

# myDTravel Basic User Guide for PX Staff Concession Leisure Travel On PX Flights

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# 1.0 Introduction

#### What is myIDTravel?

myIDTravel is an online portal for airline employees to book their non-revenue tickets. Created and owned by Lufthansa Industry Solutions, this system is used widely by a number of airlines to manage their staff travel for Duty and/or Leisure Travel. Air Niugini will be using myIDTravel for booking Concession Leisure Travel only.

Staff access, profile maintenance and control lie with the airline's myIDTravel administrators, in this case, Air Niugini Human Resource Division.

This basic user guide will give users a general overview of the system features, functions and use and will cover booking on Air Niugini flight segments only. Booking, Ticketing and Listing on Interline carriers will be included in an updated version of this document.

Throughout this guide, important notes will be highlighted for users noting.

# 2.0 Accessing myIDTravel

myIDTravel is a web-based program accessible to all airline members use through the internet. To access myIDTravel, use direct link: <u>https://myidtravel.com/myidtravel/ui/</u> Each user is required to log in to their employing airline's portal.

**Note:** Users are encouraged to use Google Chrome internet web browser as links and general display settings may not work correctly when using other browsers such as Internet Explorer.

Airline user should view the following page.

|   | Welcome to<br>myIDTravel   |                    |
|---|--|--------------------|
|   | Employing Airline  | ~ E                |
|   | User   |                    |
|   | User ID  |                    |
| - | Password<br>Your password  |                    |
|   | Travel Mode  | and the second and |
|   | Duty Leisure   | all and a second   |
|   |  |                    |
|   |  |                    |
|   | Don't have an account or lost your password? <u>Request new password</u> |                    |

Figure 1. myIDTravel Page

**Tip:** Users can save the myIDTravel website for easy access using various methods. The common method, create a shortcut which will directly place a shortcut icon on the computer desktop for easy and quick access, follow steps:

1. Using Google Chrome with the myIDTravel website in view, click on the 3dot icon in the topright corner of the browser window;

- 2. On the dropdown list, select More Tools;
- 3. On the expanded list, select Create shortcut.
- 4. Look for the shortcut icon on your desktop.

| × +                           |                              |   |                                   |                           |                                   | v –              |  |        |
|-------------------------------|------------------------------|---|-----------------------------------|---------------------------|-----------------------------------|------------------|--|--------|
| myidtravel.com/myidtravel/ui/ |                              |   |                                   |                           |                                   | 6 \$             |  |        |
|                               | 2.1                          | Welcome to                                  |                                   |                           | New tab<br>New windo<br>New Incog | w<br>nito window | Ctrl+ <b>1</b><br>Ctrl+N<br>Ctrl+Shift+N |        |
|                               |                              | myIDTravel                                  |                                   |                           | History<br>Downloads<br>Bookmarks |                  | Ctrl+J                                   | )<br>} |
|                               | Employing Airline<br>Airline |   | ~                                 |                           | Zoom<br>Print                     | - 100%           | + []<br>Ctrl+P                           |        |
|                               | User<br>User ID              |   | Save page as                      | Ctrl+S                    | Cast<br>Find                      | 2                | Ctrl+F                                   | •      |
| 5 -                           | Password<br>Your password    |   | Create shortcut<br>Name window    | 3                         | Edit                              | Cut (            | Copy Past                                | e      |
|                               | Travel Mode                  |   | Clear browsing data<br>Extensions | Ctrl+Shift+Del            | Help                              |                  |  | •      |
|                               | Duty                         | Lei   | Task manager<br>Developer tools   | Shift+Esc<br>Ctrl+Shift+I | Latt                              | 1                |  |        |
| No. of Concession, Name       |                              | all and |                                   |                           | -                                 |                  |  |        |

Figure 2. Accessing the Create Shortcut menu using Google Chrome

## 2.1 How to Log In

To log in, users must key in and/or select options per the numbered fields.

- 1. Employing Airline Type PX and select Air Niugini.
- 2. User Enter User ID, i.e. PX followed by 4digit staff number, e.g. PX1234
- 3. Password Enter 15character password.
- 4. Travel Mode Ensure select Leisure option.
- 5. Select Login.

|                          | $\sim$                        | elcome to               |  |   |
|--------------------------|-------------------------------|-------------------------|--|---|
|                          | my                            | DTrave                  |  |   |
|                          |                               |                         |  |   |
| Employing Airline        |                               |                         |  |   |
| Air Niugini              | 1                             |                         |  | ×   |
| User                     | _                             |                         |  |   |
| PX1234                   | 2                             |                         |  |   |
| Password                 |                               |                         |  |   |
| •••••                    | 3                             |                         |  |   |
|                          |                               |                         |  |   |
| Travel Mode              |                               |                         |  | 1   |
| ſ                        | Duty                          |                         | Leisure  | 4   |
|                          |                               |                         | the second s   | the second se |
|                          |                               | No. of Concession, name |  | _   |
| <u> </u>                 |                               | Login                   |  |   |
| Don't have an account or | lost your password? <u>Re</u> | guest new password      | Contraction of the local division of the loc | -   |

Figure 3. Login page

**Note:** For users logging in for the first time or forgot password, refer following steps to setup password. Users will need to access PX Email to retrieve email notification with password reset link.

# 2.2 How to Set New Password

- 1. Employing Airline Enter PX and select Air Niugini
- 2. User Enter User ID, i.e. PX followed by 4digit staff number, e.g. PX1234
- 3. Click on *Request new password* link.

|                                  | Welco<br>myID | me to<br>Travel  |   |
|----------------------------------|---------------|------------------|---|
| Employing Airline<br>Air Niugini | 1             |                  | × |
| User<br>PX1234                   | 2             |                  |   |
| Password<br>Your password        |               |                  |   |
| Travel Mode                      |               |                  | - |
| D                                | uty           | Leisure          |   |
| Don't have an account or k       | Log           | in<br>v password |   |
|                                  |               |                  |   |

#### Figure 4. How to Request new password

- 4. User will be redirected to a 'Request new password / Register new user' screen.
  - a) Employing Airline Retype PX and select Air Niugini
  - b) User Retype User ID, i.e. PX followed by 4digit staff number, e.g. PX1234
  - c) Click on Request Password tab to progress.

|                                  | 6 | myIDTravel<br>Request new password / Register new user |         |
|----------------------------------|---|--|---------|
| Employing Airline<br>Air Niugini | 1 |  | ×       |
| User<br>PX1234                   | 2 |  |         |
| Back                             |   | Request Pa   | assword |

Figure 5. Request new password / Request new user screen

5. Users should view the following screen with security prompt, refer figure 6.

|   | Welcome to   |
|---|--|
|   | myIDTravel   |
|   |  |
|   |  |
|   |  |
| For secu  | rity reasons we cannot tell whether the creation of the  |
| account has b   | een successful. But if so, an email is sent to the known |
| address.  | your e-mail for login information                        |
| Flease check  | your e-mail for login information.                       |
| Employing Airline                                       |  |
| Employing Annie   |  |
| Airline   |  |
| Airline   | ~  |
| Airline<br>User   | ~  |
| Airline<br>User<br>User ID                              | ~  |
| Airline<br>User<br>User ID<br>Password                  |  |
| Airline<br>User<br>User ID<br>Password<br>Your password | Login  |

Figure 6. Security prompt notification

 Check email inbox for a password reset notification, refer figure 7 for sample email notification. Click on the password reset link to redirect to myIDTravel Login page. Alternatively, copy the link and open a new web browser tab and directly paste the link in the address box and press enter.

| From: noreply@myidtravel.com <noreply@myidtravel.com><br/>Sent: Tuesday, May 3, 2022 5:10 PM<br/>To:<br/>Subject: Registration to myIdTravel</noreply@myidtravel.com>                                 |
|---|
| Hello null myIDTravel Test,   |
| thank you for registration.   |
| Please use this LINK to change your password  |
| Please note that your link is valid only for 2 hours.   |
| You must change your password on first login.   |
| Greetings, myIdTravel   |
| P.S.: if you rather like to copy&paste the link you can use this one:<br>http://myidtravel.com/myidtravel/json/general/passwordtoken/2C42B23E058F6673F7DC0992812D3604E76A9FFFDB9CE9A54A5A090831DFCE74 |

Figure 7. Password reset email notification

- 7. Users will be redirected to the 'Change password' screen
  - 1. New Password Enter 15character password

- 2. Confirm New Password Retype 15character password to confirm
- 3. Click Change password tab to progress

|                      | l | 6 | à | myll<br>Change | Trave<br>passwo | rd |   |    |                 |
|----------------------|---|---|---|----------------|-----------------|----|---|----|-----------------|
| New Password         | 1 |   |   |                |                 |    |   |    |                 |
| Confirm New Password | 2 |   |   |                |                 |    |   |    |                 |
| 1.1                  | - |   | - |                |                 | -  | F | S. | Change password |

Figure 8. Change Password screen

**Note:** Passwords follow strict security guidelines. Please note the following:

- 1. Passwords must contain 15 characters consisting of upper- & lower-case alphabets, numbers and special characters (@#\$%&\*).
- 2. Recycling passwords is not allowed.

| Following table provides examples of acceptable and unacceptable passwords. | Following table | provides exam | ples of accept | able and unacce | ptable passwords. |
|---|-----------------|---------------|----------------|-----------------|-------------------|
|---|-----------------|---------------|----------------|-----------------|-------------------|

| Acceptable Passwords   | Description                                    |  |
|------------------------|--|--|
| Whats4breakfast?       | Uppercase Letter(s)                            |  |
| M1ke44@H!#2k412        | Lowercase Letter(s)                            |  |
|                        | Number(s)                                      |  |
|                        | Special Character(s)                           |  |
| Unacceptable Passwords | Description                                    |  |
| Example111112222       | There needs to be at least a special character |  |
|                        | Returning strings are not accepted, e.g. 1111  |  |

## Users will receive system responses if requirements are not satisfied, refer figure 9.



#### Figure 9. System responses for unacceptable passwords

8. Upon successful password change, users will be redirected to the login screen to log in with the new password.

|                                   | ome to<br>Travel |
|-----------------------------------|------------------|
| Employing Airline<br>Airline      | ~                |
| User<br>User ID                   |                  |
| Password<br>Your password         |                  |
| Travel Mode                       |                  |
| Duty                              | Leisure          |
| Password was successfully changed | ged.             |

Figure 10. Password successfully changed

**Note:** Passwords expire every 90 days and so must be changed.

Upon login on or after 90 days, users will be redirected to the 'Change Password' screen to change password.

- 1. Old Password Enter *current* password
- 2. New Password Enter new 15character password
- 3. Confirm New Password Retype new 15character password to confirm
- 4. Click Change password tab to progress

| myIDTravel<br>Change password   |  |
|---|--|
| Old Password<br>Old Password  |  |
| New Password<br>New Password  |  |
| Confirm New Password<br>Confirm New Password  |  |
| Your last password change was more than 90 days ago. Please change your password.<br>Environment: Production (PRODUCTION) / prod01<br>Log Date: 2021-10-30 14:01:07.290 (Session: 0A721D2D68E54CA08970B87CE51BC3A8) |  |
|   |  |

Figure 11. Password change after 90 days response.

#### 2.3 Privacy Statement

Upon successful log in to myIDTravel, a pop-up Privacy Statement window displays informing users of the data processing by Lufthansa Industry in order to use the myIDTravel program.

To accept and proceed, select the check box and select confirm to submit.

| Hairefferi Harri  |
|---|
| Privacy Statement   |
| Your personal data will be collected, stored, processed and transmitted in adherence to applicable national and German law for servicing your<br>booking request. This includes making available your personal data to the transporting carrier for processing the booking.<br>Please also note that airlines may be legally bound to make passenger reservation and flight data available to the U.S. customs and border<br>authorities.<br>Except for the aforementioned purposes and recipients, we will not transfer your personal data to third parties.   |
|   |
| According to the General Data Protection Regulation (GDPR, valid from 25th May 2018) we inform about the processing of personal data for myIDTravel / myDutyTrip users and all persons entitled to travel   |
| By using the myIDTravel and myDutyTrip website I assure and accept:   |
| <ul> <li>processing, storage and forwarding of the relevant personal data to the responsible parties, service providers and authorities commissioned by us for the purpose of carrying out the travel processing</li> <li>processing, storage and forwarding of the relevant personal data within reports generated for the ticketing and/or employing company within myIDTravel and myDutyTrip</li> <li>processing, storage and forwarding of personal data by unencrypted emails (e.g. automatically generated flight and/or booking confirmations)</li> </ul>  |
| 'All personal data' refers to any information that relates to an identified or identifiable natural person, including e.g. names, contact data, ticket data. Personal data refers to your personal data as well as all persons entitled to travel and all persons which have been registered with your account for myIDTravel and myDutyTrip.   |
| Furthermore I assure and accept that persons entitled to travel and which are registered with your account have been informed about the processing, storage and forwarding of their personal data (see above).  |
| Personal data is stored within the respective claim and legal retention periods. You may restrict or object to the processing of personal data, in which case the right to travel and the right to use the myIDTravel and myDutyTrip website are suspended for you and all persons entitled to travel and which are registered with your account.   |
| For further information, please refer to the general information on the data protection law for our customers.  |
| Links to other websites   |
| This website may contain links or references to other websites which are not operated by Lufthansa Industry Solutions. Unless otherwise specified, we do not endorse any of these other websites and<br>expressly disassociate ourselves herewith from all contents of these sites. This declaration applies to all links to external sites covered by Lufthansa Industry Solutions and to all the contents of these sites to<br>which these links lead. We reserve the right to make the link to to there we briefs contingent upon our express written consent and to withdraw our consent to a link at any time. |
| Legal disclaimer  |
| Lufthansa Industry Solutions accepts no liability whatsoever for the topicality, accuracy, completeness or quality of the information provided by third parties (e.g. co-operation partners, tour operators, airport<br>operators). Claims for liability against Lufthansa Industry Solutions relating to damages of a material or non-material kind, which were caused by usage or non-usage of the information presented, are<br>precluded, provided that there is no negligence or fraudulent misrepresentation on Lufthansa Industry Solutions' part.   |
| I hereby assure and accept that I and the persons registered by me and entitled to travel agree to the processing, storage and forwarding of personal data to the responsible parties, service providers and authorities for the purpose of carrying out the travel processing as well as the storage, processing and forwarding of personal data to the ticketing and employing company.   |
| Confirm   |
|   |

Figure 12. Privacy Statement window.

# 2.4 Welcome Page

The welcome page will display your full profile name and a list of functions on the left side of the page.



Figure 13. Welcome page

Each function is described in the following table.

| Function Label      | Description  |
|---------------------|--|
| New Flight / Ticket | Enables users to book, purchase and list standby tickets on specific flight(s) |
|                     | on your carrier and on other carriers with interline agreements.               |
| Manage Bookings     | Enables users to manage active bookings and valid e-tickets. Users can         |
| & Tickets           | rebook, list, cancel and refund tickets here.                                  |
| ID Agreements       | Contains a list of rules and regulations for booking, purchasing, listing and  |
|                     | travelling on other interline carriers.  |
| Fare Calculation    | Enables users to calculate fares based on passenger type and flight            |
|                     | segments.  |
| Flight List         | Contains the list of tickets purchased by the user.                            |
| English             | Default Language set by your carrier.  |
| Change Password     | Enables users to change password before expiry.                                |
| Logout              | Enables users to log out of myIDTravel portal.                                 |

## 2.5 How to Change Password

This function allows users to change password at any time before expiry.

To change password:

- 1. Old Password Enter current password
- 2. New Password Enter 15character new password
- 3. Confirm New Password Retype 15character new password to confirm
- 4. Click on Change password.



Figure 14. Change Password function.

#### 2.6 How to Log Out

This function allows users to log out of myIDTravel portal at any time.



Figure 15. Logout function.

**Note:** As a security feature, myIDTravel will automatically log off users with an inactive period of more than 5 minutes.

# 3.0 New Flight / Ticket

This function allows users to book and purchase initial travel tickets. Throughout the course of the booking process, references will be made to screen names to identify the various stages of the booking process.

## 3.1 How to Book and Purchase

To get started, select the New Flight / Ticket function on the left.



Figure 16. Traveller Selection screen.

#### **Traveller Selection**

Users should view the Traveller Selection screen with all eligible dependents you can book for. This information is taken from the users' HR Personal Data Record.

**Note:** If you are unable to see an eligible dependent listed on this page, contact Human Resources to verify your record.

- 1. Select Traveler(s) by checking off the box on the left. Select salutation 'Mr' or 'Ms' by clicking on the dropdown box.
- 2. Click Continue to progress.

| 60           | Sele                    | ct Travellers               |                                     |          |
|--------------|-------------------------|-----------------------------|-------------------------------------|----------|
| P            | lease                   | e select the travellers (ma | ix, 8 persons) from the list below. |          |
| 3            | $\leq$                  | Solutation                  |                                     |          |
|              |                         | MS                          |                                     | ~        |
|              | $\checkmark$            | Infant Test                 |                                     |          |
|              |                         | Salutation<br>MS            |                                     | ~        |
|              |                         | Child Test                  | weeker anterlaught commun           |          |
| -            | $\overline{\checkmark}$ | Spouse Test                 |                                     |          |
|              |                         | Salutation                  |                                     |          |
| a service of |                         | MS                          |                                     | ~        |
|              |                         | Parent Test                 |                                     |          |
|              | e,                      |                             |                                     |          |
|              |                         |                             |                                     | Continue |

Figure 17. Select Travellers screen

#### **Flight Schedule Query**

Users are required to search and enter flight details such as type of travel, i.e. One Way, Return, Multiple Legs, Airline, Travel Status, Route, Departure Date and Class.

**Note:** The system will default to a 'One Way' travel type and Travel Status 'R2 Standby'. Fields marked in a red box are mandatory fields and so must be completed.



Figure 18. Flight Schedule Query screen.

Enter or Select the required fields

- 1. Travel Type;
  - a. One Way requires exactly one origin and one destination, e.g. POM-LAE
  - b. Return round trip. The origin and destination will be treated as the first sector and the origin of the first sector will be the destination in the second sector, e.g. POM-LAE-POM
  - c. Multiple Legs allows users to book multiple sectors. Each itinerary can book up to eight sectors, e.g. GKA-POM-LAE
- 2. Airline click on the dropdown option to select Airline
- 3. From allows users to enter point of origin. Users can type in the 3letter airport code or the full airport name.
- 4. To allows users to enter point of departure.
- 5. Departure click on the calendar icon in the field to display a month by month calendar to choose the departure date
- 6. Departure click on the calendar icon and choose the return date for Return and Multiple Legs sectors.

|      |                        |                          | Flight Sch     | edule Query                 |                       |              |
|------|------------------------|--------------------------|----------------|-----------------------------|-----------------------|--------------|
|      |                        |                          |                |                             |                       |              |
| 1000 | Find flights           |                          |                |                             |                       |              |
| 1    |                        | One Way                  | R              | eturn                       | Multiple Legs         |              |
|      | Airline<br>Air Niugini | 2                        | ×              | Travel Status<br>D2 Standby |                       |              |
| -    | Air Hildgilli          |                          |                | The Otanidby                | Put                   | TTTTT _      |
| 3    | From<br>POM - PORT M   | IORESBY JACKSONS INTL, F |                |                             | ZAB, PAPUA NEW GUINEA | 4 ×          |
|      |                        |                          | WWW.altrianger |                             |                       |              |
|      | Departure              |                          | Time           | Cinu                        |                       |              |
|      | 28.05.2022             | 5                        |                | Economy                     |                       | ~            |
| -    | p2-xun                 |                          |                |                             |                       |              |
|      | Return                 |                          | -              |                             |                       |              |
|      | 04.06.2022             | 6                        | 60:00 ×        | Economy                     |                       | ~            |
|      |                        |                          |                |                             |                       |              |
|      | Back                   |                          |                |                             |                       | Find flights |
|      |                        |                          |                |                             |                       |              |

7. Click on Find Flights to progress.

Figure 19. Flight Schedule Query screen

#### **Flight Schedule Display**

Based on the user's search criteria, myIDTravel will return a list of flights to choose from. Flights are listed as Outbound and Inbound. This display provides more details on each flight such as ETA, ETD, Flight Duration, number of stops and booking class seat availability.

|  | Flight Schedule Dis   | splay                        |                              |            |
|--|---|------------------------------|------------------------------|------------|
| Outbound flight                                |   |                              | Switch to compact            | view       |
| PORT MORESBY JACKSC<br>28.05.2022   R2 Standby | NS INTL (POM) - LAE NADZAB (LAE)<br>  Economy                           |                              |                              |            |
| Selectable flights o                           | nly. Please untick this box if you wish to see other flights in this ma | rket, including those that y | you may not be eligible to b | ook.       |
| Air Niugini                                    | PX128   |                              |                              |            |
| 07:10<br>08:10                                 | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                        | 1h                           | 0 Stops                      | () · · · · |
|  | Show details  |                              | Select                       |            |
| Air Niugini                                    | PX100   |                              |                              |            |
| 06:10<br>07:10                                 | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                        | 1h                           | 0 Stops                      | ۹ 🕒        |
|  | Show details  |                              | Select                       |            |
| Air Niugini                                    | PX102   |                              |                              |            |
| 09:20<br>10:20                                 | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                        | 1h                           | 0 Stops                      | ۲ 🕒        |
|  | Show details  |                              | Select                       |            |
| Air Niugini                                    | PX104   | -                            |                              |            |
| 12:30<br>13:30                                 | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                        | 1h                           | 0 Stops                      | ۲          |

Figure 20. Flight Schedule Display screen.

Users can check the number of seats available per booking class by selecting the 'Show details' option on the bottom left of the flight information field.

|   |  | Flight Sched  | jule Display                         |                              |      |
|---|--|---|--------------------------------------|------------------------------|------|
| 1 | Outbound flight                            |   |                                      | Switch to compact            | view |
|   | PORT MORESBY JACK<br>28.05.2022   R2 Stand | SONS INTL (POM) - LAE NADZAB (LAE)<br>by   Economy              |                                      |                              |      |
|   | Selectable flights                         | s only. Please untick this box if you wish to see other flights | in this market, including those that | you may not be eligible to b | ook. |
|   | Air Niugini                                | PX128   |                                      | Air Niug                     |      |
|   | 07:10<br>08:10                             | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                | m.pg                                 | 0 Stops                      | ٩    |
|   |  | Show details  | de to                                | Select                       |      |
|   | Air Niugini                                | PX100   |                                      |                              |      |
|   | 06:10<br>07:10                             | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                | 1h                                   | 0 Stops                      | ٩٩ 🕒 |
|   |  | Show details  |                                      | Select                       |      |
|   | Air Niugini                                | PX102   |                                      |                              |      |
|   | 09:20<br>10:20                             | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                | 1h                                   | 0 Stops                      | ٩ 🕒  |
| 1 |  | Show details  |                                      | Select                       |      |

Figure 21. Flight Schedule Display screen – Show Details option.

Flight Details window will display with additional information.

In the Seats available row, the Staff Travel booking class is 'E' with a number digit to indicate the number of seats allocated for this travel type.

| Flight Details       |   |                |             | ×    |
|----------------------|---|----------------|-------------|------|
| PORT MORESBY JACKSON | IS INTL (POM) - LAE NADZAB (LAE)                    |                |             |      |
| Flight Number        | PX100 👀   |                |             |      |
| Airline              | Air Niugini   |                |             |      |
| Date                 | 28.05.2022  |                |             |      |
| Departure            | 06:10 from PORT MORESBY JACKSONS INTL Airport (POM) |                |             |      |
| Arrival              | 07:10 at LAE NADZAB Airport (LAE)                   |                |             |      |
| Aircraft Type        | DH4   |                |             |      |
| Seats available      | Y7 M7 B7 L7 H7 Q7 N7 T7 K5 V3 O1 U0 G0 X0 E0        |                |             |      |
|                      |   | Sazn Sazl Sazm | <b>③</b> ZH | S ZX |

Figure 22. Flight Details window example.

To select a desired flight, click on the 'Select' option. Ensure select flights for Outbound and Inbound flights if travel type is Return or Multiple Legs.

|   | Flight Schedule Dis   | play                         |                              |        |
|---|---|------------------------------|------------------------------|--------|
|   |   |                              |                              |        |
| Outbound flight                             |   |                              | Switch to compact            | view   |
| PORT MORESBY JACK<br>28.05.2022   R2 Standt | SONS INTL (POM) - LAE NADZAB (LAE)<br>ay   Economy                        |                              |                              |        |
| Selectable flights                          | only. Please untick this box if you wish to see other flights in this man | ket, including those that ye | ou may not be eligible to be | ook.   |
| Air Niugini                                 | PX128   |                              |                              |        |
| 07:10<br>08:10                              | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                          | 1h                           | 0 Stops                      | (\$) 2 |
|   | Show details  |                              | Select                       | -      |
| Air Niugini                                 | PX100   |                              |                              |        |
| 06:10<br>07:10                              | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                          | 1h                           | 0 Stops                      | ۹ 😂    |
|   | Show details  |                              | Select                       |        |
| Air Niugini                                 | PX102   |                              |                              |        |
| 09:20<br>10:20                              | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                          | 1h                           | 0 Stops                      | 3 🕒    |
|   | Show details  |                              | Select                       |        |
| Air Niugini                                 | PX104   |                              |                              |        |
| 12:30<br>13:30                              | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                          | 1h                           | 0 Stops                      | ۲ دی   |

Figure 23. Flight Schedule Display – Select Flight(s).

Once flights have been selected, a flight summary will display requiring users to verify details are correct and final before progressing. Click on Continue.

| Outbound flight   |   |   | Switch to compact  | view                                 |
|---|---|---|--|--------------------------------------|
| PORT MORESBY JACKSONS I<br>28.05.2022   R2 Standby   Eco  | NTL (POM) - LAE NADZAB (LAE)<br>nomy  |   |  | 1                                    |
| Air Niugini   | PX100   |   |  |                                      |
| 06:10<br>07:10  | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB  | 1h  | 0 Stops  | <b>()</b> ]                          |
|   | Show details  | Ch  | ange flight  | -                                    |
| bound flight  |   |   | Air Niug   | TTITT                                |
| LAE NADZAB (LAE) - PORT M<br>04.06.2022   R2 Standby   Eco  | ORESBY JACKSONS INTL (POM)  |   |  | 1                                    |
|   | www.aimiuga   |   |  | and the second                       |
| Air Niugini   | PX101   |   |  |                                      |
| 07:40<br>08:40  | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL  | 1h  | 0 Stops  | ۲                                    |
| ¥2-498  | Show details  | Ch  | ange flight  |                                      |
|   |   |   |  |                                      |
|   |   |   |  |                                      |
| Back  |   |   |  | Continue                             |
|   |   |   |  |                                      |
| Notice<br>Attention: Please ensure you a<br>airport. A best practice is to al<br>longer if you are required to cl | observe the minimum connecting time set by the airline(s) invo<br>Iow a minimum of 90 minutes between flights for domestic co<br>aim your bags and clear customs. | lved in the itinerary. These<br>nnections, three hours be | e will vary from airline to air<br>tween flights for internation | line, airport to<br>nal connections, |
|   |   |   |  |                                      |

Figure 24. Flight Schedule Display screen – Inbound & Outbound Flights Selection example.

**Note:** To make changes to a flight selection, users can select the 'Back' option to revert to previous display and choose options.

|  |  | Switch to compact  | view   |
|--|--|--|--|
| NS INTL (POM) - LAE NADZAB (LAE)<br>I Economy                      |  |  | ~  |
|  |  |  |  |
| PX100  |  |  |  |
| POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                   | 1h   | 0 Stops  | <b>()</b>  |
| Show details   | Ch   | ange flight  |  |
|  | and the second second  | Air Niug   | TITLET   |
| T MORESBY JACKSONS INTL (POM)<br>  Economy                         |  |  | *  |
| www.aimiugini.com  |  |  |  |
| PX101  |  |  |  |
| LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL                   | 1h   | 0 Stops  | ()   |
| Show details   | Ch   | ange flight  |  |
|  |  |  | Continue   |
| you observe the minimum connecting time set by the airline(s) invo | lved in the itinerary. These   | e will vary from airline to air  | line, airport to   |
|  | PX100 POM PORT MORESBY JACKSONS INTL LAE LAE NADZAB Show details PX101 PX101 LAE LAE NADZAB POM PORT MORESBY JACKSONS INTL Show details You observe the minimum connecting time set by the airline(s) invo | PX100         POM PORT MORESBY JACKSONS INTL         LAE LAE NADZAB         Show details         Ch         PX101         LAE LAE NADZAB         PX101         LAE LAE NADZAB         PX101         Show details         Ch         PX101         LAE LAE NADZAB         POM PORT MORESBY JACKSONS INTL         Show details         Ch         you observe the minimum connecting time set by the airline(s) involved in the Itinerary. These | Switch to compact  PX100 POM PORT MORESBY JACKSONS INTL LAE LAE NADZAB  Show details Change flight  PX101 LAE LAE NADZAB POM PORT MORESBY JACKSONS INTL N Change flight  PX101 LAE LAE NADZAB NO PX101 LAE LAE NADZAB NO PX101 Change flight Change flight Change flight |

Figure 25. Back option to revert to previous display

## **Fare Information**

This display shows all the applicable fares, government taxes and myIDTravel fee for the selected itinerary. The Grand Total will be quoted in PNG Kina is the amount to be paid for by Credit Card or UATP. Click Continue to progress.



Figure 26. Fare Information screen.

#### myIDTravel - APIS

For international travel sectors, users are required to provide travel document details. Each traveller in a booking is required to complete this section.



Figure 27. myIDTravel APIS screen

- 1. Nationality Type in the country name and select from the dropdown list
- 2. Document Type Select Passenger Passport
- 3. Document Number- Enter Passport Number
- 4. Document Issuing Country or Territory Type in the country name and select from the dropdown list
- 5. Document Expiry Date Click on the Calendar icon to display the month by month calendar. To navigate search by year, click directly on the month to extend display of month and year.



Figure 28. Calendar Icon – Search by Month and year option

Click on the << key to navigate back and >> to navigate forward for year search. Select the year and month and click OK. And select day to save the complete expiry date.

| Jan | Jul | ~<     | ~~   |
|-----|-----|--------|------|
| Feb | Aug | 2018   | 2023 |
| Mar | Sep | 2019   | 2024 |
| Apr | Oct | 2020   | 2025 |
| Мау | Nov | 2021   | 2026 |
| Jun | Dec | 2022   | 2027 |
|     |     | OK Car | icel |

Figure 29. Side by side display for month and year calendar

6. Select Continue to progress.

Note: APIS is only required for international travel. Domestic Booking segments will skip this process.

#### **Contact and Payment**

This display gives users a summary of the itinerary. Scroll down the page to complete the process.

|                    | Contact                                     | (S)<br>t and Payment   |        |                    |
|--------------------|---|--|--------|--------------------|
|                    |   |  |        |                    |
| Your flights       |   |  |        |                    |
| POM PORT MORESBY   | JACKSONS INTL - LAE LAE NADZAB              |  |        | 28.05.2022         |
| Air Niugini        | PX100                                       |  | E      | conomy / R2 Standb |
| 06:10<br>07:10     | POM PORT MORESBY JACKSONS<br>LAE LAE NADZAB | INTL 1h  | 0 Stop | ugini 🖬            |
| LAE LAE NADZAB - P | OM PORT MORESBY JACKSONS INTL               |  |        | 04.06.2022         |
| Air Niugini        | PX101 work almited                          | and the second s | E      | conomy / R2 Standb |
| 07:40<br>08:40     | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS | INTL 1h  | 0 Stop |                    |
| Travellers         |   |  |        |                    |
| myIDTravel Test MS |   |  |        |                    |
| Infant Test MS     |   |  |        |                    |
| Spouse Test MS     |   |  |        |                    |

#### Figure 30. Contact and Payment Screen – Flight Summary.

Contact Information Section, users are required to provide:

- 1. Phone Number must include + country code, e.g. +675 for PNG
- 2. Mobile Number must include + country code, e.g. +675 for PNG
- 3. Email Address
- 4. Repeat Email Address

| Contact Information  |   |
|--|---|
| Phone number 1 - including country code<br>+675 327 0000 <b>1</b>                | Phone number 2 - including country code (optional)<br>+00 000 000 000 |
| Mobile number - including country code (optional)<br>+00 000 000 000 2           |   |
| E-mail address<br>example@airniugini.com.pg 3                                    | Repeat E-mail address<br>example@airniugini.com.pg 4                  |
| Fare Information   | ww.aimlugini.com.pg   |
| Total to be charged by Air Niugini   |   |
| PORT MORESBY JACKSONS INTL (POM) -<br>LAE NADZAB (LAE)                           |   |
| LAE NADZAB (LAE) -<br>PORT MORESBY JACKSONS INTL (POM)                           |   |
| myIDTravel Test MS<br>Infant Test MS<br>Spouse Test MS                           |   |
|  | Show Subtotals  |
| Total Fare<br>Total Government or Airport imposed Taxes / Fees<br>myIDTravel Fee | 218.00 PGK<br><u>322.80 PGK</u><br>31.80 PGK                          |
| Total to be charged by Air Niugini   | 572.60 PGK  |
| Grand Total  | 572.60 PGK  |

Figure 31. Contact and Payment Screen - Contact Information.

Payment for Air Niugini section, requires users to provide the payment details:

- Choose from the dropdown option: Visa, Mastercard, American Express, UATP
- Validation code required if using credits cards, i.e. CVC, CSV
- Enter 15-16digit card number
- Enter card expiry date, i.e. month and year

| Credit Card<br>UATP Card        | * | Number<br>1656 XXXX XXX 11 | Alt Mindur |
|---------------------------------|---|----------------------------|------------|
| Validation Code<br>not required |   | Expiry Date<br>09 / 26     |            |

Figure 32. Contact and Payment Screen - Payment Section.

Click anywhere outside the payment fields for myIDTravel to verify and save card details for current booking. Note; this action does not save credit card details for future bookings. To change card details, click on the text 'Click here to change card information'.



Figure 33. Contact and Payment Screen - Card Verification.

Complete the process by providing card owner's details ensuring to fill in the marked fields.

- 1. Card Owner's First Name
- 2. Card Owner's Last Name
- 3. Card Owner's Address Line 1
- 4. Enter City Name
- 5. Enter ZIP or Postal Code
- 6. Enter Country Name
- 7. Check box 7 and 8 in agreement of the booking process and policy
- 8. Click Finish to progress.

| - | Please enter the address stored  | for the used credit card  |  |
|---|--|---|--|
|   | First name of card/account owner<br>myIDTravel   | 1   |  |
|   | Last name of card/account owner<br>Test  | 2   |  |
|   | Address 1<br>P.O. Box 7186, Boroko, NCD  | 3   | Niugini 🖬  |
|   | Address 2 (optional)<br>P.O. Box 7186, Boroko, NCD   |   | Part Current   |
|   | City<br>Port Moresby   | 4   | ZIP/Postal Code<br>00000 5   |
| - | Country or Territory<br>PAPUA NEW GUINEA   | 6   | ×  |
| - | State (for US) (optional)<br>NCD   |   | Province/Region (for intl.) (optional)<br>Province/Region (for intl.)  |
| - |  |   |  |
| 7 | I understand and agree to the cancel,  | hange, and refund policies, and all other conditions listed in the  | ID Agreements page of the ticketing airline.   |
| 8 | I understand that this is the last step in<br>and use of tickets purchased via my lo<br>booking reference and/or ticket numb | the request process. I confirm that all passenger information p<br>g in to this website. Applicable charges will be made to the form<br>er(s) for travel. | provided by me is valid and that I am liable for the cost<br>n of payment I have provided for which I will receive a |
|   | Back   |   | Finish   |

Figure 34. Contact and Payment Screen - Card owner address fields with Booking Agreement Policies.

#### Successful Booking/Listing

Following is a snapshot of the complete process with E-ticket number(s), PNR and Itinerary Summary.

| Your booking/list                                      | ing has been completed successfully.             |   |
|--|--|---|
| Booking Reference:<br>Ticket number:                   |  | KDMCEP<br>myIDTravel Test MS 656-2152905839<br>Infant Test MS 656-2152905840<br>Spouse Test MS 656-2152905841 |
| Your flights   |  |   |
| POM PORT MORESBY                                       | JACKSONS INTL - LAE LAE NADZAB                   | 28.05.2022  |
| Air Niugini  | PX100  | Economy / R2 Standby  |
| 06:10<br>07:10   | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB | 0 Stop  |
| LAE LAE NADZAB - PO                                    | DM PORT MORESBY JACKSONS INTL                    | 04.06.2022  |
| Air Niugini  | PX101  | Economy / R2 Standby  |
| 07:40<br>08:40   | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL | 0 Stop  |
| Fare Information                                       |  |   |
| Total to be charged                                    | by Air Niugini                                   |   |
| PORT MORESBY JACKS<br>LAE NADZAB (LAE)                 | SONS INTL (POM) -                                | Listed indicates that<br>your ticket(s) have been   |
| LAE NADZAB (LAE) -<br>PORT MORESBY JACK                | SONS INTL (POM)                                  | listed on the flights you   |
| myIDTravel Test MS<br>Infant Test MS<br>Spouse Test MS |  | booked on.  |

Figure 35. Booking Process Complete.

# Users should receive email notifications for confirmed bookings/listings and e-ticket copy.

| Name(s):<br>T<br>N<br>Booking Refe<br>Ticketing Airl | /IS myIDTra<br>Test | vel             |          |         |     |       | It is cance | elled by the s | an. |  |  |
|--|---------------------|-----------------|----------|---------|-----|-------|-------------|----------------|-----|--|--|
| N<br>Booking Refe<br>Ticketing Airl                  | no miant re         | est             |          |         |     |       |             |                |     |  |  |
| Booking Refe<br>Ticketing Airl                       | /IS Spouse          | Test            |          |         |     |       |             |                |     |  |  |
| Ticketing Airl                                       | erence.             | KDMCE           | P        |         |     |       |             |                |     |  |  |
|  | line:               | Air Niug        | gini (PX | <)      |     |       |             |                |     |  |  |
| Flightno   | ) [                 | Date            | From     | Dept*   | То  | Arrv* | Status      | Class          |     |  |  |
| PX100  | 28.05               | 5.2022          | POM      | 06:10   | LAE | 07:10 | LISTED      | Economy        |     |  |  |
| PX101  | 04.06               | 5.2022          | LAE      | 07:40   | РОМ | 08:40 | LISTED      | Economy        |     |  |  |
| * All times are                                      | e local             |                 |          |         |     |       |             |                |     |  |  |
| Traveller:<br>Ticketnumb                             | MS my<br>er: 656-21 | IDTravel        | Test     |         |     |       |             |                |     |  |  |
|  |                     | amou            | nt cu    | urrency |     |       |             |                |     |  |  |
| Total Fare   |                     | 109.0           | 00       | PGK     |     |       |             |                |     |  |  |
| Total Govern   | ment taxes          | 161.4           | 40       | PGK     |     |       |             |                |     |  |  |
| - GC   |                     | 22.8            | 30       | PGK     |     |       |             |                |     |  |  |
| - GC3<br>- NX  |                     | 22.0            | 30<br>30 | PGK     |     |       |             |                |     |  |  |
| - NX3  |                     | 22.8            | 30       | PGK     |     |       |             |                |     |  |  |
| - 19   |                     | 22.8            | 30       | PGK     |     |       |             |                |     |  |  |
| - 192  |                     | 22.8            | 30       | PGK     |     |       |             |                |     |  |  |
| - UN4  |                     | 13.7            | 70       | PGK     |     |       |             |                |     |  |  |
| - UN5  |                     | 10.9            | 90<br>20 | PGK     |     |       |             |                |     |  |  |
| Total Ticket I                                       | ree<br>Price        | 281 (           | 50<br>10 | PGK     |     |       |             |                |     |  |  |
|  |                     | MS Infar        | nt Tost  |         |     |       |             |                |     |  |  |
| Traveller:   |                     |                 | 11 1 631 |         |     |       |             |                |     |  |  |
| Ticketnumb   | er:                 | 2152905         | 840      |         |     |       |             |                |     |  |  |
|  |                     | amou            | nt cu    | urrency |     |       |             |                |     |  |  |
| Total Fare   |                     | 0.0             | 00       | PGK     |     |       |             |                |     |  |  |
| Total Govern   | ment taxes          | 0.0             | 00       | PGK     |     |       |             |                |     |  |  |
| myIDTravel F   | Fee                 | 10.6            | 50<br>20 | PGK     |     |       |             |                |     |  |  |
| TOTAL LICKEL   | Price               | 10.6            | 50       | PGK     |     |       |             |                |     |  |  |
| Traveller:   |                     | MS Spot         | use le   | st      |     |       |             |                |     |  |  |
| Ticketnumb   | er:                 | 656-<br>2152905 | 841      |         |     |       |             |                |     |  |  |
|  |                     | amount          | curre    | ency    |     |       |             |                |     |  |  |
| Total Fare   |                     | 109.00          |          | PGK     |     |       |             |                |     |  |  |
| Total Govern   | iment taxes         | 161.40          |          | PGK     |     |       |             |                |     |  |  |
| - GC3  |                     | 22.80           |          | PGK     |     |       |             |                |     |  |  |
| - NX   |                     | 22.80           | 1        | PGK     |     |       |             |                |     |  |  |
| - NX3  |                     | 22.80           |          | PGK     |     |       |             |                |     |  |  |
| - 19   |                     | 22.80           | 1        | PGK     |     |       |             |                |     |  |  |
| - 192  |                     | 22.80           |          | PGK     |     |       |             |                |     |  |  |
| - UN5  |                     | 10.90           |          | PGK     |     |       |             |                |     |  |  |
| myIDTravel F   | Fee                 | 10.60           | 1        | PGK     |     |       |             |                |     |  |  |
| Total Ticket I                                       | Price               | 281.00          | 1        | PGK     |     |       |             |                |     |  |  |

Figure 36. myIDTravel Leisure Booking/Listing Confirmation email notification sample.

# 4.0 Manage Bookings

This function allows users to manage active bookings by searching for an existing e-ticket number or PNR. Users can make changes to bookings by cancelling, rebooking or resending email confirmations.



Figure 37. Manage Bookings & Tickets function

To search by e-ticket, click on the Tickets option. To search by booking reference, click on the PNR option. Click Retrieve to progress.

Following is an example of a search using PNR to retrieve an active booking with a future travel date.



Figure 38. Retrieval Screen – retrieve by Tickets or PNR.

The system will retrieve and display the booking information.

|     | Travellers         |  |                      |
|-----|--------------------|--|----------------------|
|     | MYIDTRAVEL TEST M  | IS   |                      |
|     | INFANT TEST MS     |  |                      |
|     | SPOUSE TEST MS     |  |                      |
|     |                    |  |                      |
|     | Ticket numbers     |  |                      |
|     | 656-2152905839     |  |                      |
|     | 656-2152905840     |  |                      |
|     | 656-2152905841     |  | 1                    |
|     |                    |  | All                  |
|     | Your flights       |  |                      |
|     | POM PORT MORESBY   | JACKSONS INTL - LAE LAE NADZAB                   | 28.05.2022           |
| _   | Air Niugini        | PX0100   | Economy / R2 Standby |
|     | 06:10<br>07:10     | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB | LISTED               |
|     |                    |  |                      |
| 2-1 | LAE LAE NADZAB - P | POM PORT MORESBY JACKSONS INTL                   | 04.06.2022           |
|     | Air Niugini        | PX0101   | Economy / R2 Standby |
|     | 07:40<br>08:40     | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL | LISTED               |
|     |                    |  |                      |
|     |                    | Rebook segment                                   |                      |
|     |                    | Rebook entire booking                            |                      |
|     |                    | Cancel segment                                   |                      |
|     |                    | Cancel entire booking                            |                      |
|     |                    | Resend Email Confirmation                        |                      |
|     |                    |  |                      |

Figure 39. PNR Retrieval - Active Booking display

**Note:** Manage Bookings function will retrieve active bookings only. Search for past dated bookings, cancelled bookings with refunded e-tickets will return a negative response as shown in the image below.

| Retrieval  |                      |
|--|----------------------|
| Tickets  | PNR                  |
| Booking reference<br>APWCPI  |                      |
| Passenger last name (optional)<br>myIDTravel   |                      |
| Select airline<br>Air Niugini  |                      |
| The combination of data you provided does not return a PNR. Plea<br>Airline: PX<br>Environment: INTEGRATION (INTEGRATION) /<br>Log Date: 2022-05-23 12:40:44.201 (Session: D31783103BEE4214997BB002E52FD3BF) | se check your input. |
| IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII   |                      |
| PZ-XNA Retrieve I  |                      |

Figure 40. PNR Retrieval - Unable to retrieve past dated booking error response.

## 4.1 How to Rebook A Booking/Segment

Users have the option to rebook travel itinerary by segment or entire booking. By default, the Rebook Segment option is deactivated/greyed out unless a specific segment is selected.

**Note:** Rebooking is only possible for flights on the same airline, same flight segments and within 90 days of the ticket purchase as the validity period.

1. To rebook all segments in a booking, select the Rebook Entire Booking option at the bottom of the page.

| Travellers                         |  |                      |
|------------------------------------|--|----------------------|
| MYIDTRAVEL TEST MS                 |  |                      |
| INFANT TEST MS                     |  |                      |
| SPOUSE TEST MS                     |  |                      |
| Ticket numbers                     |  |                      |
| <u>656-2152905839</u>              |  |                      |
| <u>656-2152905840</u>              |  |                      |
| <u>656-2152905841</u>              |  |                      |
| Your flights<br>POM PORT MORESBY J | ACKSONS INTL - LAE LAE NADZAB                    | 28.05.2022           |
| Air Niugini                        | PX0100   | Economy / R2 Standby |
| 06:10<br>07:10                     | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB | LISTED               |
| LAE LAE NADZAB - PO                | M PORT MORESBY JACKSONS INTL                     | 04.06.2022           |
| Air Niugini                        | PX0101   | Economy / R2 Standby |
| 07:40<br>08:40                     | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL | LISTED               |
|                                    | Rebook segment                                   |                      |
|                                    | Rebook entire booking                            |                      |
|                                    | Cancel segment                                   |                      |
|                                    | Cancel entire booking                            |                      |
|                                    | Resend Email Confirmation                        |                      |
|                                    |  |                      |

Figure 41. Booking Retrieval & Information Display - Rebooking option

1.1 To rebook a specific segment, in the case of multi segment bookings, click on the check box on the top left-hand corner of the flight segment information box to activate the 'Rebook Segment' option below. Click on Rebook Segment to progress.

| Travellers            |  |                      |
|-----------------------|--|----------------------|
| MYIDTRAVEL TEST MS    |  |                      |
| INFANT TEST MS        |  |                      |
| SPOUSE TEST MS        |  |                      |
|                       |  |                      |
| Ticket numbers        |  |                      |
| <u>656-2152905839</u> |  |                      |
| <u>656-2152905840</u> |  |                      |
| <u>656-2152905841</u> |  | 5                    |
| Your flights          |  | All                  |
| POM PORT MORESBY JA   | CKSONS INTL – LAE LAE NADZAB                     | 28.05.2022           |
| Air Niugini           | PX0100   | Economy / R2 Standby |
| 06:10<br>07:10        | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB | LISTED               |
|                       |  |                      |
| LAE LAE NADZAB - POM  | PORT MORESBY JACKSONS INTL                       | 04.06.2022           |
| Air Niugini           | PX0101   | Economy / R2 Standby |
| 07:40<br>08:40        | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL | LISTED               |
|                       | Rebook segment                                   |                      |
|                       | Rebook entire booking                            |                      |
|                       | Cancel segment                                   |                      |
|                       | Cancel entire booking                            |                      |
|                       | Resend Email Confirmation                        |                      |
|                       |  |                      |

Figure 42. Booking Retrieval & Information Display - Select specific booking segments to rebook.

- 2. To change the departure dates for each segment, click on the calendar icon as highlighted with a red box in the image below, to display a month by month calendar and choose the specific day. To view other months, use the arrow keys, >> to view future months and << to view past months.</p>
- 3. Click Continue to progress

| Rebooking          |                |                                 |                  |               |     |                    |                |                |
|--------------------|----------------|---------------------------------|------------------|---------------|-----|--------------------|----------------|----------------|
|                    |                |                                 |                  |               |     |                    |                |                |
|                    |                |                                 |                  |               |     |                    |                | uu am          |
| POM PORT MOR       | ESBY JACKSONS  | INTL - LAE LAE N                | IADZAB           |               |     |                    | 28.05.2022     | $\overline{}$  |
| Air Niugini        | P)             | K0100                           |                  |               |     |                    | Economy / R2 S | standby        |
| 06:10<br>07:10     | P(<br>L/       | OM PORT MORESE<br>AE LAE NADZAB | BY JACKSONS INTL | 2             |     |                    |                | LISTED         |
| Date<br>28.05.2022 |                |                                 |                  |               |     | Time<br>00:0       | 10             | ~              |
| «                  |                |                                 | May 2022         |               |     | » N                | - 154          | nin            |
| м                  | т              | w                               | т                | F             | s   | s                  | Air NI         |                |
| 25                 | 28             | 27                              | 28               | 29            | 30  |                    |                |                |
| 2                  | 3              | 4                               | 5                | nlugine.com.p | 9 7 | 8                  |                | -              |
| 9                  | 10             | 11                              | 12               | 13            | 14  | 15                 | -              | and the second |
| 16                 | 17             | 18                              | 19               | 20            | 21  | 22                 | 100            |                |
| 23                 | 24             | 25                              | 26               | 27            | 28  | 29                 |                |                |
| 30                 | 31             | 1                               | 2                | з             | 4   | 5                  |                |                |
| LAE LAE NADZA      | B – POM PORT M | ORESBY JACKSO                   | NS INTL          |               |     |                    | 04.06.2022     |                |
| Air Niugini        | P              | (0101                           |                  |               |     |                    | Economy / R2 S | andby          |
| 07:40<br>08:40     | LA<br>PC       | AE LAE NADZAB<br>DM PORT MORESE | BY JACKSONS INTL | 5             |     |                    | 3              | LISTED         |
| Date<br>04.06.2022 |                |                                 |                  |               |     | Time<br>00:0       | 10             | ~              |
|                    |                |                                 |                  |               | -   | 3                  |                |                |
| Back               |                |                                 |                  |               |     | Real Property lies | Co             | ntinue         |

Figure 43. Rebooking Segments by changing travel dates.

4. Users will be rerouted to the Flight Schedule Display as seen in page 13 of this document. Select preferred flight(s) from the list of available flights by clicking on the Select option.

|      |                                   | Flight Schedul   | 🥪<br>e Displav                         |                          |          |
|------|-----------------------------------|--|--|--------------------------|----------|
|      |                                   |  |  |                          |          |
|      | Flight 1                          |  |  | Switch to compac         | t view   |
|      | PORT MORESBY<br>04.06.2022   R2 S | JACKSONS INTL (POM) - LAE NADZAB (LAE)<br>Standby   Economy                |  |                          |          |
|      | Selectable                        | flights only. Please untick this box if you wish to see other flights in t | his market, including those that you m | nay not be eligible to l | book.    |
|      | Air Niugini                       | PX128  |  |                          |          |
|      | 07:10<br>08:10                    | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                           | 1h                                     | 0 Stops                  | ()<br>() |
|      |                                   | Show details   | Sele                                   | ect                      |          |
|      | Air Niugini                       | PX100  |  |                          |          |
| -    | 06:10<br>07:10                    | POM PORT MORESBY JACKSONS INTL   | 1h                                     | 0 Stops                  | 3 🕄      |
| p2=h |                                   | Show details   | Sele                                   | ect                      |          |
|      | Air Niugini                       | PX102  |  |                          |          |
|      | 09:20<br>10:20                    | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                           | 1h                                     | 0 Stops                  | ٩ 🕲      |
|      |                                   | Show details   | Sele                                   | ect                      |          |
|      | Air Niugini                       | PX104  |  |                          |          |
|      | 12:30<br>13:30                    | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                           | 1h                                     | 0 Stops                  | (ئ) 🕄    |
|      |                                   | Show details   | Sele                                   | ect                      |          |

Figure 44. Flight Schedule Display

Once all new flight segments have been selected, users will be rerouted to the Flight Schedule Display window. It is important to review and confirm changes before proceeding.

To return to previous display and make changes, click on the Back option.

5. To progress, click on Continue.

| light I   |  |           | Switch to compact | view  |
|---|--|-----------|-------------------|-------|
| PORT MORESBY JACK<br>04.06.2022   R2 Standl                                     | SONS INTL (POM) - LAE NADZAB (LAE)<br>y   Economy                      |           |                   | ~     |
| Air Niugigi   | DV100  |           |                   |       |
| 06:10<br>07:10  | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB                       | 1h        | 0 Stops           | ۵ 🕄   |
|   | Show details   | Cha       | ange flight       | Ner I |
| LAE NADZAB (LAE) - P  | ORT MORESBY JACKSONS INTL (POM)  |           |                   |       |
| LAE NADZAB (LAE) - P<br>11.06.2022   R2 Standt<br>Air Niugini                   | PX101  |           |                   |       |
| LAE NADZAB (LAE) - P<br>11.06.2022   R2 Standl<br>Air Niugini<br>07:40<br>08:40 | PX101<br>PX101<br>LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL     | 1h        | 0 Stops           | ()    |
| LAE NADZAB (LAE) - P<br>11.06.2022   R2 Standl<br>Air Niugini<br>07:40<br>08:40 | PX101 PX101 LAE LAE NADZAB POM PORT MORESBY JACKSONS INTL Show details | 1h<br>Cha | 0 Stops           | ¢.    |
| LAE NADZAB (LAE) - P<br>11.06.2022   R2 Standl<br>Air Niugini<br>07:40<br>08:40 | PX101 PX101 LAE LAE NADZAB POM PORT MORESBY JACKSONS INTL Show details | 1h<br>Cha | 0 Stops           | ()    |

# Figure 45. Flight Selection Summary

6. To confirm and save changes to the booking, click Rebook Now.

| Please confirm the rebookin                                  | ig for KDMCEP                                    |        |
|--|--|--------|
| Ticket numbers   |  |        |
| <u>656-2152905839</u>  |  | 1      |
| <u>656-2152905840</u>  |  |        |
| <u>656-2152905841</u>  |  |        |
| Your flights<br>PORT MORESBY JACKSONS INTL (PO<br>04.06.2022 | OM) – LAE NADZAB (LAE)                           | 3      |
| Air Niugini  | PX100  | LISTED |
| 06:10<br>07:10   | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB |        |
| LAE NADZAB (LAE) – PORT MORESB<br>11.06.2022                 | Y JACKSONS INTL (POM)                            |        |
| Air Niugini  | PX101  | LISTED |
| 07:40<br>08:40   | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL |        |
|  |  |        |
|  | Rebook Now                                       |        |
|  |  |        |

Figure 46. Final rebooking step – Rebook Now.

Rebooking process complete.

User should receive an email notification for rebooking confirmation and another email containing the revised itinerary and e-ticket.

| Rebook Confirmation                     |  |   |  |  |  |  |  |
|---|--|---|--|--|--|--|--|
| ✓ Rebook has bee                        | n completed successfully                         |   |  |  |  |  |  |
| Booking Reference:<br>Ticket number:    |  | KDMCEP<br>MYIDTRAVEL TEST MS 656-2152905839<br>INFANT TEST MS 656-2152905840<br>SPOUSE TEST MS 656-2152905841 |  |  |  |  |  |
| Travellers                              |  |   |  |  |  |  |  |
| MYIDTRAVEL TEST MS                      |  | 1   |  |  |  |  |  |
| INFANT TEST MS                          | INFANT TEST MS                                   |   |  |  |  |  |  |
| SPOUSE TEST MS                          | SPOUSE TEST MS                                   |   |  |  |  |  |  |
| Your flights                            | www.aimiugini.com.pg                             | +   |  |  |  |  |  |
| PORT MORESBY JACKSONS<br>04.06.2022     | INTL (POM) – LAE NADZAB (LAE)                    |   |  |  |  |  |  |
| Air Niugini                             | PX100  | LISTED  |  |  |  |  |  |
| 06:10<br>07:10                          | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB |   |  |  |  |  |  |
| LAE NADZAB (LAE) - PORT M<br>11.06.2022 | MORESBY JACKSONS INTL (POM)                      |   |  |  |  |  |  |
| Air Niugini                             | PX101  | LISTED  |  |  |  |  |  |
| 07:40<br>08:40                          | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL |   |  |  |  |  |  |
|   | Homonogo   |   |  |  |  |  |  |
|   | nuniepage  |   |  |  |  |  |  |

Figure 47. Booking Confirmation – Rebooking Process Complete.

## 4.2 How to Create a Booking/Listing

Users can create and list their booking for a previously cancelled itinerary however the e-ticket(s) must be within the 90 days validity period.

**Note:** Staff concession tickets have a validity period of 90 days from date of issuance. Tickets can be booked/rebooked before the 90days timeframe. Unutilized tickets after 90days are considered expired and must be refunded and a new ticket purchased. Refer to page 38 for the Refund process.

- 1. To get started, retrieve the e-ticket information by typing in the ticket number;
- 2. Click on Retrieve ticket

| Retrieval                     |         |                 |     |         |
|-------------------------------|---------|-----------------|-----|---------|
|                               | Tickets |                 | PNR |         |
| Ticket number<br>656-21529071 | 00      |                 |     |         |
|                               |         |                 |     | Add +   |
|                               |         | Retrieve ticket | Air | Niugini |

Figure 48. Retrieval screen - Retrieve E-ticket information

3. Once the ticket information is displayed, click on the Create booking/listing option on the bottom of the page to progress.

| Tickets   |  |
|---|--|
| Ticket number<br>Status<br>Traveller                  | 656-2152907100<br>Issued<br>SPOUSE TEST MS |
| Booking reference                                     | TVEFPS                                     |
| PORT MORESBY JACKSONS INTL (POM) – RABAUL TOKUA (RAB) |  |
| Coupon Status<br>Class<br>Ticket Type                 | open<br>Economy<br>STANDBY                 |
| Show pricing  | Refund                                     |
| Retrieve additional lickets                           |  |
| Create booking/listing                                |  |
| R. C.   |  |
| Back  |  |

Figure 49. Tickets screen - Create booking/listing option

4. The Traveller Input screen will readily capture and store traveler information. Click on Continue.

| Traveller Input                        |                        |             |
|--|------------------------|-------------|
|  |                        |             |
| Employee<br>Test, myIDTravel           |                        |             |
| Staff-ID<br>PX1111                     |                        |             |
| Date of employment<br>11.11.2011       |                        |             |
| 656-2152907100                         |                        | Air Niugini |
| First name<br>Spouse                   |                        |             |
| Middle name                            | www.aimlugint.comers   |             |
| Lest Sender                            |                        |             |
|  | Employee is travelling |             |
| Date of birth (optional)<br>dd.MM.yyyy |                        | 曲           |
| Back                                   |                        | Continue    |

#### Figure 50. Traveller Input screen

5. On the Create booking/listing screen, users must select the preferred travel date by clicking on the calendar icon in the Date field.

Repeat same for multi segment flights.

6. Click Continue.

|      | Create           | e booki | ng/list | ing       |        |        |       |  |  |
|------|------------------|---------|---------|-----------|--------|--------|-------|--|--|
|      |                  |         |         |           |        |        |       |  |  |
| 100  | Romerce          |         |         |           |        |        |       |  |  |
|      | Air Niu          |         |         |           |        |        |       |  |  |
|      | PORT             | MORESBY | JACKSO  | NS INTL ( | POM) - | RABAUL | TOKUA | (RAB)  |  |
|      | Class:<br>Travel | Status: |         |           |        |        |       |  | STANDBY  |
| 0    | Date<br>30.06.2  | 2022    |         |           |        |        | 65    | Time Travel Status<br>00:00 V R2 Standby   | Allerand   |
|      | <<               |         | J       | une 2022  |        |        | >>    | ww.aimluginl.com.pg  |  |
|      | м                | т       | w       | т         | F      | S      | S     | Including the second se | in the second se |
| -    | 30               | 31      | 1       | 2 1 1     | 3      | 4      | 5     | 6-0  |  |
| -    | 6                | 7       | 8       | 9         | 10     | 11     | 12    |  |  |
|      | 13               | 14      | 15      | 16        | 17     | 18     | 19    |  |  |
|      | 20               | 21      | 22      | 23        | 24     | 25     | 26    |  |  |
| -    | 27               | 28      | 29      | 30        | 1      | 2      | з     |  |  |
| 1000 | 4                | 5       | 6       | 7         | 8      | 9      | 10    |  |  |
|      |                  |         |         |           |        |        |       |  |  |
|      | Bac              | ck      |         |           |        |        |       |  | Continue   |

Figure 51. Create booking/listing information screen

7. On the Flight Schedule Display screen, choose the preferred Flight number by clicking on Select within the field information section. Ensure to repeat same for multi segments.

| Elight School is Die   |  |   |  |
|--|--|---|--|
| Fight Schedule Dis   | piay<br>D  |   |  |
|  |  |   |  |
| INS INTL (POM) - RABAUL TOKUA (RAB)                                  |  | Switch to compact   | view   |
| Economy  | wat including those that you   | may not be aligible to b  | ook  |
| ny. Hease unitick and box in you wan to see other hights in this man | ket, morodning triose triat you  | may not be engible to b   | ook.   |
| PX210  |  | N make  | inipi  |
| POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA                   | 1h 25m   | 0 Stops   | ()_ C  |
| Show details   | Se   | elect   |  |
| PX710  |  |   |  |
| POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA                   | 3h 10m   | 1 Stops   | ٩ 🕒  |
| Show details   | Se   | ect   |  |
| PX272  |  |   |  |
| POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA                   | 2h   | 0 Stops   | (ئ) 🕲  |
| Show details   | Se   | ect   |  |
| PX206  |  |   |  |
| POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA                   | 1h 25m   | 0 Stops   | 9 🕲  |
| Show details   | Se   | elect   |  |
|  | PICE ADDRESSIV JACKSONS INTL<br>RAB RABAUL TOKUA (RAB)<br>PX210<br>POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA<br>Show details<br>PX710<br>POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA<br>Show details<br>PX272<br>POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA<br>Show details<br>PX272<br>POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA<br>Show details | Plight Schedule Display         NS INTL (POM) - RABAUL TOKUA (RAB)         Economy         hly. Please untick this box if you wish to see other flights in this market, including those that you         PX210         PX210         POM PORT MORESBY JACKSONS INTL         RAB RABAUL TOKUA         Show details         PX710         POM PORT MORESBY JACKSONS INTL         PX710         POM PORT MORESBY JACKSONS INTL         Show details         Show details         Show details         Show details         Show details         PX272         POM PORT MORESBY JACKSONS INTL         Show details         Show details | Pright Schedule Display       Switch to compact         NSINTL (POM) - RABAUL TOKUA (RAB)       Switch to compact         NV. Please untick this box if you wish to see other flights in this market, including those that you may not be eligible to b       PX210         PX210       POM PORT MORESBY JACKSONS INTL RAB RABAUL TOKUA       1h 25m       0 Stops         Show details       Select       PX710         PX10       Show details       Select         PX710       3h 10m       1 Stops         PX710       Show details       Select         PX272       POM PORT MORESBY JACKSONS INTL RAB RABAUL TOKUA       3h 10m       1 Stops         PX272       POM PORT MORESBY JACKSONS INTL RAB RABAUL TOKUA       2h       0 Stops         Show details       Select       Select       PX272         PX272       POM PORT MORESBY JACKSONS INTL RAB RABAUL TOKUA       2h       0 Stops         Show details       Select       PX206       PX206       PX206         PX206 <t< td=""></t<> |

#### Figure 52. Flight Schedule Display screen

8. Click on Continue.

Summary of the selected flight(s). Ensure confirm details before proceeding.

9. Click Continue.



Figure 53. Flight Schedule Display screen – Flight Summary

10. On the Contact and Payment screen, user must provide contact information, i.e. Phone (mobile) number and email address.

**Note:** myIDTravel will pull contact information from user's myIDTravel profile if information is stored. If myIDTravel returns empty fields, users will have to provide contact details upon each and every booking.

- 11. Select check box in agreement of the travel policies.
- 12. Select Finish

|      |  | Cont   | (S))<br>act and Payr   | nent  |   |  |
|------|--|--|--|---|---|--|
|      | Your flights   |  |  |   |   |  |
|      | POM PORT MORESBY J   | ACKSONS INTL - RAB RABAUL TOKU   | A  |   |   | 30.06.2022   |
|      | Air Niugini  | PX272  |  |   | 1   | Economy / R2 Standby   |
|      | 11:50<br>13:50   | POM PORT MORESBY JACKSON<br>RAB RABAUL TOKUA   | NS INTL  | 2h  | 0 Stop  | LISTED   |
|      | Travellers<br>Spouse Test MS   |  |  |   |   | Air Niugi  |
|      | Contact Information<br>Phone number 1 - including cour<br>+675 7000001                                       | ntry code  | Phone nu<br>+00 00   | umber 2 - including cou   | untry code (optional)   |  |
| -ANA | Mobile number - including country<br>+00 000 000 000   | y code (optional)  | .C   |   |   |  |
|      | E-mail address<br>example@airniugini.com   | 1.pg   | Repeat E-<br>examp   | -mail address<br>le@airniugini.cor                                    | n.pg  |  |
| 8 8  | I understand and agree<br>understand that this i<br>and use of tickets pure<br>booking reference and<br>Back | e to the cancel, change, and refund policies, r<br>is the last step in the request process. I conf<br>chased via my log in to this website. Applicat<br>/or ticket number(s) for travel. | and all other condit<br>rm that all passeng<br>ale charges will be i | ions listed in the ID;<br>ger information prov<br>made to the form of | Agreements page of the tick<br>rided by me is valid and that<br>r payment I have provided for | eting airline.<br>I am liable for the cost<br>which I will receive a |

Figure 54. Contact and Payment screen – Input Contact Information with Travel Policy agreement.

Booking/Listing process completed successfully.

Users should view the following prompt with a PNR and e-ticket number generated.

Users should check email for booking/listing confirmation notifications and e-ticket copy.

| Booking Reference:<br>Ticket number: |  |    | Spouse Test N | EPT0<br>48 656-21529071 |
|--------------------------------------|--|----|---------------|-------------------------|
|                                      |  |    | 72            |                         |
| our flights                          |  |    |               |                         |
| POM PORT MORESBY                     | / JACKSONS INTL - RAB RABAUL TOKUA                 |    |               | 30.06.20                |
| Air Niugini                          | PX272  |    | E             | conomy / R2 Stand       |
| 11:50<br>13:50                       | POM PORT MORESBY JACKSONS INTL<br>RAB RABAUL TOKUA | 2h | 0 Stop        | LIST                    |
|                                      |  |    | W.W. Star     | -                       |

Figure 55. Booking/Listing Process Complete.

## 4.3 How to Cancel a Booking/Segment

Users have the option to cancel travel itinerary by segment or entire booking. By default, the Cancel Segment option is deactivated/greyed out unless a specific segment is selected.

1. To cancel all segments in a booking, select the Cancel Entire Booking option at the bottom of the page.

| ravellers  |  |  |
|--|--|--|
| MYIDTRAVEL TEST MS   |  |  |
| INFANT TEST MS   |  |  |
| SPOUSE TEST MS   |  |  |
| licket numbers   |  |  |
| 656-2152905839   |  |  |
| 656-2152905840   |  |  |
| 656-2152905841   |  |  |
| Our flights  | ACKSONS INTL - LAE LAE NADZAB  | 1106-2012                                    |
|  |  | 04.00.2022                                   |
| Air Niugini  | PX0100   | Economy / R2 Standby                         |
| Air Niugini<br>06:10<br>07:10  | PX0100<br>POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB   | Economy / R2 Standby<br>LISTED               |
| Air Niugini<br>06:10<br>07:10<br>LAE LAE NADZAB - PO   | PX0100<br>POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB<br>M PORT MORESBY JACKSONS INTL   | Economy / R2 Standby<br>LISTED               |
| Air Niugini<br>06:10<br>07:10<br>LAE LAE NADZAB - PO<br>Air Niugini                          | PX0100<br>POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB<br>M PORT MORESBY JACKSONS INTL<br>PX0101   | Economy / R2 Standby<br>LISTED<br>11.06.2022 |
| Air Niugini<br>06:10<br>07:10<br>LAE LAE NADZAB - PO<br><u>Air Niugini</u><br>07:40<br>08:40 | PX0100 POM PORT MORESBY JACKSONS INTL LAE LAE NADZAB PORT MORESBY JACKSONS INTL PX0101 LAE LAE NADZAB POM PORT MORESBY JACKSONS INTL   | Economy / R2 Standby<br>LISTED<br>11.06.2022 |
| Air Niugini<br>06:10<br>07:10<br>LAE LAE NADZAB - PO<br><u>Air Niugini</u><br>07:40<br>08:40 | PK0100<br>POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB<br>PK0101<br>LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL<br>Rebook segment   | Economy / R2 Standby<br>LISTED<br>11.06.2022 |
| Air Niugini<br>06:10<br>07:10<br>LAE LAE NADZAB - PO<br>Air Niugini<br>07:40<br>08:40        | PX0100 POM PORT MORESBY JACKSONS INTL LAE LAE NADZAB M PORT MORESBY JACKSONS INTL PX0101 LAE LAE NADZAB POM PORT MORESBY JACKSONS INTL Rebook segment Rebook entire booking  | Economy / R2 Standby<br>LISTED<br>11.06.2022 |
| Air Niugini<br>06:10<br>07:10<br>LAE LAE NADZAB - PO<br><u>Air Niugini</u><br>07:40<br>08:40 | PK0100<br>POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB<br>M PORT MORESBY JACKSONS INTL<br>PK0101<br>LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL<br>Rebook segment<br>Rebook entire booking<br>Cancel segment                          | Economy / R2 Standby<br>LISTED<br>11.06.2022 |
| Air Niugini<br>06:10<br>07:10<br>LAE LAE NADZAB - PO<br>Air Niugini<br>07:40<br>08:40        | PX0100<br>POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB<br>M PORT MORESBY JACKSONS INTL<br>PX0101<br>LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL<br>Rebook segment<br>Rebook entire booking<br>Cancel segment<br>Cancel entire booking | Economy / R2 Standby<br>LISTED<br>11.06.2022 |

Figure 56. PNR Retrieval screen – Sample booking display with Cancel Booking option.

2. Confirm cancel entire booking by clicking YES to proceed or NO to cancel further action.

| Are you sure you want to cancel the entire booking? |  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| Yes No  |  |  |  |  |  |  |

Figure 57. Confirm cancel entire booking prompt

Entire booking successfully cancelled.

The booking is updated and redisplayed with a Cancelled status on the segment fields. User should receive an email notification for cancellation confirmation.

| PNR 'KDMCE        | P' successfully cancelled.  |                      |
|-------------------|---|----------------------|
| Please note:      | If you want to proceed with the refund click on the underlined ticket nur   | mber.                |
|                   |   |                      |
| ravellers         |   |                      |
| MYIDTRAVEL TEST N | //S   |                      |
| INFANT TEST MS    |   |                      |
| SPOUSE TEST MS    |   | ini                  |
|                   |   | Air Numiti           |
| icket numbers     |   |                      |
| 656-2152905839    |   |                      |
| 656-2152905840    |   |                      |
| 656-2152905841    |   |                      |
| 1                 |   |                      |
| our flights       | and the second se |                      |
| POM PORT MORESB   | Y JACKSONSINTL - LAELAE NADZAB  | 0#0620221            |
|                   |   | Economy / 92 Standay |
|                   |   | CANCELLED            |
| LAE LAE NADZAB    | POM PORT MORESEV JACKSONS INTL  | 11.062022            |
|                   | PXD101  | Economy / R2 Steadby |
|                   |   | OANDELLED            |
|                   |   |                      |

Figure 58. PNR Retrieval screen - Booking Successfully cancelled with updated status.

**Note:** myIDTravel will prompt users if they would like to refund the ticket after cancelling the entire booking. Cancelling the booking will not automatically generate a refund. On how to process a refund, refer to page 35.



Figure 59. Refund option prompt.

To cancel a specific segment, in the case of multi segment bookings;

- 1. Click on the check box on the top left-hand corner of the flight segment information box to activate the 'Cancel Segment' option below.
- 2. Click on Cancel Segment to progress.

| PNR - KDMCEP       |   |                       |
|--------------------|---|-----------------------|
| Travellers         |   |                       |
| MYIDTRAVEL TEST M  | S   |                       |
| INFANT TEST MS     |   |                       |
| SPOUSE TEST MS     |   |                       |
| Ticket numbers     |   |                       |
| 656-2152905839     |   |                       |
| 656-2152905840     |   | 1                     |
| 656-2152905841     |   | 2                     |
| Your flights       | www.aimiuginl.com.pg  |                       |
| POM PORT MORESBY   | JACKSONS INTL - LAE LAE NADZAB  | 04.06.2022            |
| Air Niugini        | PX0100  | Economy / R2 Standby  |
| 06:10<br>07:10     | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB  | LISTED                |
| LAE LAE NADZAB - P | OM PORT MORESBY JACKSONS INTL   | 11.06.2022            |
| Air Niugini        | PX0101  | Economy / R2 Standby  |
| 07:40<br>08:40     | LAE LAE NADZAB<br>POM PORT MORESBY JACKSONS INTL  | LISTED                |
|                    | Rebook segment  |                       |
|                    | Rebook entire booking   |                       |
|                    | Cancel segment  |                       |
|                    | Cancel entire booking   | Real Property and the |
|                    | Resend Email Confirmation   |                       |
|                    | and the additional second s |                       |

Figure 60. PNR Retrieval screen – Sample booking display with cancel specific segment(s) option

3. Confirm cancel selected segment by clicking YES to proceed or NO to cancel further action.

|  | × |  |  |
|--|---|--|--|
| Are you sure you want to cancel the selected flight? |   |  |  |
| Yes No   |   |  |  |

Figure 61. Cancel confirmation prompt

The booking is updated and redisplayed with a Cancelled status on the segment field.

|      | PNR - KDMCEP         |   |                      |     |
|------|----------------------|---|----------------------|-----|
|      |                      |   |                      |     |
|      | MYIDTRAVEL TEST MS   |   |                      |     |
|      | INFANT TEST MS       |   |                      |     |
|      | SPOUSE TEST MS       |   |                      |     |
|      | Ticket numbers       |   |                      |     |
| ſ    | 656-2152905839       |   |                      |     |
|      | 656-2152905840       |   |                      | INI |
|      | 656-2152905841       |   |                      | 11  |
|      | Your flights         | www.aimiugini.com.pg  |                      | -   |
| -    | POM PORT MORESBY JA  | CKSONS INTE - LAE LAE NADZAB  | 04.06.2022           |     |
| a 11 | Air Niugini          | PX0100  | Economy / R2 Standby |     |
| AN   | 06:10<br>07:10       | POM PORT MORESBY JACKSONS INTL<br>LAE LAE NADZAB  | LISTED               |     |
|      | LAE LAE NADZAB - POV | PORT MORESBY JACKSONS INTL  | 1156,2222            |     |
|      |                      |   |                      |     |
|      |                      |   | CANCELLED .          |     |
|      |                      | Rebook segment  |                      |     |
| 1    |                      | Rebook entire booking   |                      |     |
|      |                      | Cancel segment  |                      |     |
|      |                      | Cancel entire booking   |                      |     |
|      |                      | Resend Email Confirmation   |                      |     |
|      |                      | and the second se |                      |     |

Figure 62. PNR Retrieval screen - Booking segment successfully cancelled with updated status.

Cancel segment process complete.

The booking is updated and redisplayed with a Cancelled status on the selected segment field(s).

# 4.4 How to Process A Refund

Refunds may be processed on any ticket coupon with an 'open' status. To process a refund, users must first retrieve and display the ticket information screen.

**Note:** The process involves refunding a ticket one at a time if a booking contains multiple tickets. Funds will be reimbursed into original card account used during ticket purchase, e.g. If UATP was used to purchase the ticket, the refund amount will be directed back to the UATP account, likewise for Visa and Mastercard.

If a refund is to be processed straight after a booking cancellation, the booking information display will list the tickets eligible for a refund. Click on the ticket number hyperlink to retrieve the ticket information.

| PNR - KDMCEP          |   |                      |
|-----------------------|---|----------------------|
| PNR KDMCE             | P' successfully cancelled.  |                      |
| Please note: I        | If you want to proceed with the refund click on the underlined ticket num | iber.                |
|                       |   |                      |
| Travellers            |   |                      |
| MYIDTRAVEL TEST M     | IS  |                      |
| INFANT TEST MS        |   |                      |
| SPOUSE TEST MS        |   | N                    |
|                       |   | Air                  |
| Ticket numbers        |   |                      |
| 656-2152905839        |   |                      |
| 656-2152905840        |   |                      |
| <u>656-2152905841</u> |   |                      |
| Your flights          | C C   |                      |
| POM PORT MORESBY      | JACKSONS INTE-LAE LAE NADZAB  | 04052022             |
| Air Nugini            |   | Economy / R2 Standby |
| 86:10<br>67:10        |   | CANCELLED            |
|                       |   |                      |
| LAE LAE NADZAB - P    | OM PORT MORESBY JACKSONS INTL   | \$1.06.2022          |
| Alt Niugin)           |   | Economy / R2 Standby |
| 08:40                 |   | CANCELLED            |
|                       |   |                      |
|                       | Homepage  |                      |

Figure 63. PNR Retrieval screen - Retrieve ticket information straight after cancel booking process.

If users exit the process flow straight after cancelling a booking without refunding, they can retrieve the ticket information via the Manage Booking & Ticket option.

Select Tickets option and type in the e-ticket number(s) and select Retrieve ticket.



Figure 64. Retrieval screen - Retrieve ticket information via Manage Bookings & Tickets function

Users can also retrieve the same information by using Flight List option. Refer Flight List section for information on this function.

1. Once the ticket information is displayed, select the Refund option.

| Tickets   |  |
|---|--|
| Ticket number<br>Status<br>Traveller                | 656-2152905839<br>Issued<br>MYIDTRAVEL TEST MS |
| Booking reference                                   | KDMCEP   |
| PORT MORESBY JACKSONS INTL (POM) – LAE NADZAB (LAE) |  |
| Coupon Status<br>Class<br>Ticket Type               | open<br>Economy<br>STANDBY                     |
| LAE NADZAB (LAE) - PORT MORESBY JACKSONS INTL (POM) |  |
| Coupon Status<br>Class<br>Ticket Type               | open<br>Economy<br>STANDBY                     |
| Show pricing  | Refund   |
|   |  |
| Retrieve additional lickets                         |  |
| Create booking/listing                              |  |
|   |  |
| Back  |  |

Figure 65. Tickets information screen with Refund option.

A summary of the refund request will display for the user's review and confirmation prior to proceeding.

The summary will contain the ticketed segment information and fare break-up with the expected refund amount.

**Note:** If the ticket is partially used, the fare amount for the flown segment(s) will be captured in the Used colomn. The total refund amount will be less the flown segment fare.

2. To progress with refund, select Refund Now.

| Please confirm the ticket refund   |                                       |  |
|--|---------------------------------------|--|
| Ticket number<br>Status<br>Traveller                                       | MYI                                   | 656-2152905839<br>Issued<br>DTRAVEL TEST MS  |
| issued:  |                                       |  |
| PORT MORESBY JACKSONS INTL (POM) - LAE NADZAB (LAE)                        |                                       |  |
| Class<br>Ticket Type   | Economy<br>STANDBY                    |  |
| LAE NADZAB (LAE) – PORT MORESBY JACKSONS INTL (POM)                        |                                       | _  |
| Class<br>Ticket Type   | Economy<br>STANDBY                    |  |
| Refunded by Air Niugini  |                                       |  |
| Fare<br>Total Government or Airport imposed Taxes / Fees<br>myIDTravel Fee |                                       | 109.00 PGK<br><u>161.40 PGK</u><br>10.60 PGK |
| Ticket Price   |                                       | 281.00 PGK                                   |
|  | Refund                                |  |
| Fare<br>Total Government or Airport imposed Taxes / Fees<br>myIDTravel Fee | 109.00 PGK<br>161.40 PGK<br>10.60 PGK |  |
| Ticket Price   | 281.00 PGK                            |  |
|  | Paid                                  | Used   |
| Fare<br>Total Government or Airport imposed Taxes / Fees<br>myIDTravel Fee | 109.00 PGK<br>161.40 PGK<br>10.60 PGK | 0.00 PGK<br>0.00 PGK<br>0.00 PGK             |
| Ticket Price   | 281.00 PGK                            | 0.00 PGK                                     |
| Refund Now   |                                       |  |

Figure 66. Refund Confirmation screen

# Refund process complete.

To view general status of the ticket, click on the ticket number hyperlink.

| Refund has been requested   |   |
|---|---|
|   |   |
| Travellers  |   |
| MYIDTRAVEL TEST MS  |   |
|   |   |
| Ticket number   | nini 🌌  |
| <u>656-2152905839</u>   |   |
|   |   |
| Please notice:  | participation pg  |
| Refunds will be submitted by myIDTravel and processed by the t<br>information please see the ID Agreements section. | icketing airline, myIDTravel will submit a refund request of all open segments. For further |
|   |   |
| Same Chartenter   | Homepage  |
|   |   |

Figure 67. Refund process complete

Ticket segment details updated to refund status.

To continue processing refund for other tickets purchased in the same booking, click on Retrieve additional tickets option and follow the same refund process.

| Tickets   |  |  |  |  |
|---|--|--|--|--|
| ○ The refund status is: Completed as full refund at Thu May 26 03:15:32 UTC 2022 (Thu May 26 03:15:32 UTC 2022 )  |  |  |  |  |
| <ul> <li>Your refund request has been triggered and the refund processing will be handled as per carrier's term and<br/>conditions. (Thu May 26 03:15:32 UTC 2022)</li> </ul> |  |  |  |  |
| Ticket number<br>Status<br>Traveller<br>Booking reference   | 656-2152905839<br>Refunded<br>MYIDTRAVEL TEST MS<br>KDMCEP |  |  |  |
| PORT MORESBY JACKSONS INTL (POM) – LAE NADZAB (LAE)<br>Coupon Status<br>Class<br>Ticket Type  | refunded<br>Economy<br>STANDBY                             |  |  |  |
| LAE NADZAB (LAE) – PORT MORESBY JACKSONS INTL (POM)<br>Coupon Status<br>Class<br>Ticket Type  | refunded<br>Economy<br>STANDBY                             |  |  |  |
| Show pricing  | Refund   |  |  |  |
| Retrieve additional tickets   |  |  |  |  |
| Back  |  |  |  |  |

Figure 68. Tickets information screen - Ticket updated with refund status

**Note:** For UATP cards, the refund processing turn around time is 24+ hours. For credit cards, users are encouraged to check with their local banks for clearance.

## 4.6 How to Resend Email Confirmation

This function allows users to resend email confirmations to a designated email address. Users can use this function to send travel itinerary with e-ticket copy to another email address other than the email registered under their myIDTravel profile.



Figure 69. Resend Email Confirmation option

To initial process, click on Resend Email Confirmation.

Users will view an email confirmation window.

- 1. Enter the prefered email address in the address box. To add multiple addresses, click on the + option and enter email address.
- 2. Click on Resend Email option to send.

| Resend Email Confirmation                  |              | $\times$ |
|--|--------------|----------|
| Email Address<br>EXAMPLE@AIRNIUGINI.COM.PG |              |          |
|  | +            |          |
|  | Resend Email |          |

Figure 70. Resend Email Confirmation window to enter email address.

System response to confirm email resent successfully. User to monitor email to confirm receipt.



Figure 71. Email sent successfully response.

# 5.0 ID Agreements

Under ID Agreements function, users can read and obtain key information concerning conditions for leisure travel on other carriers.



#### Figure 72. ID Agreements function.

1. To search for each carrier's information, select the airline name from the dropdown option and click Continue.

|   | ID Agreements                 | enare con mai information and transmission |          |
|---|-------------------------------|--|----------|
| - | Select airline<br>Air Niugini | X Travel Mode<br>Leisure                   | ~        |
|   |                               |  | Continue |
|   |                               |  |          |

Figure 73. ID agreements search.

**Note:** As agreements with other carriers are reviewed and finalized, information may be updated/changed without prior notice. Always verify travel conditions before booking on other airlines.

# 6.0 Fare Calculation

This function provides users the option to calculate fares without booking an itinerary.

| Ο                         | Fare Calculation  |  |  |
|---------------------------|---|--|--|
| $\langle \cdot \rangle$   | Who's going to travel?  |  |  |
| myIDTravel Test           | PTC   |  | ~  |
| Air Niugini               | Employee, retiree, legal spouse, children 1.                    | 2-23 years   | 1  |
| New Flight / Ticket       | Add +   |  |  |
| Manage Bookings & Tickets | Alease enter the Suetter-Code of the airbort in Engl<br>Airline | It or select the direct will the silooff actus. For falle calcula<br>Travel Status | iten of the ported of the city codes!) are the ported. |
| ID Agreements             | All Airlines  | R2 Standby   | All statements   |
| Fare calculation          | From  | PT TRANSPORT   |  |
| Flight List               | Ungin   | Destination  |  |
| English 🗸                 | Economy   |  | ×  |
| Change password           |   | - Dr   |  |
| Change password           | p2-Ann  |  |  |
| Logout                    | Add +   |  |  |

Figure 74. Fare Calculation function.

To calculate a fare, users must select and provide the necessary information for myIDTravel to return a result:

- Passenger Type Code (PTC) select from the dropdown option, the passenger type/category. The calculate more than one PTC, click on 'Add+' and select the PTC from the dropdown list Note; PX uses 4 main PTCs, i.e.:
  - a. Employee, retiree, legal spouse, children 12 23 years
  - b. Children 2-11 years
  - c. Infants -0 1 year
  - d. Parents of employee/retiree
- 2. Airline select from the dropdown option, the airline name
- 3. From type in the origin airport name/code and select
- 4. To type in the destination airport name/code and select
- 5. Class default class is Economy, users can change the class by clicking on the dropdown option to select business



Figure 75. Fare Calculation screen.

Users have the option to add more sectors by clicking on 'Add +' and typing in the origin and destination airport codes/names.

6. Once all required fields are populated, click on Calculate.

Following is a sample result of a fare calculation for 1x adult, 1x child from POM to LAE with applicable taxes and the myIDTravel Fee.

| Fare Calculation   |   |
|--|---|
| Total to be charged by PX  |   |
| PORT MORESBY JACKSONS INTL (POM) -<br>LAE NADZAB (LAE)                           |   |
| Employee, retiree, legal spouse, children 12-23 years<br>children 2-11 years     |   |
| Show Subtotals   |   |
| Total Fare<br>Total Government or Airport imposed Taxes / Fees<br>myIDTravel Fee | 95.00 PGK<br><u>160.10 PGK</u><br>10.60 PGK |
| Total to be charged by   | 265.70 PGK                                  |
| Grand Total  | 265.70 PGK                                  |
| PZ-ANA   |   |
| Back   |   |

Figure 76. Fare calculation output example

# 7.0 Flight List

This function serves as a historical database with a list of all tickets issued under the user's profile.



Figure 77. Flight List function.

This list is useful for users unable to remember or locate bookings and/or tickets and can easily use this function to retrieve information. Rebooking, Booking and Listing, Cancelling and Refunding processes described under section 3.0 Manage Bookings & tickets can also be achieved under the Flight List function.

Arranged in descending order, bookings/tickets are listed according to Travel Date. Past dated travel is listed towards the bottom and future travel dates at the top of the list. To retrieve a particular booking, click on the booking reference hyperlink. To retrieve a particular ticket, click on the ticket number hyperlink.

Users can also view booking/ticket coupon status under the Status column. Two main status will be displayed; 'Issued' for open/unused ticket coupon and 'Fully Refunded' for refunded ticket coupons. Click on Load More to view next list of ticket information.

| Travel Date              | Flight         | From / To              | Booking<br>Code | Passenger Name                                | Ticket Number   | Status *                           | Booking Date | Total                               | 0 |
|--------------------------|----------------|------------------------|-----------------|---|---|------------------------------------|--------------|-------------------------------------|---|
| 04.06.2022<br>11.06.2022 | PX100<br>PX101 | POM - LAE<br>LAE - POM | KDMCEP          | mylDTravel Test<br>Infant Test<br>Spouse Test | <u>656-2152905839</u><br><u>656-2152905840</u><br><u>656-2152905841</u> | FULLY REFUNDED<br>Issued<br>Issued | 15.05.2022   | 0.00 PGK<br>10.60 PGK<br>281.00 PGK |   |
| 31.05.2022               | PX272          | POM - RAB              | TVEFPS          | Spouse Test                                   | 656-2152907100  | Issued                             | 20.05.2022   | 156.50 PGK                          |   |
| 30.06.2022               | PX272          | POM - RAB              | EPTCIA          | Spouse Test                                   | <u>656-2152907100</u>   | Unknown                            | 20.05.2022   | 156.50 PGK                          |   |
| 31.05.2022               | PX254          | POM - BUA              | APHAHU          | myIDTravel Test                               | <u>656-2152907404</u>   | Issued                             | 20.05.2022   | 156.50 PGK                          |   |
| 29.05.2022               | PX207          | RAB - POM              | TWQEAD          | myIDTravel Test                               | <u>656-2152907313</u>   | Issued                             | 20.05.2022   | 156.50 PGK                          | 1 |
| 28.05.2022               | PX154          | POM - GUR              | APEYQU          | Spouse Test                                   | <u>656-2152907384</u>   | Issued                             | 20.05.2022   | 141.10 PGK                          | 3 |
| 28.05.2022               | PX100          | POM - LAE              | TUNXSX          | myIDTravel Test                               | <u>656-2152907096</u>   | Issued                             | 20.05 2022   | 141.10 PGK                          |   |
| 27.05.2022               | PX141          | VAI - WWK              | COABIA          | myIDTravel Test                               | <u>656-2152907402</u>   | Issued                             | 20.05.2022   | 141.10 PGK                          | 1 |
| 27.05.2022               | PX183          | HGU - POM              | LJDDTC          | Spouse Test<br>Child Test                     | 656-2152906534<br>656-2152906535  | Issued<br>Issued                   | 18.05.2022   | 141.10 PGK<br>124.60 PGK            |   |
|                          | DWARA          | DOM DAR                | PUROVE          | Spouse Test                                   | 656-2152906628  | Issued                             | 18.05.2022   | 156.50 PGK                          |   |

Figure 78. Flight List screen.

# 8.0 myIDTravel Support

# **Issues Escalation Matrix**

For issues reporting and addressing, users are urged to take note of the Issues Escalation process.

For all myIDTravel training and system-related issues, email support on: myidsupport@airniugini.com.pg



Figure 79. myIDTravel Issues Escalation Matrix