itinerary' (displaying 'No Itinerary'), and 'Transactions' (displaying 'No items to display.'). At the bottom of the sidebar, there is a 'Record Locator' input field with a search icon, an 'Advanced Search' link, and an 'Office Queues' button.

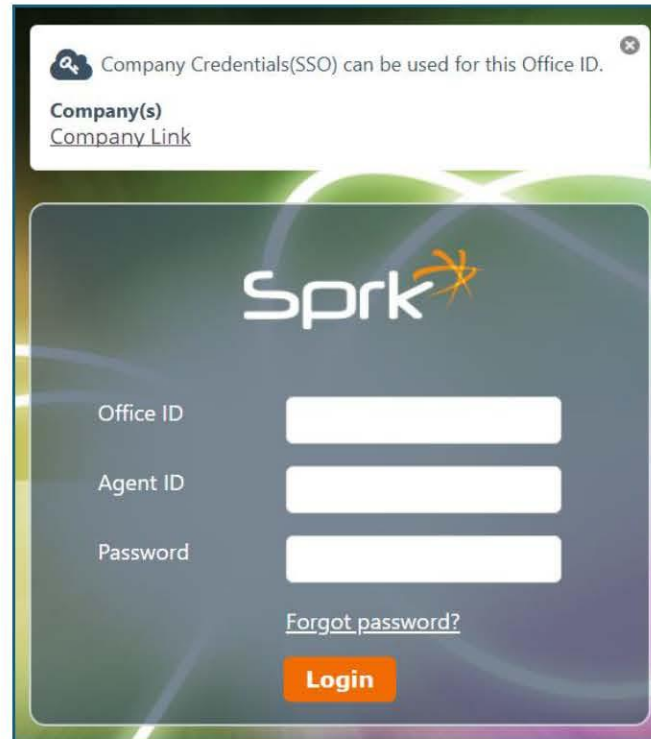
Sign-in and navigation

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**.



Company Credentials(SSO) can be used for this Office ID. ✕

[Company\(s\)](#)
[Company Link](#)

Sprk

Office ID

Agent ID

Password

[Forgot password?](#)

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.

The screenshot displays the Sprk NDC - Reservation interface. The top header features the Sprk logo and the text "NDC - Reservation". On the right side of the header, there is a user profile section with "Welcome" and "Logout" links, and a "Office ID" field. Below the header, there are several navigation icons: a person icon, an airplane icon, a person icon, a lightbulb icon, and a globe icon. The main content area is divided into two sections: the "TOOLBOX" on the left and the "WORKSPACE" on the right. The Toolbox contains a list of tabs: "All", "Traveler" (0), "Telephone" (0), "Email" (0), "Payment" (0), "Address" (0), "Itinerary", "Transaction" (0), "Identity Docs" (0), "SSR" (0), "OSI" (0), and "Remark" (0). Below these tabs are sections for "Record Locator" (with a search icon), "Advanced Search", and "Office Queues". The Workspace area shows a "Record Locator: Not Set" field and a "Traveler" section with a "Download sample" and "Upload Travelers" link. Below the Traveler section are "Itinerary" (No Itinerary) and "Transactions" (No items to display) sections. A large blue arrow labeled "Navigation" points from the bottom right towards the navigation icons in the header. A large blue arrow labeled "WORKSPACE" points from the bottom right towards the main content area. A large blue arrow labeled "TOOLBOX" points from the bottom right towards the left sidebar.

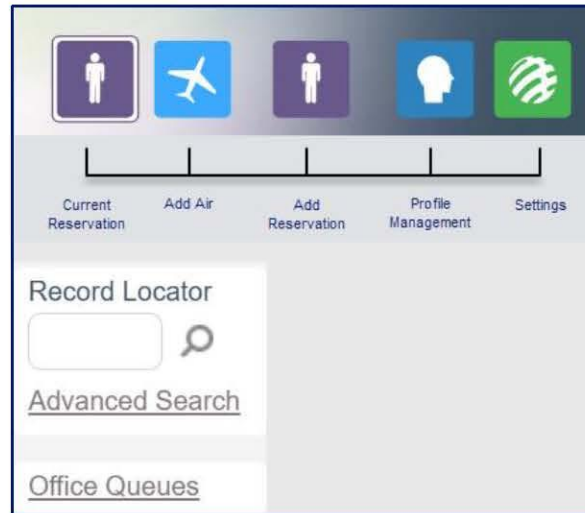
Sign-in and navigation

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 locator 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

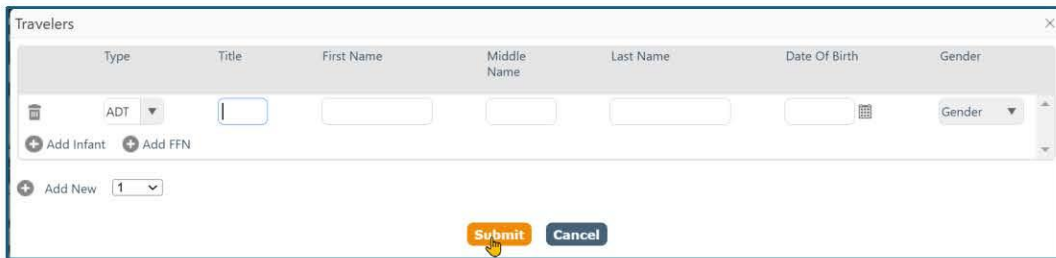
Entering traveler information

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.

A screenshot of the 'Travelers' form. The form has a table-like structure with columns for Type, Title, First Name, Middle Name, Last Name, Date Of Birth, and Gender. There are input fields for each column. Below the table, there are buttons for 'Add Infant', 'Add FFN', and 'Add New' with a dropdown menu set to '1'. At the bottom right, there are 'Submit' and 'Cancel' buttons.

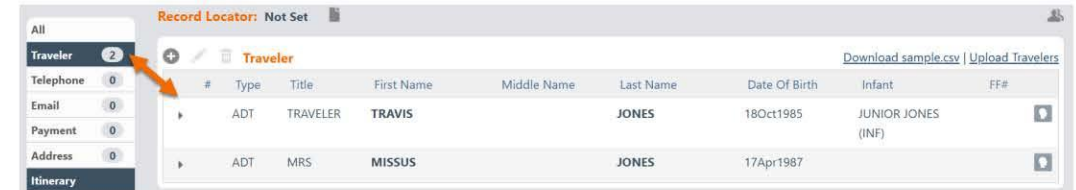
3. To add an infant, click **Add Infant**.

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.

A screenshot of the 'Traveler' frame in the workspace. It shows a table with columns for #, Type, Title, First Name, Middle Name, Last Name, Date Of Birth, Infant, and FF#. There are two rows of data. The first row is for Travis Jones, born 18Oct1985, with infant Junior Jones (INF). The second row is for Missus Jones, born 17Apr1987. There are also links for 'Download sample.csv' and 'Upload 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.



A screenshot of a web application interface showing a table of travelers. The table has columns for #, Type, Title, First Name, Middle Name, Last Name, Date Of Birth, Infant, and FF#. The first row is selected, and the 'Edit' icon (pencil) is highlighted with a yellow mouse cursor. The table is titled 'Traveler' and has links for 'Download sample.csv' and 'Upload Travelers'.

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	Infant	FF#
▶	ADT	MRS	MISSUS		JONES	17Apr1987		

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



A screenshot of the same web application interface showing the table after the name has been updated. The first row now shows 'MISSY' instead of 'MISSUS'. The 'Edit' icon is no longer highlighted.

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	Infant	FF#
▶	ADT	MRS	MISSY		JONES	17Apr1987		

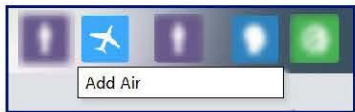
Shop

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.

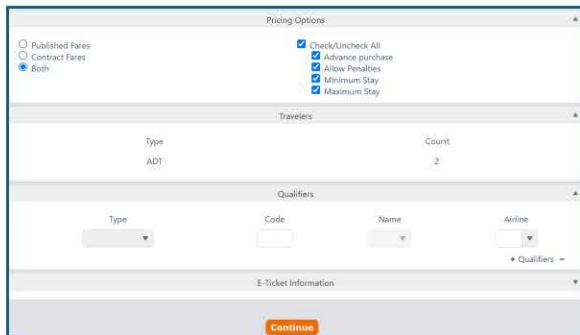
1. Click **Add Air**.



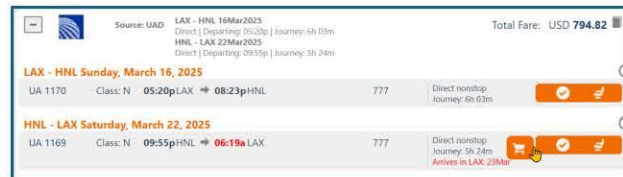
3. Enter your itinerary and click **Fare Search**.



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



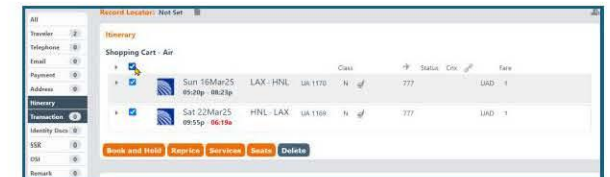
4. From the results, click the desired flights.



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

Passenger Type	Bag Type	Currency	ADT	INF
Base Fare per Passenger				
UA 1170 LAX-HNL-Coach Basic Economy (N) Cabin (ECONOMY)		USD	186.90	0.00
UA 1169 HNL-LAX-Coach Basic Economy (N) Cabin (ECONOMY)		USD	200.95	0.00
Total Base Fare per Passenger		USD	387.85	0.00
Taxes and Fees				
US - US Transportation Tax		USD	23.90	
US - Shared Basis Flight Segment Fee (Domestic)		USD	16.00	
US - Shared Basis Passenger Civil Aviation Security Service Fee		USD	11.20	
US - US Passenger Facility Charge		USD	8.00	
Total Taxes and Fees		USD	59.10	0.00
Total Amount per Passenger		USD	446.95	0.00
Grand Total (USD - ADT x 2 + INF x 1)				794.82

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



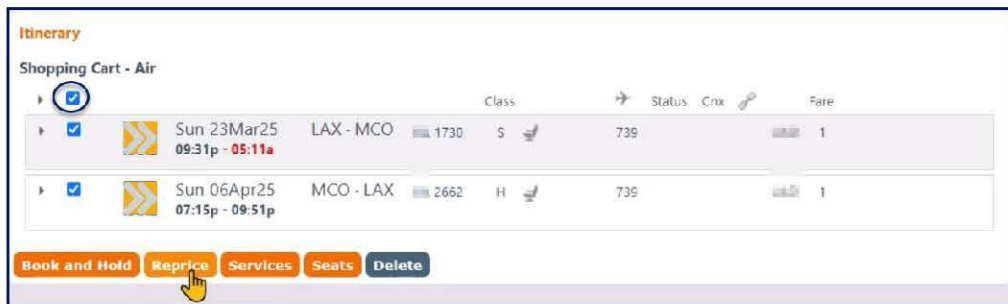
Shop

Reprice

Reprice an offer

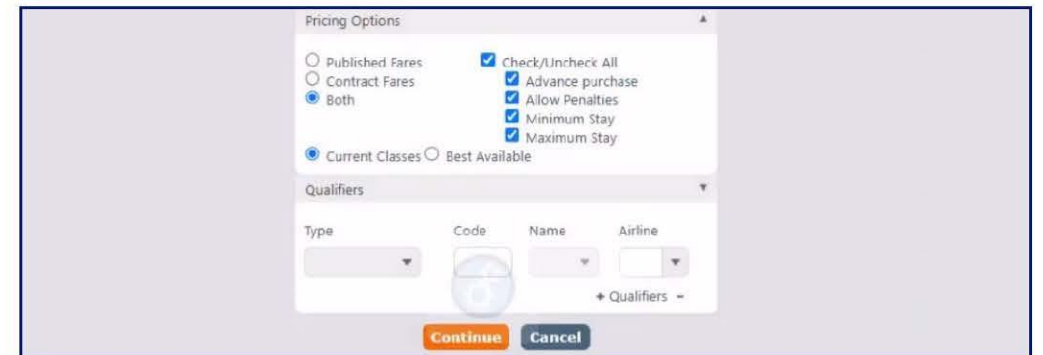
You can reprice an offer in your Shopping Cart to request a new offer with different pricing options.

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**.

	USD	1	1
United States Flight Segment Tax Domestic	USD	10.40	1
United States Passenger Civil Aviation Security Service Fee	USD	11.20	1
Taxes and Fees	USD	88.57	88
Fare per Passenger	USD	861.45	86
Total USD - (ADT x 2 + CNN x 1)			258

At the bottom of the table, there is a button labeled 'Add to Shopping Cart' with a hand cursor pointing at it.

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**.

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/>	UA 1170	N	777	UAD 1
<input checked="" type="checkbox"/>	UA 1169	N	777	UAD 1

i 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.

i Record Locator BFFZK4 successfully created
Itinerary contains a flight for which Secure Flight data is mandatory. Provide APIS/PictureID element (Name, Date Of Birth and Gender) prior to ticketing.

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**.

	Class	Status	Cnx	Fare
	MIA - MIA	V	435	1
	EWR - LAD	V	51	1

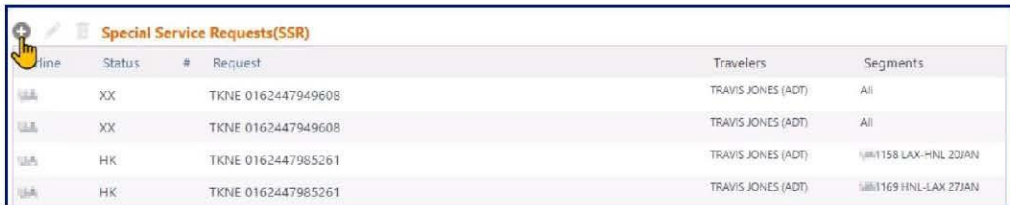
Create an Order

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 (+)**.



Line	Status	#	Request	Travelers	Segments
1	XX		TKNE 0162447949608	TRAVIS JONES (ADT)	All
2	XX		TKNE 0162447949608	TRAVIS JONES (ADT)	All
3	HK		TKNE 0162447985261	TRAVIS JONES (ADT)	LMR158 LAX-HNL 20JAN
4	HK		TKNE 0162447985261	TRAVIS JONES (ADT)	LMR169 HNL-LAX 27JAN

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



Special Service Requests

Special Service Request

SSR Code: BLND
Text: PASSENGER HAS GUIDE DOG

Travelers: All

Segments: All

Number of Services: 1

SSR Code dropdown menu options:

- BBML BABY MEAL
- BFFF BRANDED FARE - FARE FAMILY
- BIKE BICYCLE IN HOLD, SPECIFY NUMBER (SEE BELOW)
- BLML BLAND MEAL
- BLND BLIND, SPECIFY WHETHER OR NOT ACCOMPANIED BY GUIDE DOG
- BSCT BASSINET/CARRYCOT/BABY BASKET
- BULK BULKY BAGGAGE, SPECIFY NUMBER, WEIGHT AND DIMENSIONS
- CBBG CABIN BAGGAGE REQUIRING SEAT(S), SPECIFY NUMBER, WEIGHT, AND SIZE

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).



Special Service Requests

Special Service Request

SSR Code: BLND
Text: PASSENGER HAS GUIDE DOG

Travelers: TRAVIS JONES (ADT)

Segments: All

Number of Services: 1

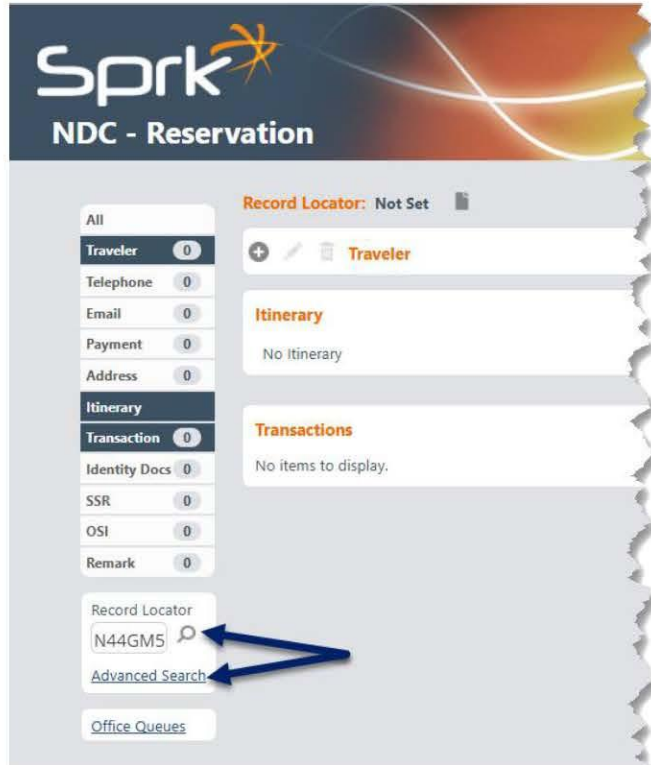
4. Click **Submit**. You are returned to the Workspace where the **Special Service Request (SSR)** frame shows the added SSR for the selected passenger(s) and segment(s).



Airline	Status	#	Request	Travelers	Segments
LMR	HK		BLND BLNDUAHKTLAXHNL158L20JAN-1JONES/TRAVIS.PASSENGER HAS GUIDEDOG	TRAVIS JONES (ADT)	LMR158 LAX-HNL 20JAN
LMR	HK		BLND BLNDUAHK1HNLAX1169T27JAN-1JONES/TRAVIS.PASSENGER HAS GUIDEDOG	TRAVIS JONES (ADT)	LMR169 HNL-LAX 27JAN

Retrieve an Order

Retrieve an Order



Retrieve an Order with Record Locator

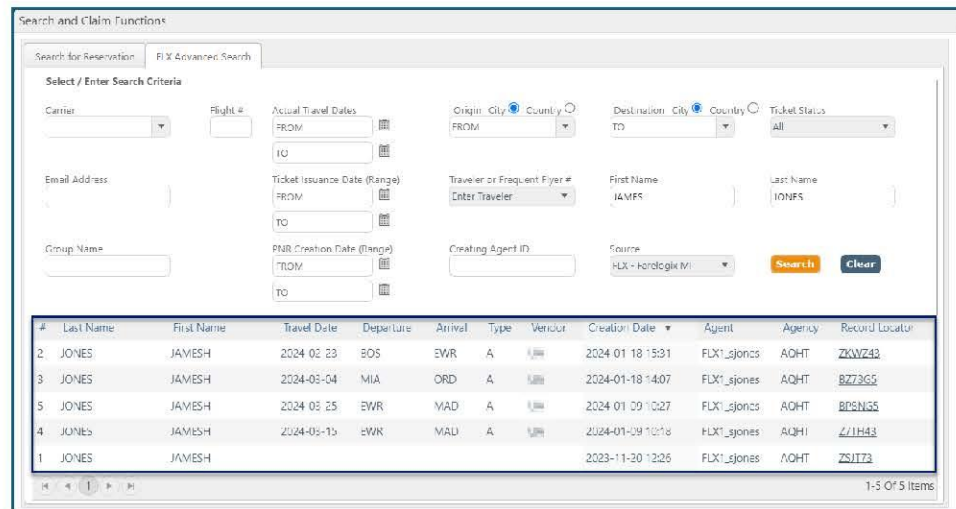
You can use the Record Locator to retrieve an Order.

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**.

	Class	Status	Cnx	Fare
Mon 21Apr25 09:40p - 06:06a	HNL-LAX 1169 V	5h 28m	777 HK	1
Sat 26Apr25 05:10p - 07:58p	LAX-HNL 1170 L	5h 48m	777 HK	1

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

Company: American Express, Number: 3456-5000000000000000, Expires: 01 / 39, Security Approval: 2350 22398, First Name: TRAVIS, Last Name: JONES

Phone Number: 1848551212, Email: [empty]

Billing Address (optional): Address 1, Address 2, City, State, Postal Code, Country

Associate Items by dragging - 396.39

- TRAVIS JONES (ADT)
- UA1158 LAX-HNL 13JAN
- UA1169 HNL-LAX 17JAN

396.39 (USD)

Buttons: Add Credit Card, Add Other, Pay

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

Record Locator: N3L5U2

Transactions

Tickets

Reference	Source	Status	Transaction Date	Travelers	Segments
01624450073527	United Airlines	Ticketec	23DEC24 13:13	TRAVIS JONES (ACT)	1158 HNL-LAX 21APR 1170 LAX-HNL 26APR

Payment

Seat selection

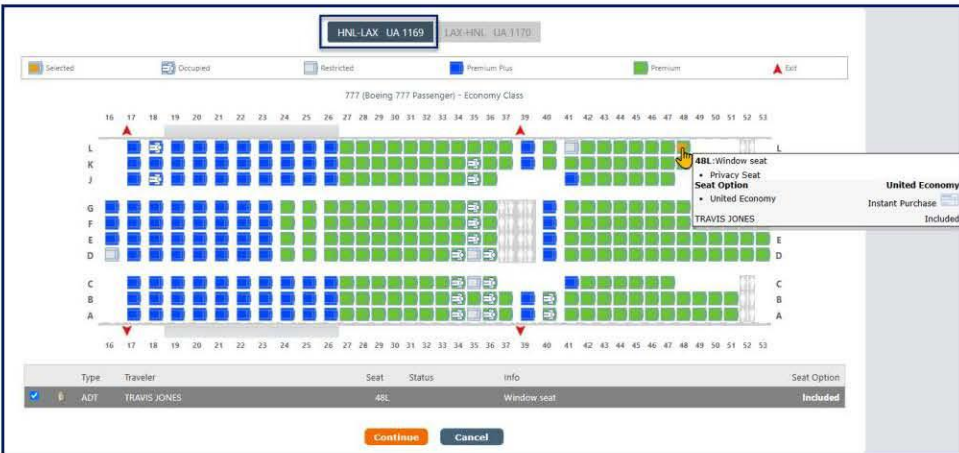
Paid seats

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**.



i 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.

Special Service Requests(SSR)				
Airline	Status	#	Request	Segments
HK	HK		TKNE 0162445007357	TRAV'S JONES (ADT) 1169 HNL-LAX 21APR
HK	HK		TKNE 0162445007357	TRAV'S JONES (ADT) 1170 LAX-HNL 26APR

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**.

The screenshot shows an 'Itinerary' page with a 'Booked - Air' section. It contains a table with flight details:

	Class	Status	Cnx	Fare
Sun 23Mar25 09:31p - 05:11a LAX - MCO 1730 S 4h 40m 739 HK				1
Sun 06Apr25 07:15p - 09:51p MCO - LAX 2662 H 5h 36m 739 HK				1

At the bottom of the itinerary, there are buttons for 'Reprice', 'Services', 'Seats', 'Delete', and 'Issue Documents'. A mouse cursor is pointing at the 'Reprice' button.

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

The screenshot shows an 'E-Ticket Information' form. It has a text input field labeled 'Document No. (Optional)'. Below the field are two buttons: 'Continue' and 'Cancel'.

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

The screenshot shows a 'Reshop' frame. It displays flight details for two segments:

- LAX - MCO SUNDAY, MARCH 23, 2025**
1730 Class: S 09:31P LAX → 05:11A MCO
Direct nonstop
Arrives in MCO: 23MAR
- MCO - LAX SUNDAY, APRIL 6, 2025**
2662 Class: V 07:15P MCO → 09:51P LAX
Direct nonstop

At the top right, it shows 'Total: USD 2277.57' and a 'Continue' button. A 'Cancel' button is also visible at the top right.

i 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.

The screenshot shows a flight booking interface with a 'Reshop' button highlighted by a green circle with the number 3. Below the search filters, there are two flight segments listed in a table:

Class	Flight	Status	Cnx	Key
L	1169	V	5h 28m 777 HK	UAD
L	1170	L	5h 48m 777 HK	UAD

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

The screenshot shows flight options with a 'Continue' button highlighted by a yellow circle with a hand icon. The total amount is shown as USD 0.00. The flight details are as follows:

Source	Flight	Class	Time	Status
UAD	HNL - LAX 03MAR2025	L	11:00PHNL → 06:24ALAX	Direct nonstop
	LAX - HNL 08MAR2025	W	08:35ALAX → 12:38PHNL	Direct nonstop

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.

The screenshot shows a 'Transactions' screen with a table of tickets. The 'Status' column is highlighted with a yellow box. The table data is as follows:

Reference	Source	Status	Transaction Date	Travelers	Segments
0162445007357	Airlines	Exchanged	23DEC24 13:18	TRAVIS JONES (ADT)	1169 HNL-LAX 21APR 1170 LAX-HNL 26APR
0162445328915	Airlines	Ticketed	31DEC24 08:23	TRAVIS JONES (ADT)	1169 HNL-LAX 03MAR 1158 LAX-HNL 08MAR

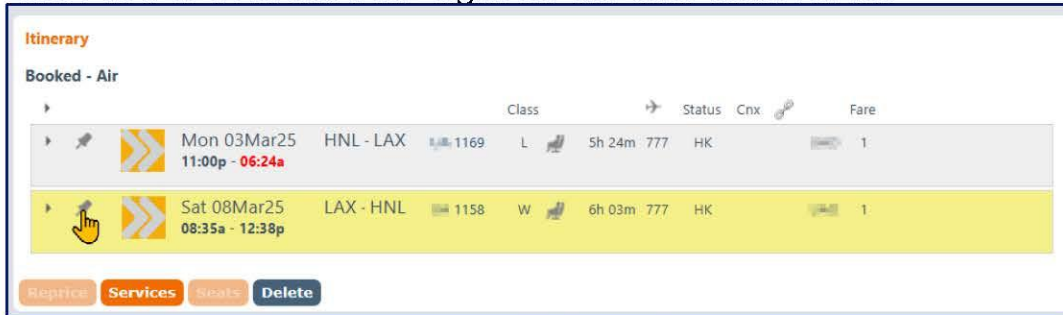
Delete an Order

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**.



The screenshot shows the 'Itinerary' section with a 'Booked - Air' status. A table lists flight segments. The second segment, 'Sat 08Mar25 LAX - HNL', is highlighted in yellow and has a pin delete icon (✂) next to it. Below the table are buttons for 'Reprice', 'Services', 'Seats', and 'Delete'.

	Class	Status	Cnx	Fare
Mon 03Mar25 HNL - LAX 11:00p - 06:24a	L	5h 24m	777 HK	1
Sat 08Mar25 LAX - HNL 08:35a - 12:38p	W	6h 03m	777 HK	1

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.



The screenshot shows the 'Reshop' screen. It displays flight details for 'LAX - HNL MONDAY, JANUARY 20, 2025'. A 'Total Refund: USD 212.69' is shown. There are 'Cancel' and 'Continue' buttons.

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



The screenshot shows a pricing grid with various fare components and a 'Submit' button at the bottom.

	Currency
Base Fare per Passenger	
1158: LAX-HNL Class: Economy (L) Cabin: Economy	USD 15
Total Base Fare per Passenger	USD 15
Taxes and Fees	
US Transportation Tax	USD
US Passenger Facility Charge	USD
United States Flight Segment Tax Domestic	USD
United States Passenger Civil Aviation Security Service Fee	USD
Total Taxes and Fees per Passenger	USD 2
Total New Airfare per Passenger	USD 18
Balance of Old Ticket per Passenger	USD 39
Amount to be refunded	USD 21

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).


i 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.

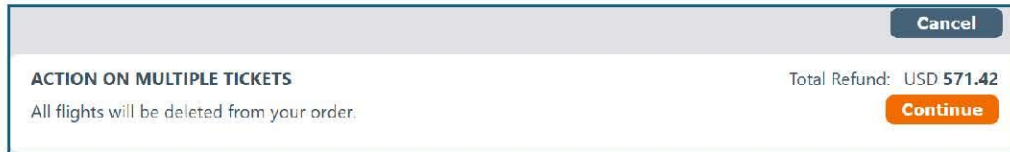
Delete an Order

Entire Order

Cancel an entire Order

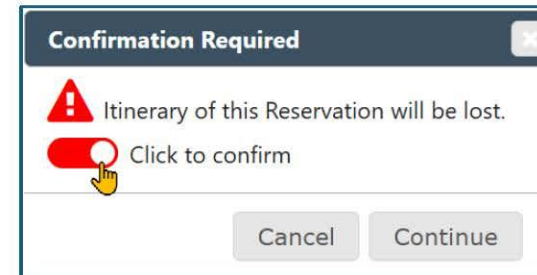
Canceling an Order automatically cancels the Order and all associated booking references. The itinerary and any required actions on the documents from the Workspace are removed. Any documents (ticket/EMD) tied to the canceled Order are automatically serviced by a void or refund transaction. A status 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.



Transactions					
Tickets					
Reference	Source	Status	Transaction Date	Travelers	Segments
01234567891011	United Airlines	Refunded	31DEC24 08:23	TRAVIS JONES (ADT)	UN1169 HNL-LAX 03MAR UN1158 LAX-HNL 08MAR

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.

The screenshot displays the Office Queues interface. On the left, the 'Count Summary' panel includes controls for Office ID, Source (set to 'F1 - Farelogix'), and checkboxes for 'Active Only' and 'Filter by agent'. A 'Refresh' button is also present. Below this is the 'Queues' grid, which lists various queue categories with their counts and folder icons. An orange arrow points from the 'ChangeOfOwnership' queue (count 2) in the grid to the right-hand panel. The right-hand panel shows a detailed view of an order, including its position, date time, category, and the user who placed it. Another orange arrow points from the 'Record' number 'XXXXXXX' in the order list to the right-hand panel. The interface also features navigation controls at the bottom of both panels.

Number	Name	Count
0	General	787
1	Confirmation	110
5	ChangeOfOwnership	2
6	Non-Air Segment Notification	26
7	ScheduleChange	78
12	Expired Time Limit and SSR Cancellation	1
14	New Married Condition	1
100	Catch-All	463

Position	Date Time	Category	Placed by	Office ID	Record
1	2023-06-28 22:00:18	AutomationQueue	nbollineni	AVD9	XXXXXXX
2	2023-06-29 01:32:21	AutomationQueue	soapui	AHD6	XXXXXXX

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

The screenshot shows the 'Count Summary' section with a dropdown for 'Office ID' set to 'AMERIC' and a 'Refresh' button. Below it, the 'Source' is set to 'F1 - Farelogix'. There are checkboxes for 'Active Only' (checked) and 'Filter by agent'. The 'Queues' grid below lists various queue categories with their counts and folder icons.

Number	Name	Count
0	General	787
1	Confirmation	110
5	ChangeOfOwnership	2
6	Non-Air Segment Notification	26
7	ScheduleChange	78
12	Expired Time Limit and SSR Cancellation	1
14	New Married Condition	1
100	Catch-All	463

Queue 0 (787 of 787)

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.

The screenshot shows the workspace for 'Queue 0 (787 of 787)'. At the top, there are navigation buttons: left arrow, right arrow, trashcan, and X. A red arrow points to the X button. Below the navigation is the 'Record Locator' field. The 'Traveler' section shows a table with one traveler: T1, ADT, MR, MICHAEL, ZUMDIECK. The 'Booked - Air' section shows a flight from SYD to MEL on Sat 25Jan25, 07:35a - 09:10a. Below the flight are buttons for 'Reprice', 'Services', 'Seats', and 'Delete'. The 'Transactions' and 'Tickets' sections are also visible.

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**.



Record Locator: Not Set

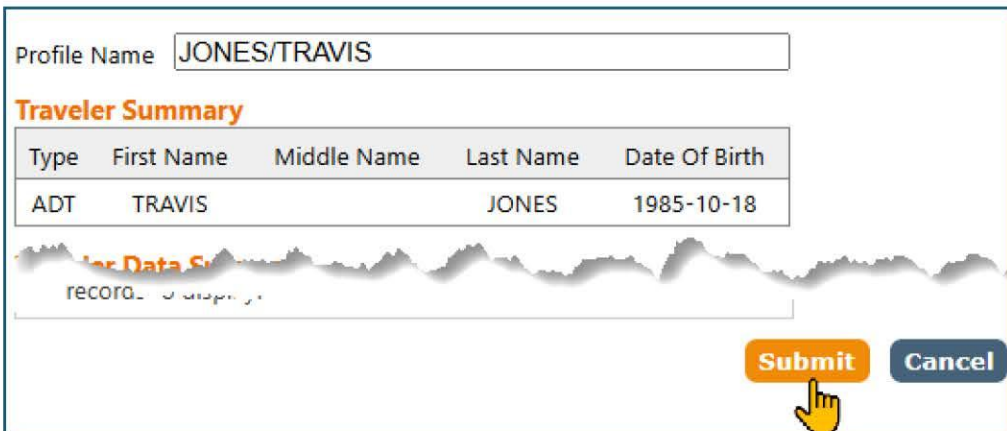
Traveler

Download sample.csv | Upload Travelers

#	Type	Title	First Name	Date Of Birth	FF#
	ADT	TSTER	TRAVIS	18Oct1985	

Create Traveler Profile

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



Profile Name

Traveler Summary

Type	First Name	Middle Name	Last Name	Date Of Birth
ADT	TRAVIS		JONES	1985-10-18

Traveler Data Summary

record: 1 of 1 displayed

Submit **Cancel**

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



Traveler

Download sample.csv | Upload Travelers

#	Type	Title	First Name	Date Of Birth	FF#
	ADT	TSTER	TRAVIS	18Oct1985	

Open this Profile

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

Profile Management

Traveler profiles

Updating a profile

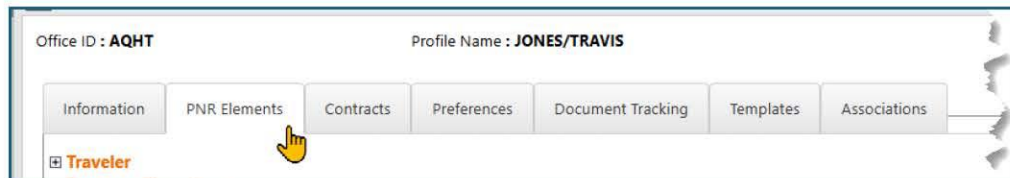
Profiles can be searched and updated as necessary.

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



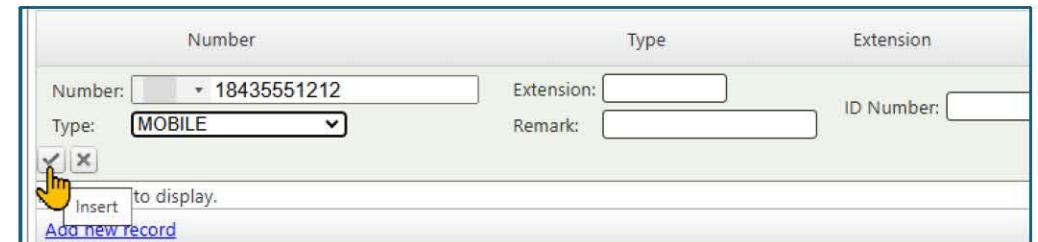
The screenshot shows the 'NDC - Profile Management' search interface. It features a 'Search/Edit Profile' section with fields for Profile Name, Profile Type (set to 'Traveler'), Office ID, Account Number, and Customer ID. A 'Search' button is located at the bottom right of this section. To the right is a 'New Profile' section with fields for Profile name and Profile Type (set to 'Traveler'), and a 'New Profile' button. A blue callout '2' points to the search criteria area, and a blue callout '1' points to a notification icon in the top right corner.

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.



The screenshot shows a profile management interface for 'Office ID : AQHT' and 'Profile Name : JONES/TRAVIS'. A horizontal tab bar contains 'Information', 'PNR Elements', 'Contracts', 'Preferences', 'Document Tracking', 'Templates', and 'Associations'. The 'PNR Elements' tab is highlighted with a mouse cursor. Below the tabs, a 'Traveler' icon is visible.

4. Click **Add (+)** and then **Add new record** for the desired element.
5. Click **Insert** (checkmark icon) to save.



The screenshot shows a dialog box for adding a new record. It has columns for 'Number', 'Type', and 'Extension'. The 'Number' field contains '18435551212', the 'Type' dropdown is set to 'MOBILE', and the 'Extension' field is empty. There are 'Add new record' and 'Insert' buttons. A mouse cursor is clicking the 'Insert' button. A tooltip says 'Insert to display.' and a link 'Add new record' is visible below.

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**.



The screenshot shows a results grid with a table header 'Number'. The first row contains the number '18435551212'. Below the number, there is an 'Add new record' link. On the left side of the row, there is an edit icon (pencil), and on the right side, there is a delete icon (trash can), both circled in orange.

Profile Management

Traveler profiles

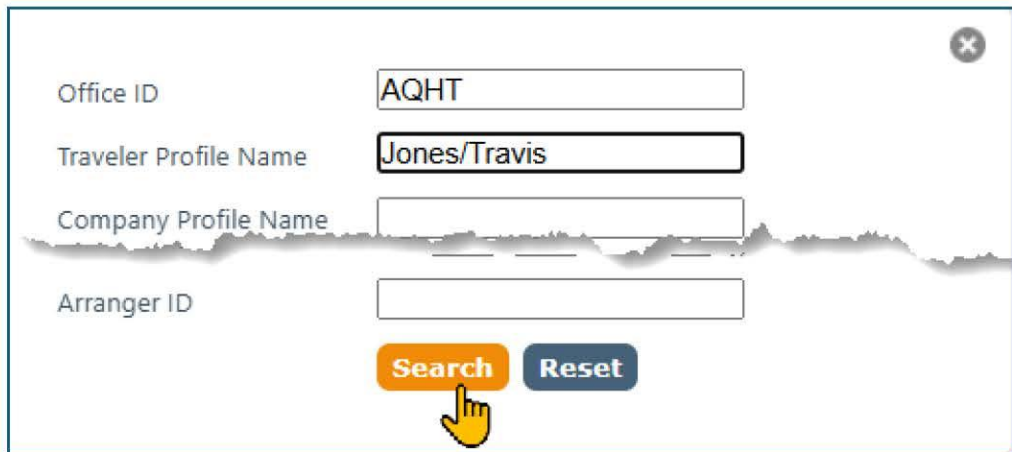
Creating an Order from a profile

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

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

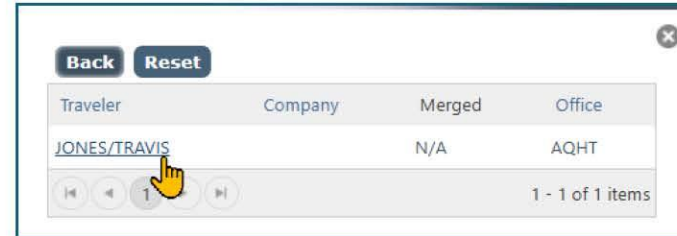


2. On Search, enter the **Traveler Profile Name**. Click **Search**.



A screenshot of a search form. The 'Office ID' field contains 'AQHT'. The 'Traveler Profile Name' field contains 'Jones/Travis'. The 'Company Profile Name' and 'Arranger ID' fields are empty. There are 'Search' and 'Reset' buttons at the bottom. A hand cursor is over the 'Search' button.

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



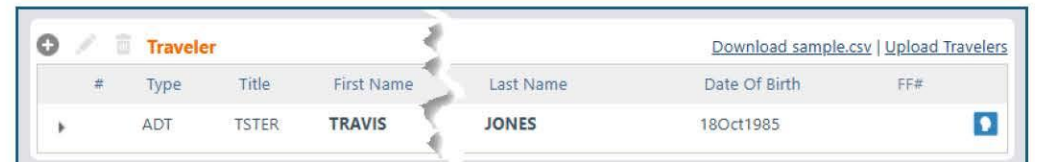
A screenshot of a results grid. It has 'Back' and 'Reset' buttons at the top. The grid has columns: Traveler, Company, Merged, Office. The first row contains 'JONES/TRAVIS', an empty cell, 'N/A', and 'AQHT'. A hand cursor is over the 'JONES/TRAVIS' cell. Below the grid are navigation arrows and '1 - 1 of 1 items'.

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



A screenshot of an 'Add Defaults' dialog. It has 'Add Defaults', 'Back', and 'Reset' buttons. Below is a table with columns: Type, Last Name, First Name, Title, Remark, Mode. The first row contains 'ADT', 'JONES', 'TRAVIS', 'TSTER', an empty cell, and 'Auto'. There is an 'Add' link at the end of the row. Below the table is a section for 'Frequent Flyer Numbers'. An orange arrow points to the 'Add Defaults' button.

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



A screenshot of the 'Traveler' section in the main interface. It has a 'Traveler' button and 'Download sample.csv | Upload Travelers' links. Below is a table with columns: #, Type, Title, First Name, Last Name, Date Of Birth, FF#. The first row contains 'ADT', 'TSTER', 'TRAVIS', 'JONES', '18Oct1985', and an empty cell. A hand cursor is over the 'Traveler' button.

Global Settings

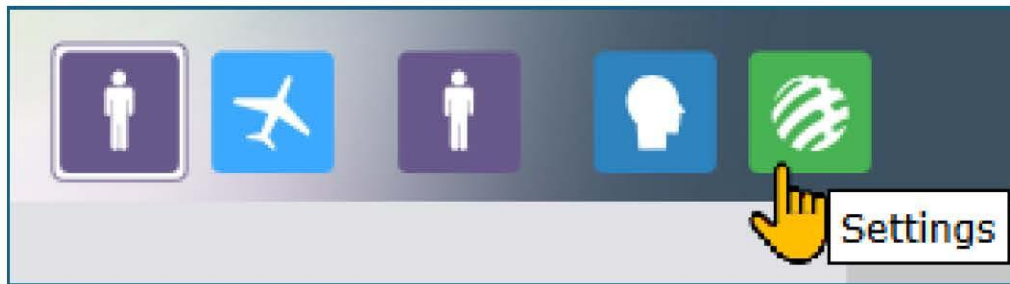
Accessing Settings

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.

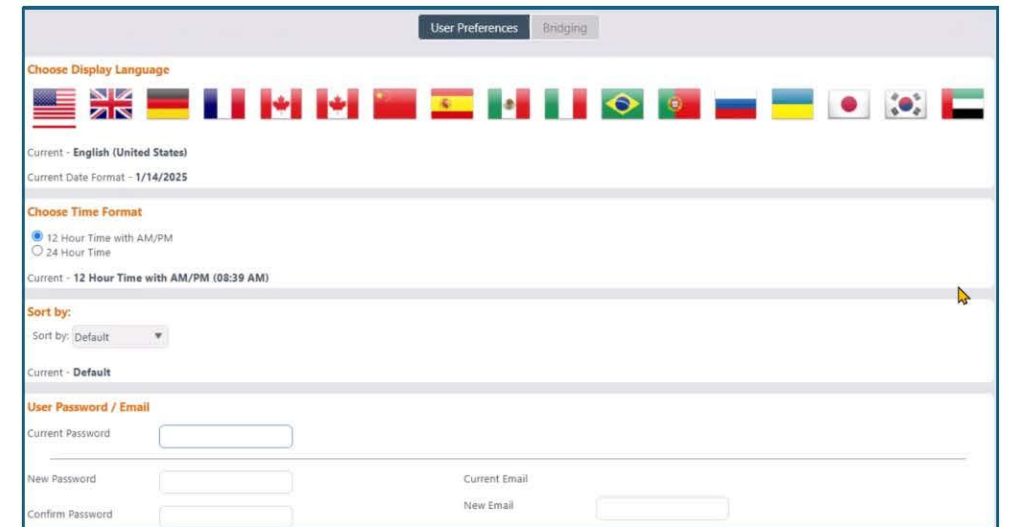
Access

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.

Choose Display Language



Current - **English (United States)**

français (France)

Choose Time Format

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

Choose Time Format

12 Hour Time with AM/PM
 24 Hour Time

Current - **12 Hour Time with AM/PM (03:19 PM)**

Sort by

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

Sort by:

Sort by: Default ▼

Current - **Default**

User Password / Email

Update your user password and email preferences.

User Password / Email

Current Password

New Password

Confirm Password

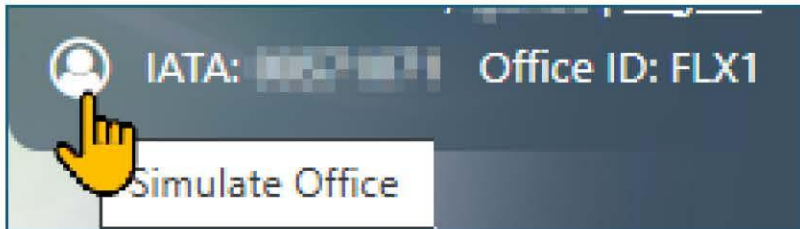
PCC Bridging

PCC Bridging

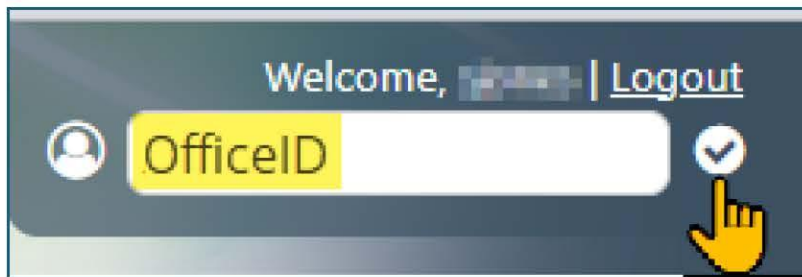
PCC emulation/office simulation

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)

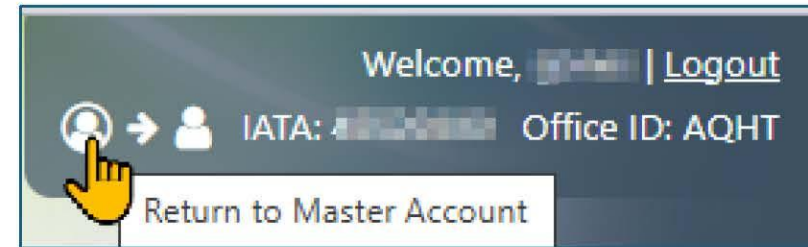
1. Sign into **Sprk NDC** using the PCC Home credentials.
2. Click **Simulate Office**.



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.

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



accelya

Thank you



**THE AIRLINE-FIRST
SOFTWARE PLATFORM**

