



Air Niugini

myIDTravel

Basic User Guide

for

PX Staff Concession

Leisure Travel

On PX Flights

Table of Contents

1.0 Introduction	3
2.0 Accessing myIDTravel	3
2.1 How to Log In	4
2.2 How to Set New Password	5
2.3 Privacy Statement	9
2.4 Welcome Page	9
2.5 How to Change Password	10
2.6 How to Log Out	10
3.0 New Flight / Ticket	11
3.1 How to Book and Purchase	11
4.0 Manage Bookings	23
4.1 How to Rebook A Booking/Segment	25
4.2 How to Create a Booking/Listing	30
4.3 How to Cancel a Booking/Segment	35
4.4 How to Process A Refund	38
4.6 How to Resend Email Confirmation	42
5.0 ID Agreements	44
6.0 Fare Calculation	45
7.0 Flight List	47
8.0 myIDTravel Support	48
Issues Escalation Matrix	48

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: <https://myidtravel.com/myidtravel/ui/> 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.

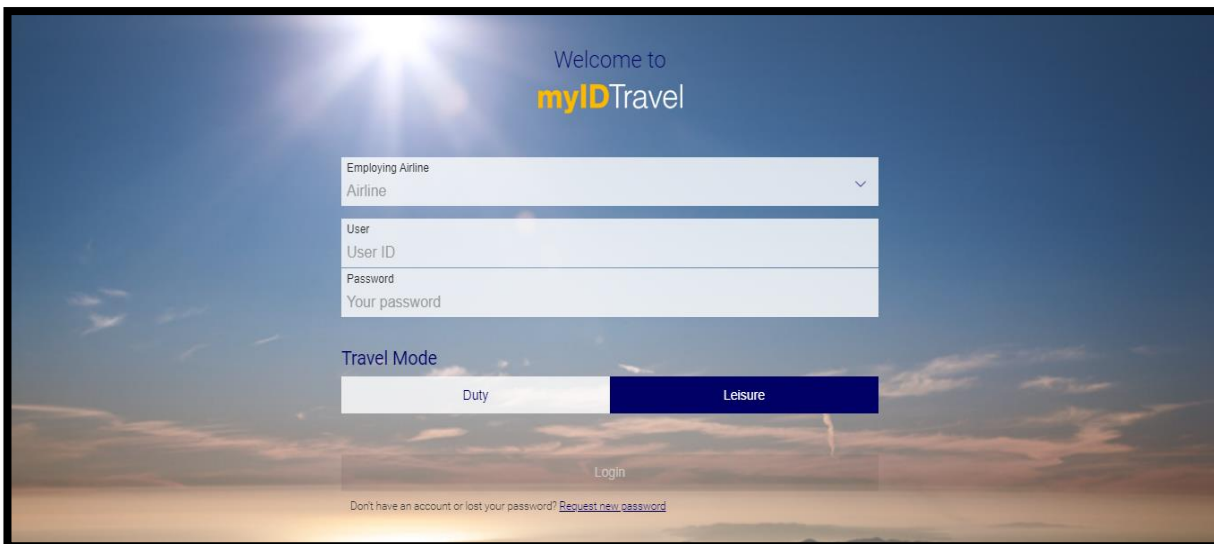


Figure 1. myIDTravel Page

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 top-right 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.

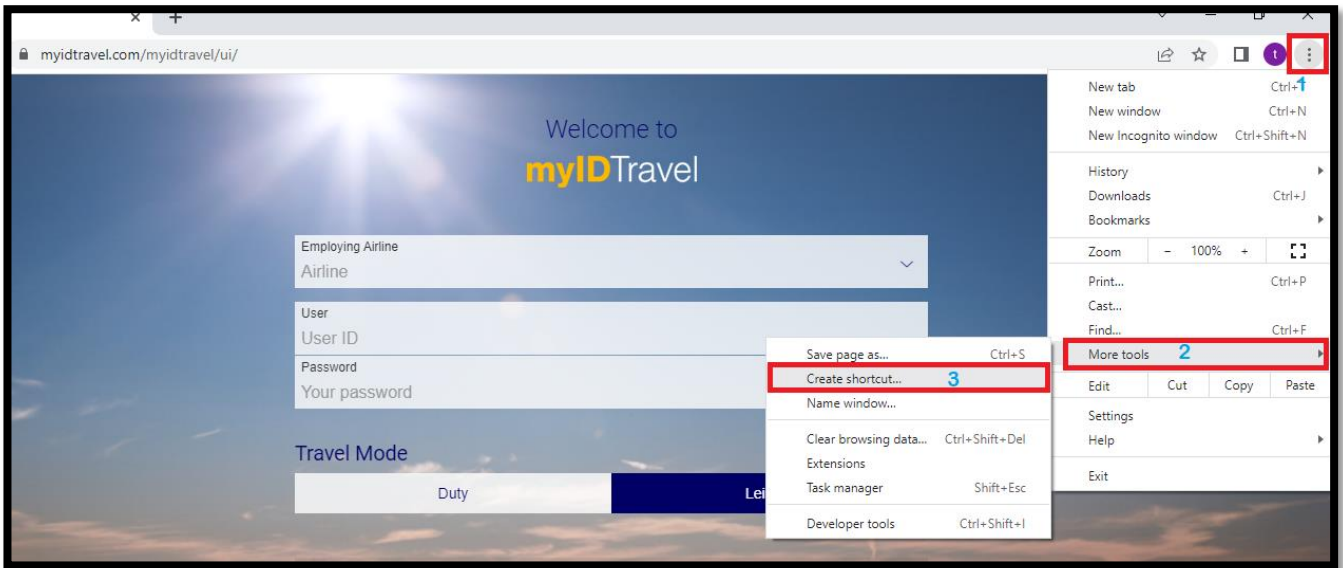


Figure 2. Accessing the Create Shortcut menu using Google Chrome

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.

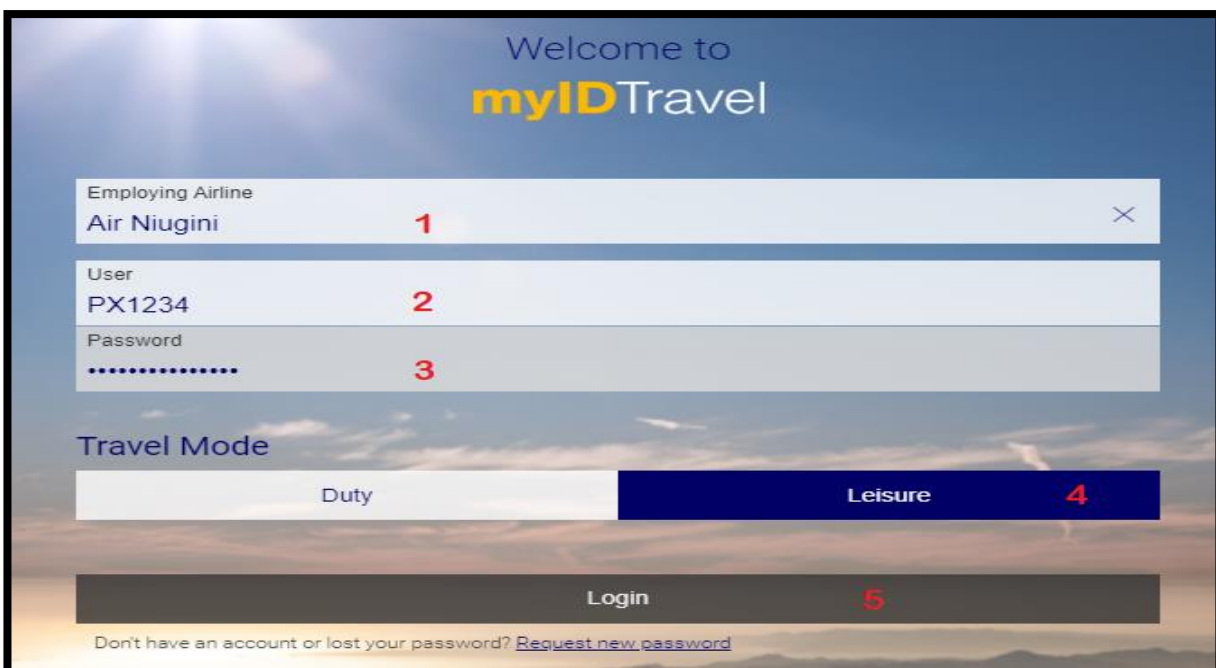


Figure 3. Login page

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.

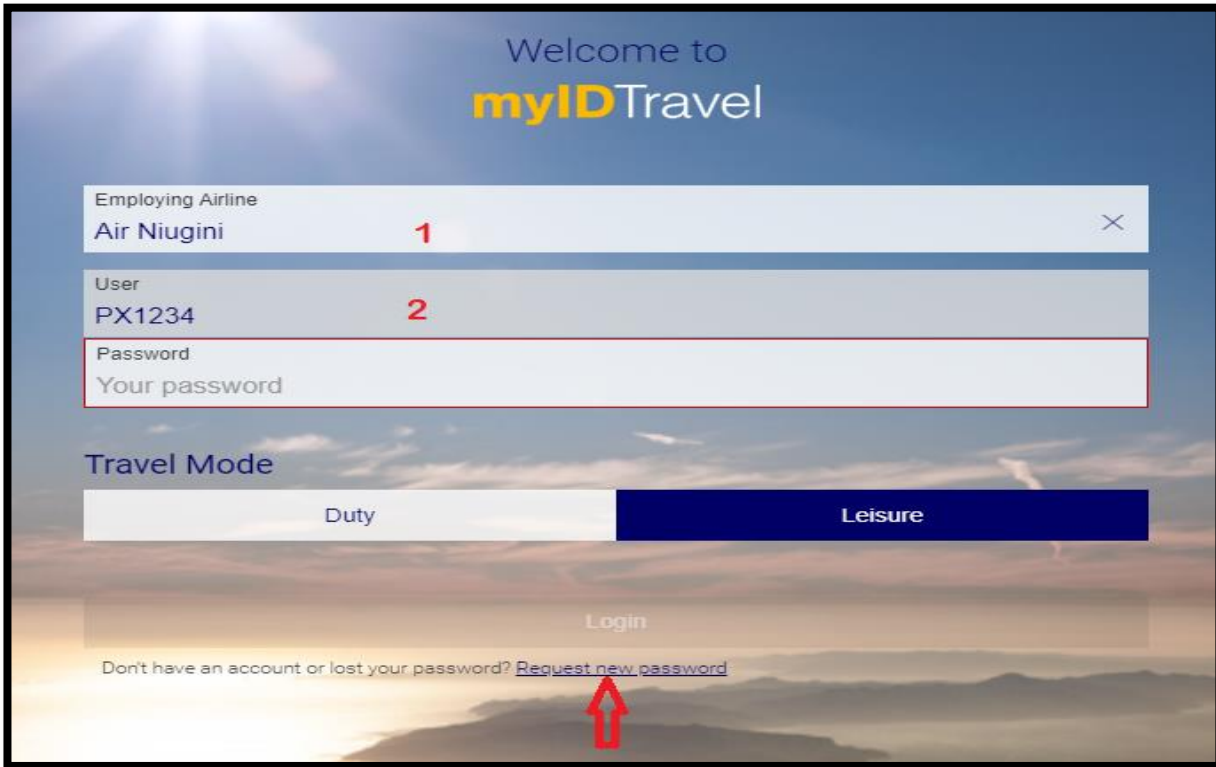


Figure 4. How to Request new password

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.

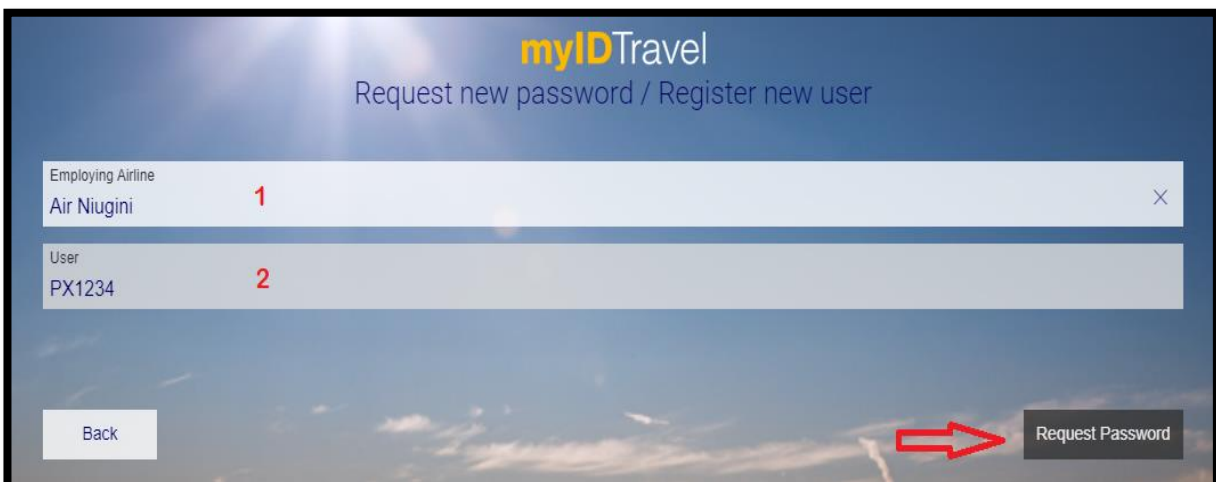


Figure 5. Request new password / Request new user screen

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

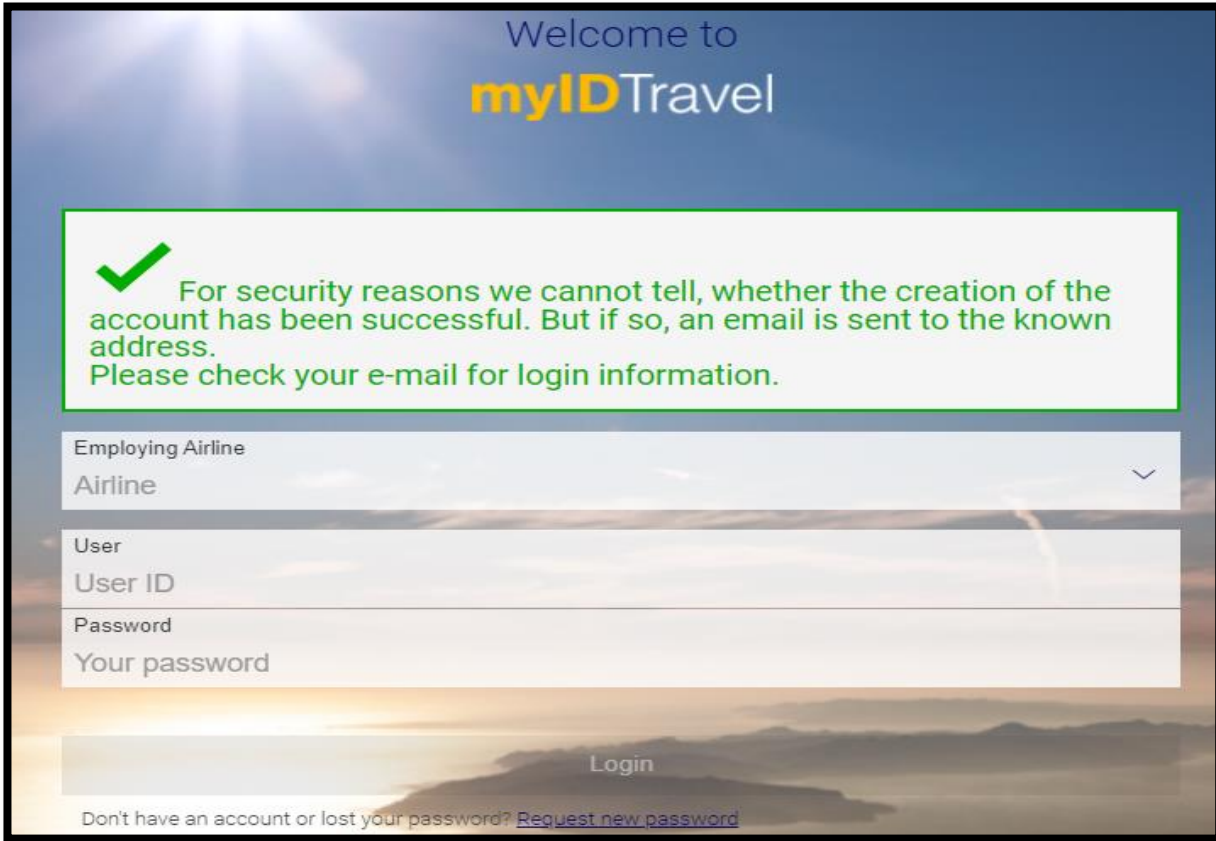


Figure 6. Security prompt notification

6. 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.



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

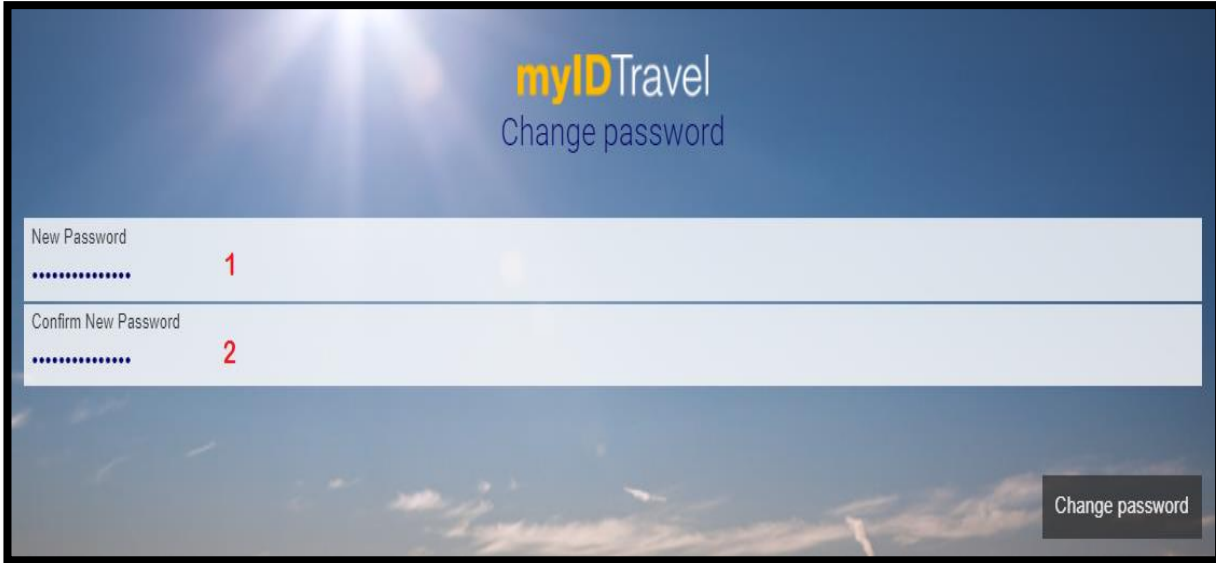


Figure 8. Change Password screen

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.

Acceptable Passwords	Description
Whats4breakfast? M1ke44@H!#2k412	Uppercase Letter(s) 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.

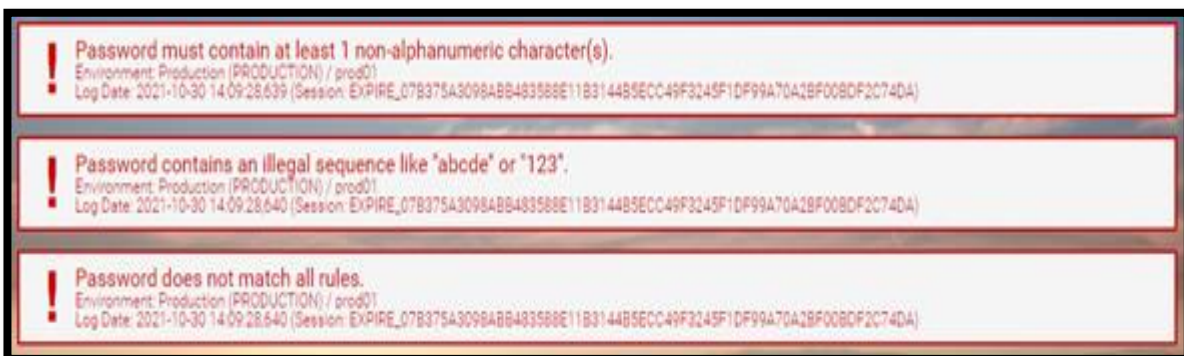


Figure 9. System responses for unacceptable passwords

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

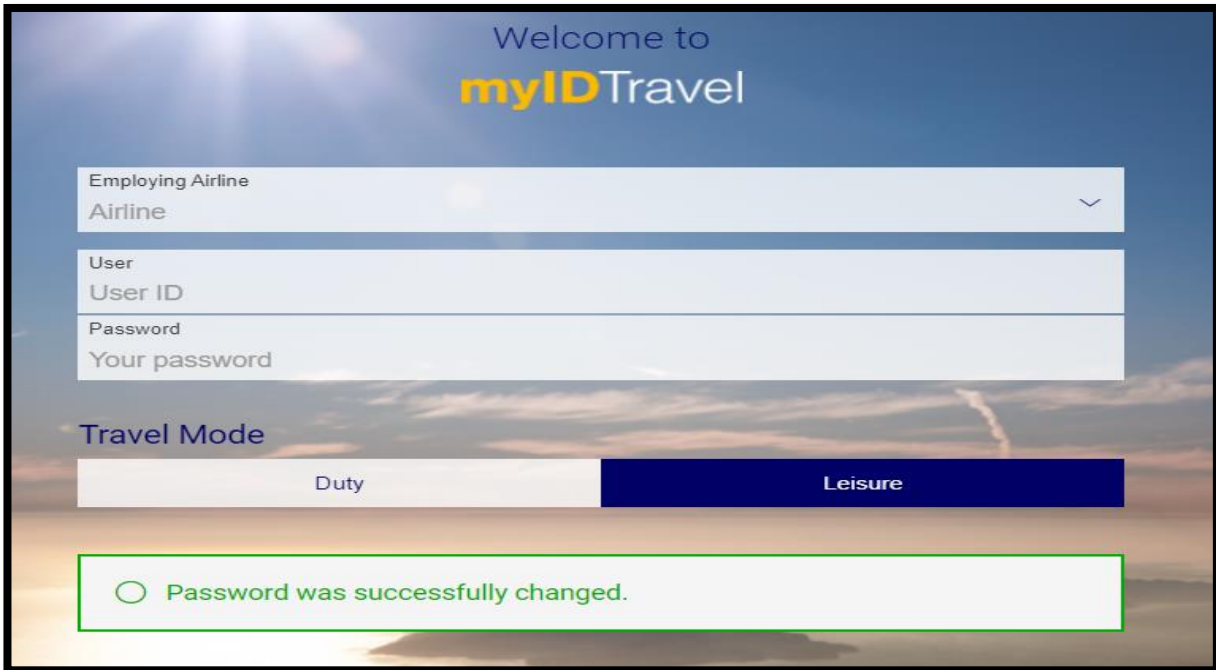


Figure 10. Password successfully changed

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

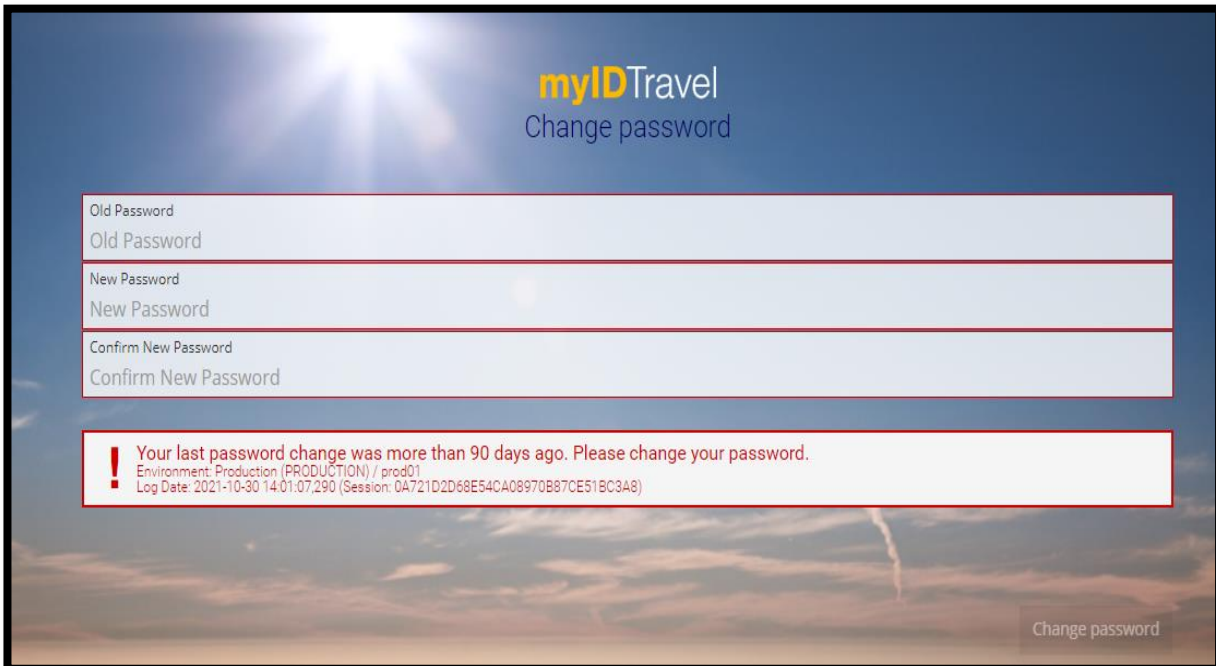


Figure 11. Password change after 90 days response.

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.

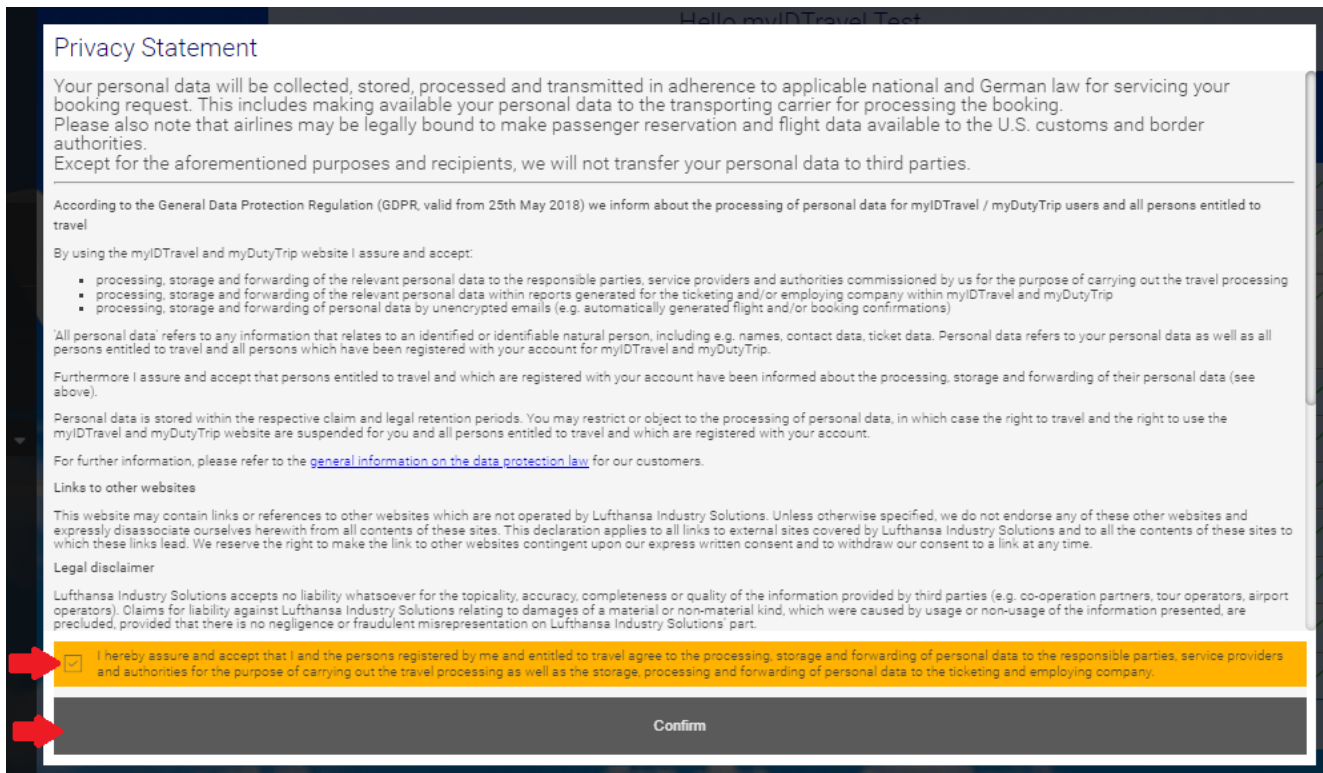


Figure 12. Privacy Statement window.

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.

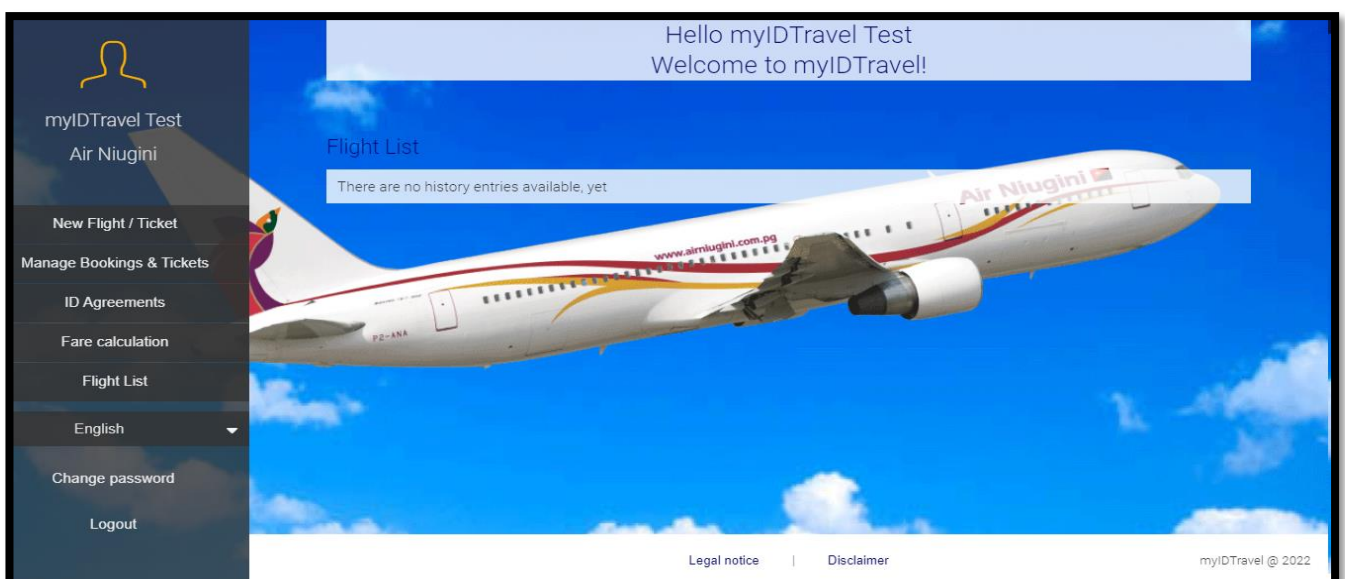


Figure 13. Welcome page

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 & Tickets	Enables users to manage active bookings and valid e-tickets. Users can 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.

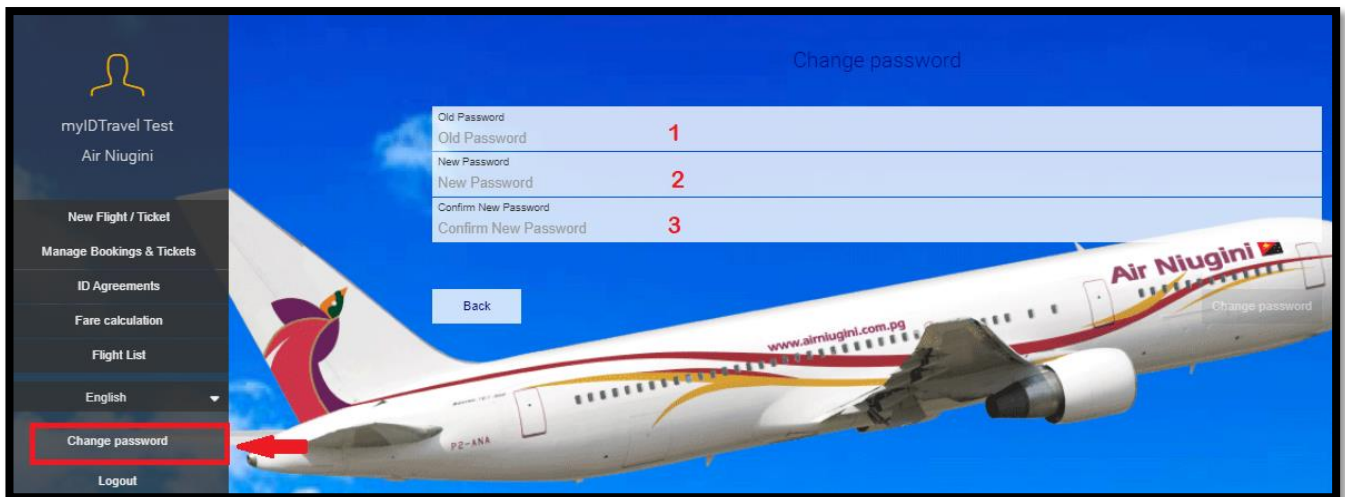


Figure 14. Change Password function.

2.6 How to Log Out

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

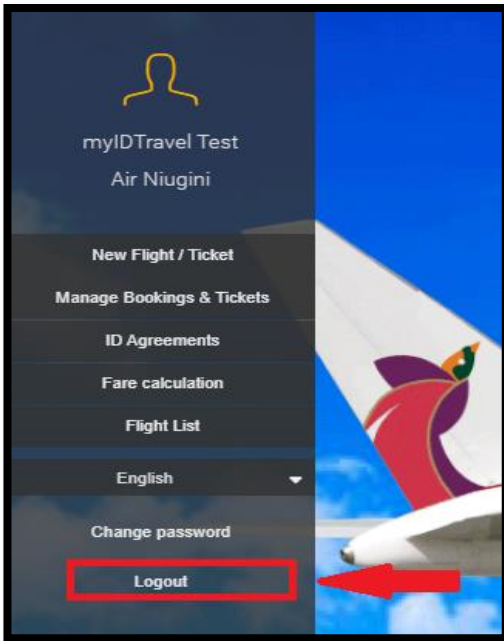


Figure 15. Logout function.

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.

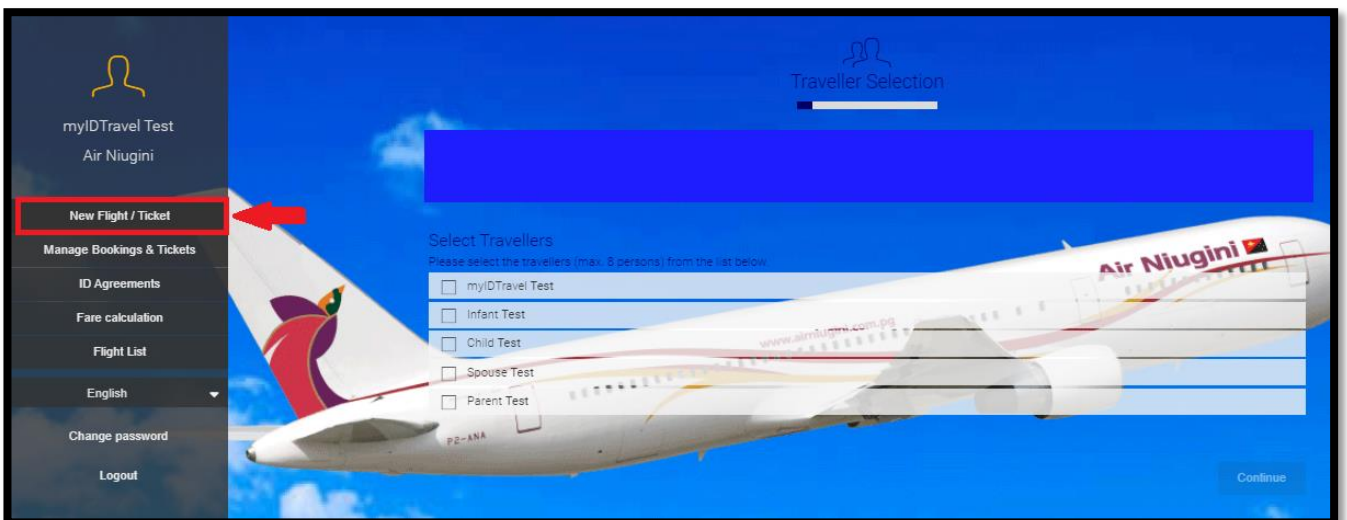


Figure 16. Traveller Selection screen.

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.



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. Return – click on the calendar icon and choose the return date for Return and Multiple Legs sectors.
7. Click on Find Flights to progress.

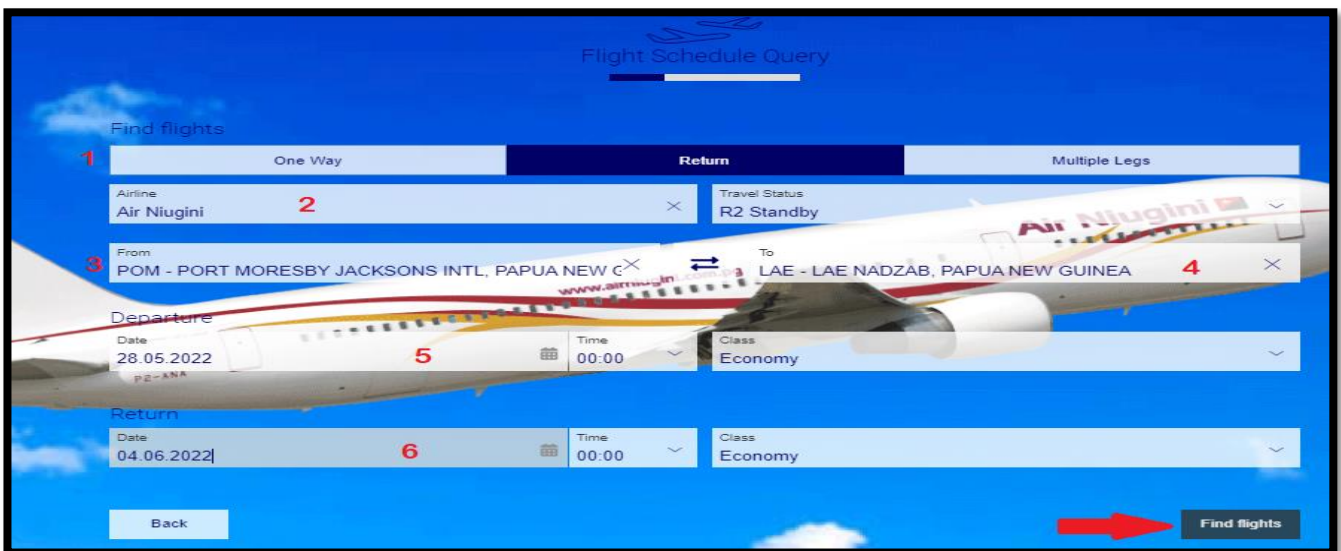


Figure 19. Flight Schedule Query screen

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.

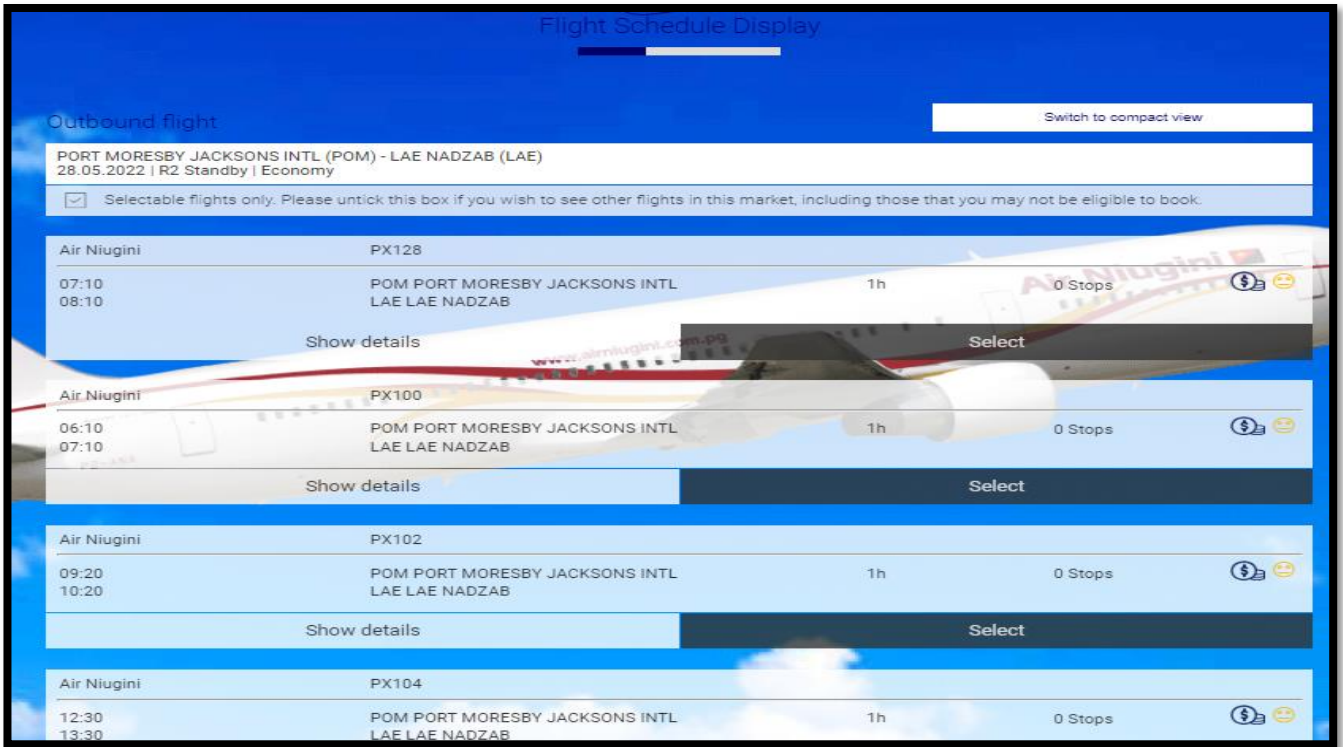


Figure 20. Flight Schedule Display screen.

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.

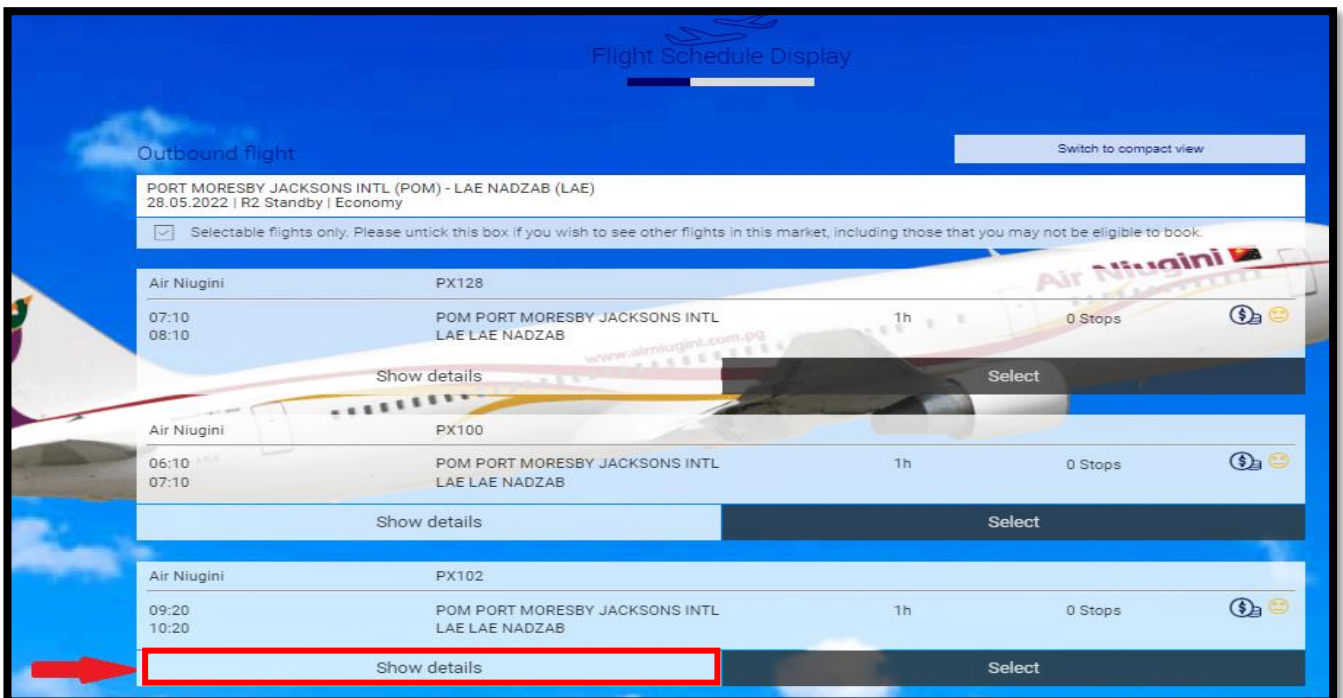


Figure 21. Flight Schedule Display screen – Show Details option.

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.

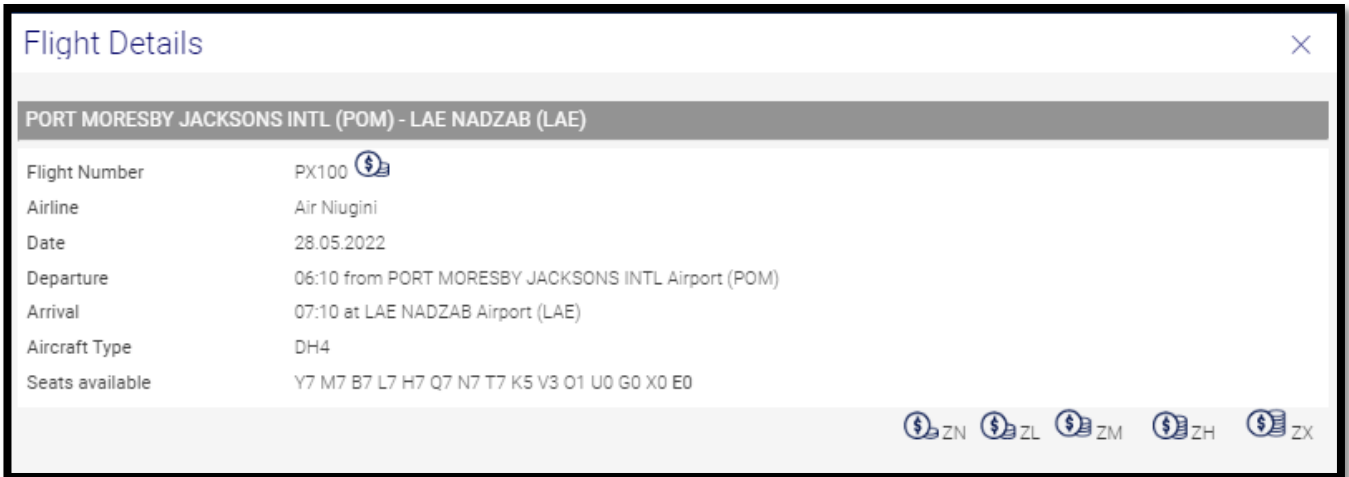


Figure 22. Flight Details window example.

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.

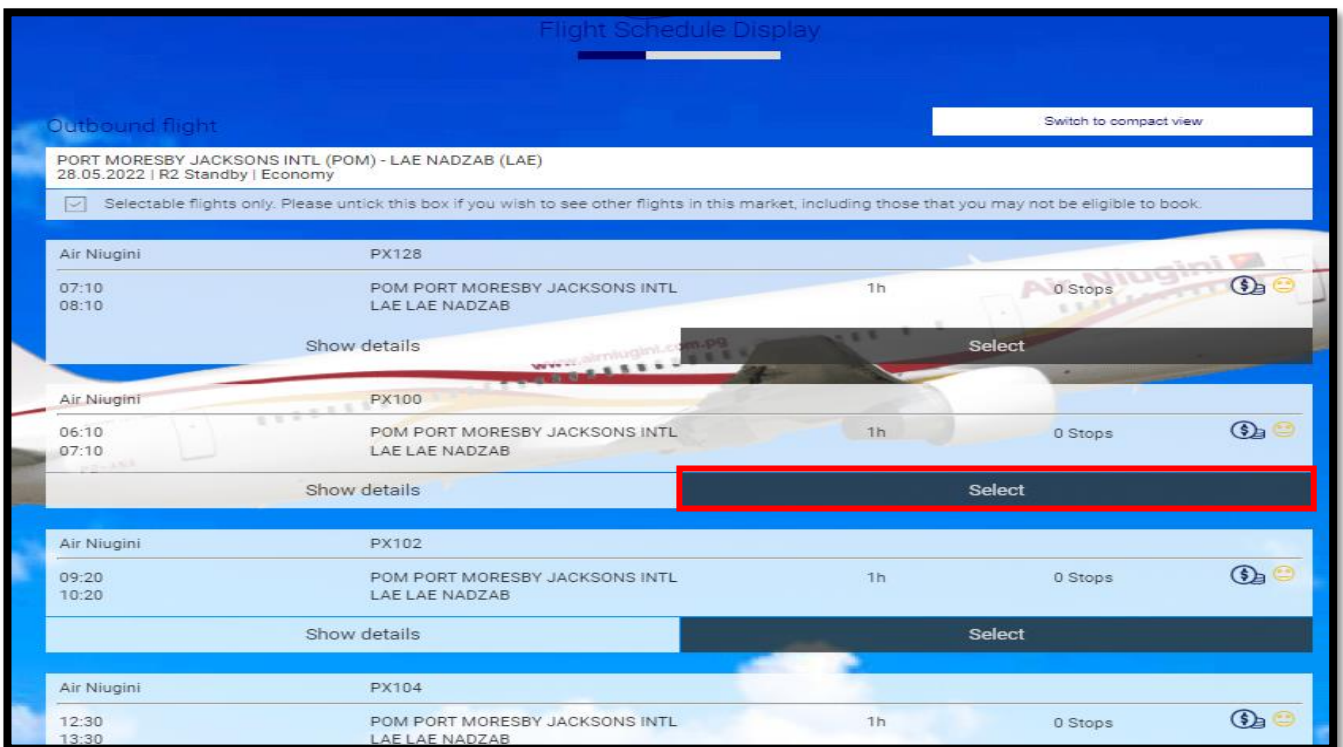


Figure 23. Flight Schedule Display – Select Flight(s).

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

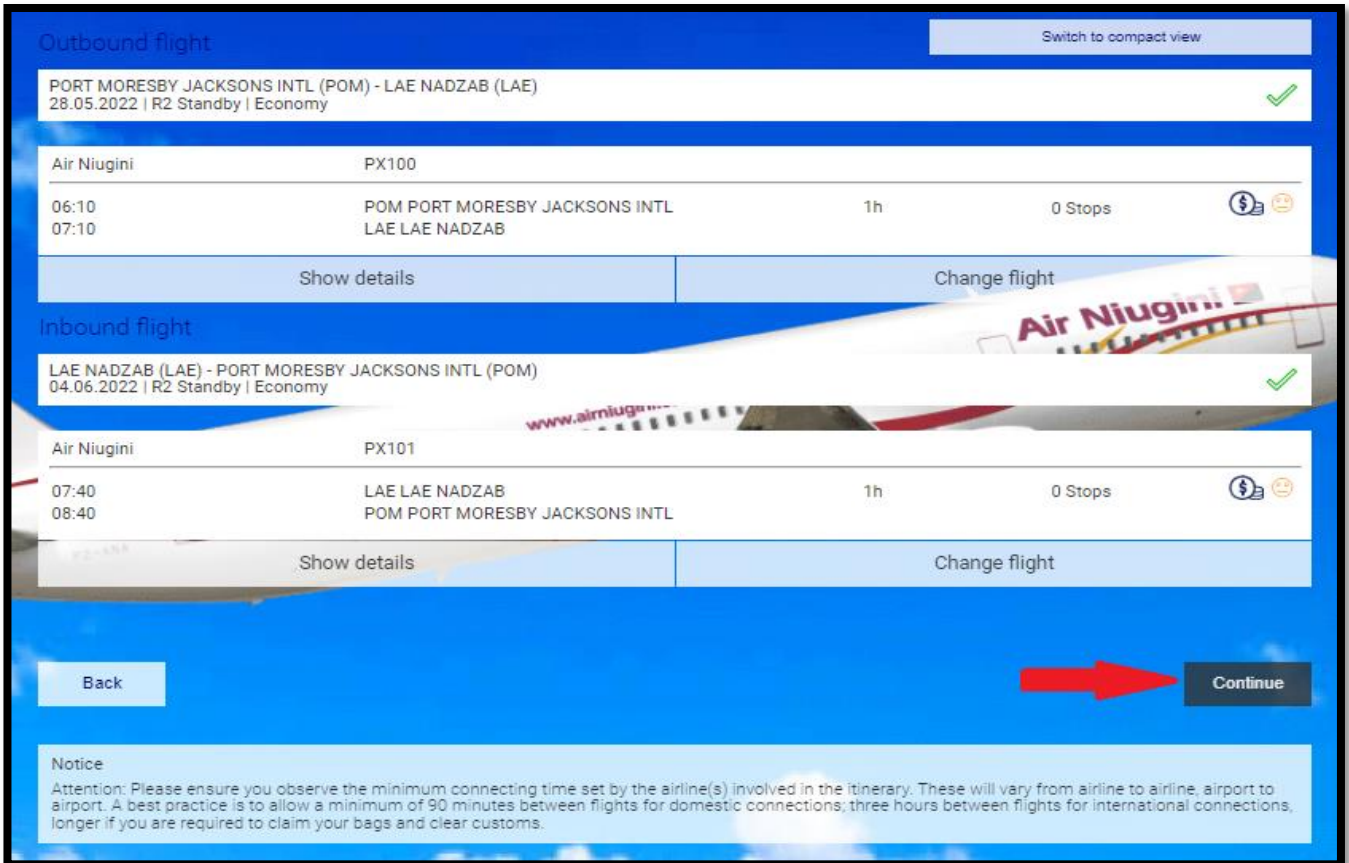


Figure 24. Flight Schedule Display screen – Inbound & Outbound Flights Selection example.

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

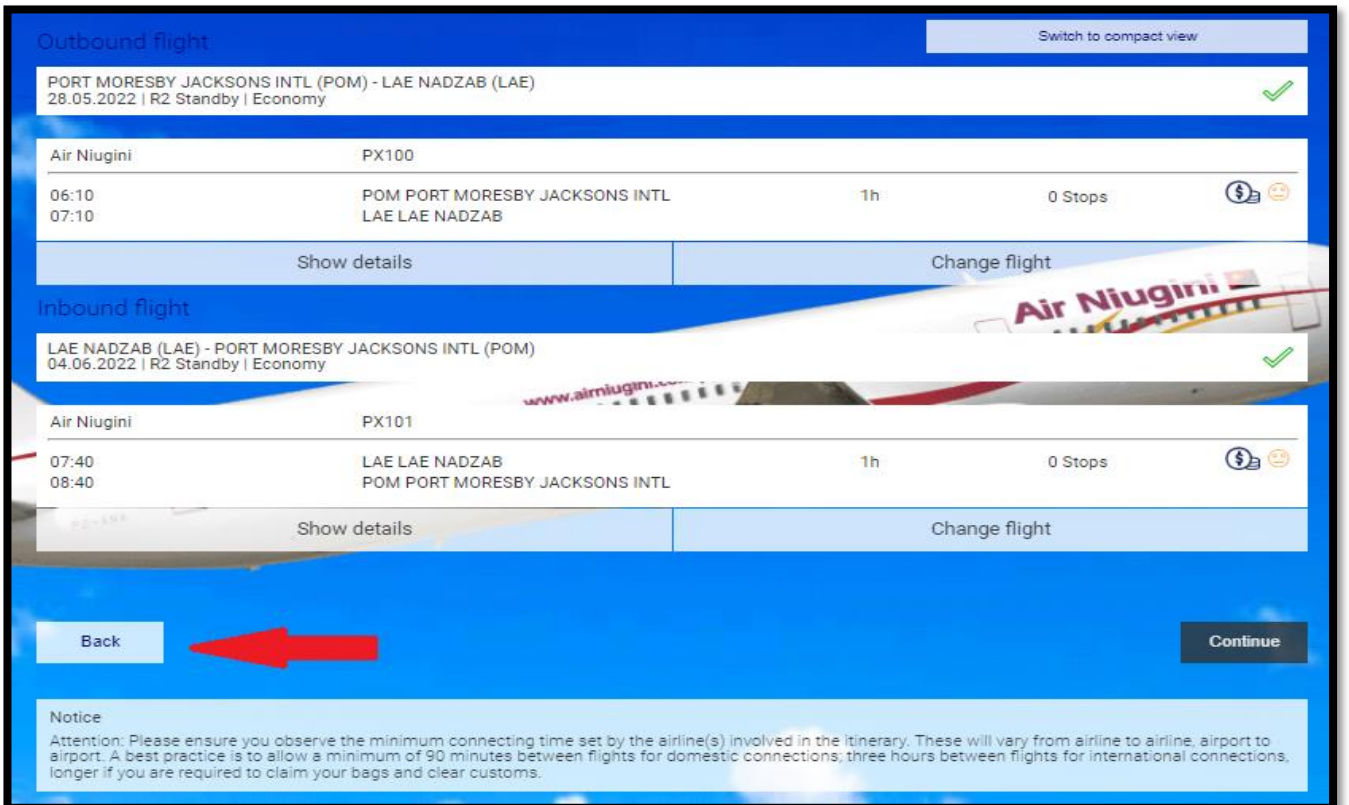


Figure 25. Back option to revert to previous display

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.

Fare Information

Total to be charged by Air Niugini

PORT MORESBY JACKSONS INTL (POM) - LAE NADZAB (LAE)
LAE NADZAB (LAE) - PORT MORESBY JACKSONS INTL (POM)

myIDTravel Test MS
Infant Test MS
Spouse Test MR

Show Subtotals

Total Fare	218.00 PGK
Total Government or Airport imposed Taxes / Fees	322.80 PGK
myIDTravel Fee	31.80 PGK
Total to be charged by Air Niugini	572.60 PGK

Grand Total 572.60 PGK

Back Continue

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.

myIDTravel - APIS

myIDTravel Test

Nationality 1

Document Type 2

Document number 3

Document issuing country or territory 4

Document expiry date (dd.MM.yyyy) 5

dd.MM.yyyy

Back Continue

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.

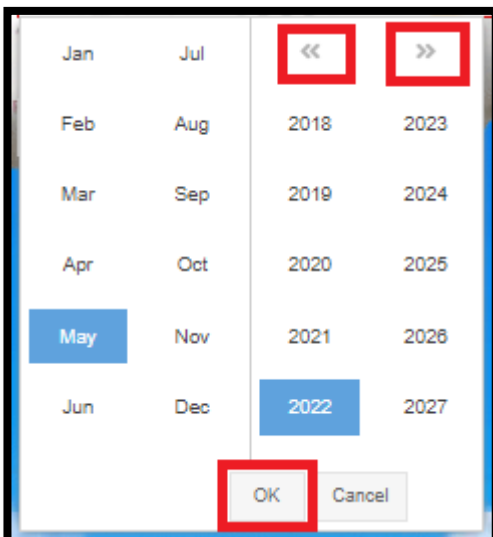


Figure 29. Side by side display for month and year calendar

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.

The screenshot shows the 'Contact and Payment' screen with a blue header. Below the header, there are two flight summaries. The first flight is from POM PORT MORESBY JACKSONS INTL to LAE LAE NADZAB on 28.05.2022, operated by Air Niugini (PX100) in Economy / R2 Standby class, with a 1-hour duration and 0 stops. The second flight is from LAE LAE NADZAB to POM PORT MORESBY JACKSONS INTL on 04.06.2022, also operated by Air Niugini (PX101) in Economy / R2 Standby class, with a 1-hour duration and 0 stops. Below the flight summaries, there are three input fields for 'Travellers': 'myIDTravel Test MS', 'Infant Test MS', and '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

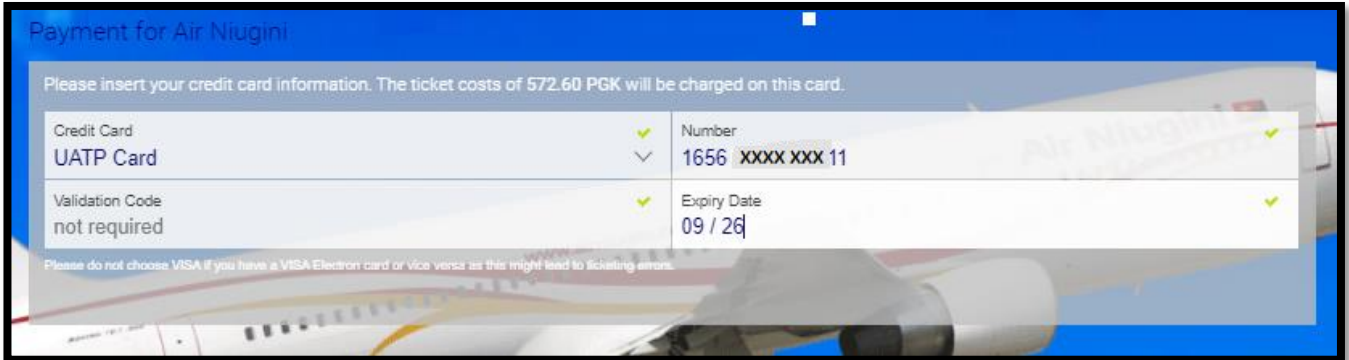
The screenshot shows the 'Contact and Payment' screen with a blue header. Below the header, there are four input fields for contact information, numbered 1 through 4. Field 1 is 'Phone number 1 - including country code' with the value '+675 327 0000'. Field 2 is 'Mobile number - including country code (optional)' with the value '+00 000 000 000'. Field 3 is 'E-mail address' with the value 'example@airniugini.com.pg'. Field 4 is 'Repeat E-mail address' with the value 'example@airniugini.com.pg'. Below the contact information, there is a 'Fare Information' section. It lists the flights: 'PORT MORESBY JACKSONS INTL (POM) - LAE NADZAB (LAE)' and 'LAE NADZAB (LAE) - PORT MORESBY JACKSONS INTL (POM)'. It also lists the travellers: 'myIDTravel Test MS', 'Infant Test MS', and 'Spouse Test MS'. There is a 'Show Subtotals' button. Below the button, there is a table with fare details:

Total Fare	218.00 PGK
Total Government or Airport imposed Taxes / Fees	322.80 PGK
myIDTravel Fee	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:

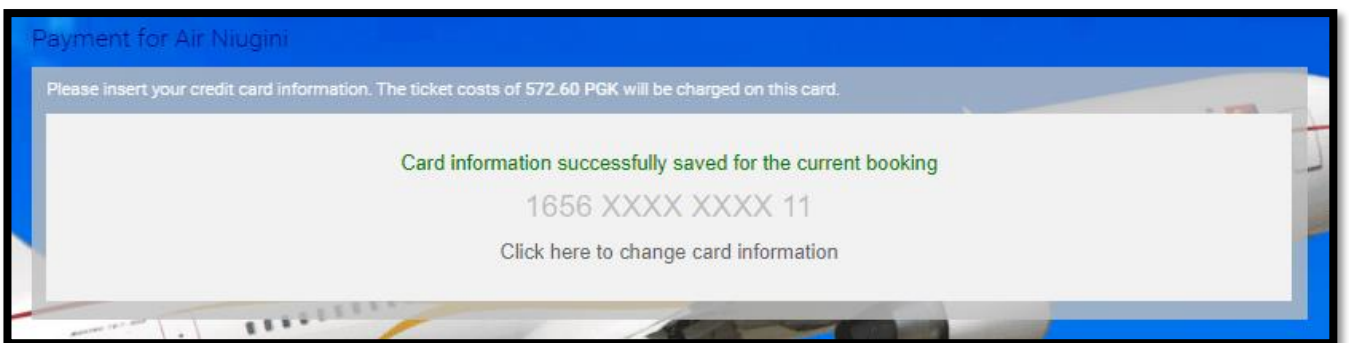
- Choose from the dropdown option: Visa, Mastercard, American Express, UATP
- Validation code required if using credits cards, i.e. CVC, CSV
- Enter 15-16digit card number
- Enter card expiry date, i.e. month and year



The screenshot shows a payment form titled "Payment for Air Niugini". At the top, it states: "Please insert your credit card information. The ticket costs of 572.60 PGK will be charged on this card." Below this, there are two rows of input fields. The first row has "Credit Card" with a dropdown menu showing "UATP Card" and a green checkmark, and "Number" with the value "1656 XXXX XXXX 11" and a green checkmark. The second row has "Validation Code" with the value "not required" and a green checkmark, and "Expiry Date" with the value "09 / 26" and a green checkmark. At the bottom of the form, there is a small note: "Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to ticketing errors." The background of the form is a blurred image of an Air Niugini airplane.

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'.



The screenshot shows the same "Payment for Air Niugini" screen, but now a large white box is overlaid on the form. The box contains the following text: "Card information successfully saved for the current booking" in green, followed by the card number "1656 XXXX XXXX 11" in grey, and a link "Click here to change card information" in blue. The background of the form is the same blurred image of an Air Niugini airplane.

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
myIDTravel 1

Last name of card/account owner
Test 2

Address 1
P.O. Box 7186, Boroko, NCD 3

Address 2 (optional)
P.O. Box 7186, Boroko, NCD

City
Port Moresby 4

ZIP/Postal Code
00000 5

Country or Territory
PAPUA NEW GUINEA 6

State (for US) (optional)
NCD

Province/Region (for intl.) (optional)

Province/Region (for intl.)

7 I understand and agree to the cancel, change, 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 the request process. I confirm that all passenger information provided by me is valid and that I am liable for the cost and use of tickets purchased via my log in to this website. Applicable charges will be made to the form of payment I have provided for which I will receive a booking reference and/or ticket number(s) for travel.

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/listing has been completed successfully.

Booking Reference: KDMCEP
Ticket number: myIDTravel Test MS 656-2152905839
Infant Test MS 656-2152905840
Spouse Test MS 656-2152905841

Your flights

Flight	PNR	Date	Class	Status
POM PORT MORESBY JACKSONS INTL – LAE LAE NADZAB	PX100	28.05.2022	Economy / R2 Standby	
06:10 07:10	POM PORT MORESBY JACKSONS INTL LAE LAE NADZAB		0 Stop	LISTED
LAE LAE NADZAB – POM PORT MORESBY JACKSONS INTL	PX101	04.06.2022	Economy / R2 Standby	
07:40 08:40	LAE LAE NADZAB POM PORT MORESBY JACKSONS INTL		0 Stop	LISTED

Fare Information

Total to be charged by Air Niugini

PORT MORESBY JACKSONS INTL (POM) - LAE NADZAB (LAE)
LAE NADZAB (LAE) - PORT MORESBY JACKSONS INTL (POM)

myIDTravel Test MS
Infant Test MS
Spouse Test MS

Listed indicates that your ticket(s) have been listed on the flights you booked on.

Figure 35. Booking Process Complete.

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

Greetings,

You are receiving this notification as your staff has made an interline leisure travel booking with myIDTravel, as approved by you or other relevant parties. If this is not a valid booking, please ensure that it is cancelled by the staff.

Name(s): MS myIDTravel
 Test
 MS Infant Test
 MS Spouse Test

Booking Reference: KDMCEP
 Ticketing Airline: Air Niugini (PX)

Flightno	Date	From	Dept*	To	Arrv*	Status	Class
PX100	28.05.2022	POM	06:10	LAE	07:10	LISTED	Economy
PX101	04.06.2022	LAE	07:40	POM	08:40	LISTED	Economy

* All times are local

Traveller: MS myIDTravel Test
Ticketnumber: 656-2152905839

	amount	currency
Total Fare	109.00	PGK
Total Government taxes	161.40	PGK
- GC	22.80	PGK
- GC3	22.80	PGK
- NX	22.80	PGK
- NX3	22.80	PGK
- I9	22.80	PGK
- I92	22.80	PGK
- UN4	13.70	PGK
- UN5	10.90	PGK
myIDTravel Fee	10.60	PGK
Total Ticket Price	281.00	PGK

Traveller: MS Infant Test
Ticketnumber: 656-2152905840

	amount	currency
Total Fare	0.00	PGK
Total Government taxes	0.00	PGK
myIDTravel Fee	10.60	PGK
Total Ticket Price	10.60	PGK

Traveller: MS Spouse Test
Ticketnumber: 656-2152905841

	amount	currency
Total Fare	109.00	PGK
Total Government taxes	161.40	PGK
- GC	22.80	PGK
- GC3	22.80	PGK
- NX	22.80	PGK
- NX3	22.80	PGK
- I9	22.80	PGK
- I92	22.80	PGK
- UN4	13.70	PGK
- UN5	10.90	PGK
myIDTravel Fee	10.60	PGK
Total Ticket Price	281.00	PGK

Your myIDTravel-Team

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.

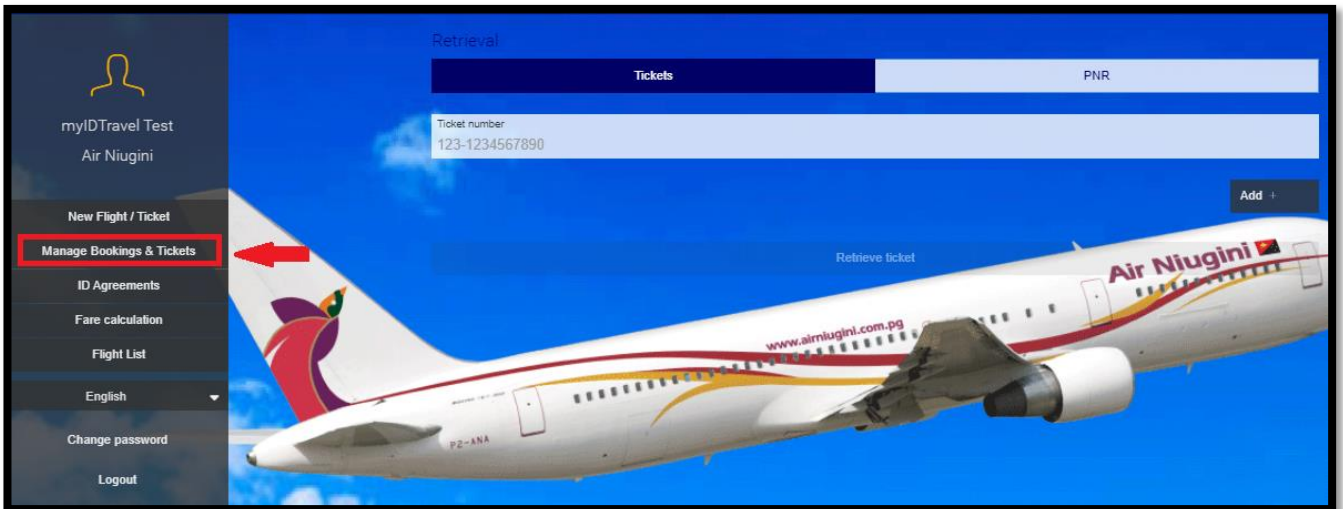


Figure 37. Manage Bookings & Tickets function

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.

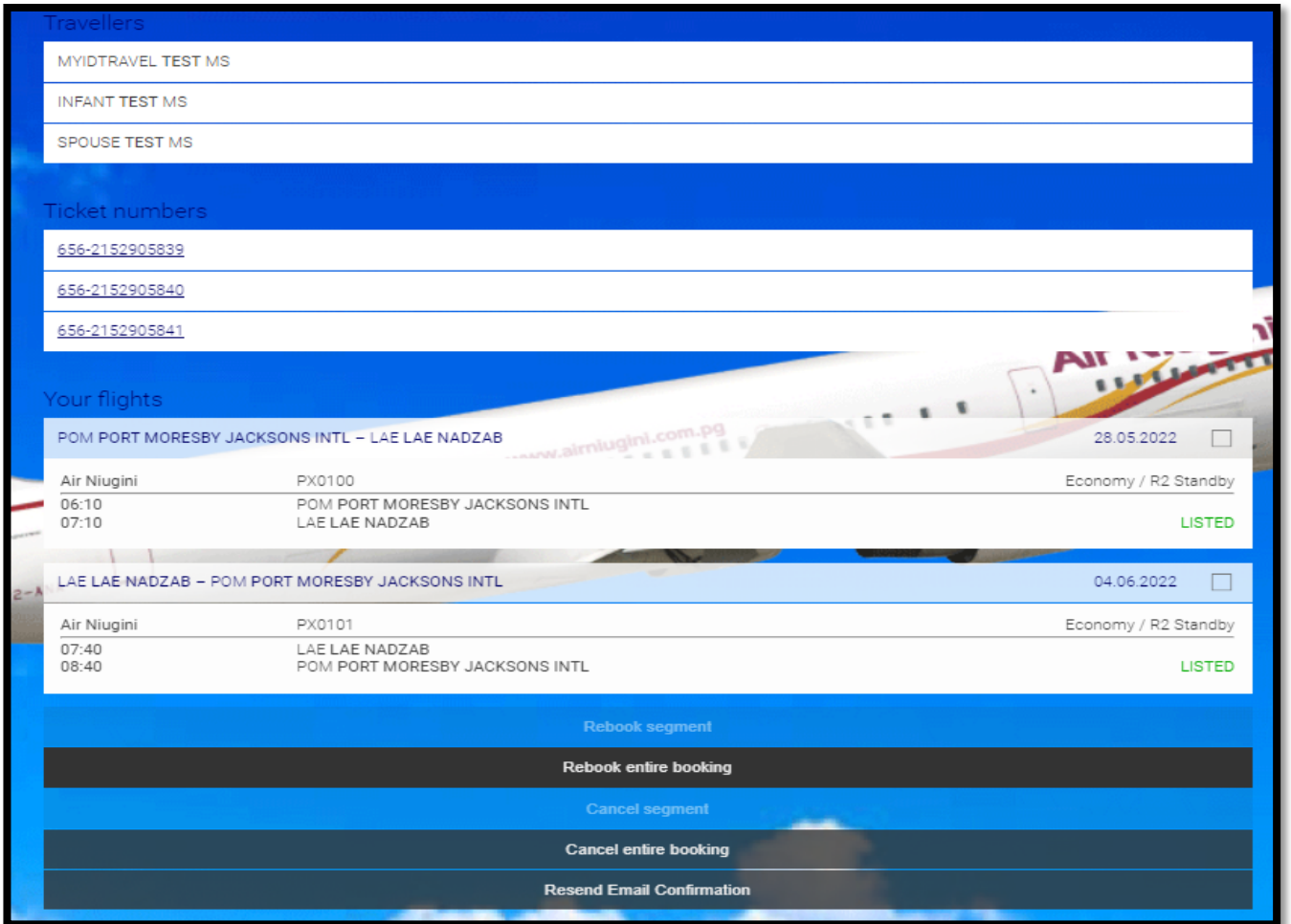


Figure 39. PNR Retrieval - Active Booking display

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.

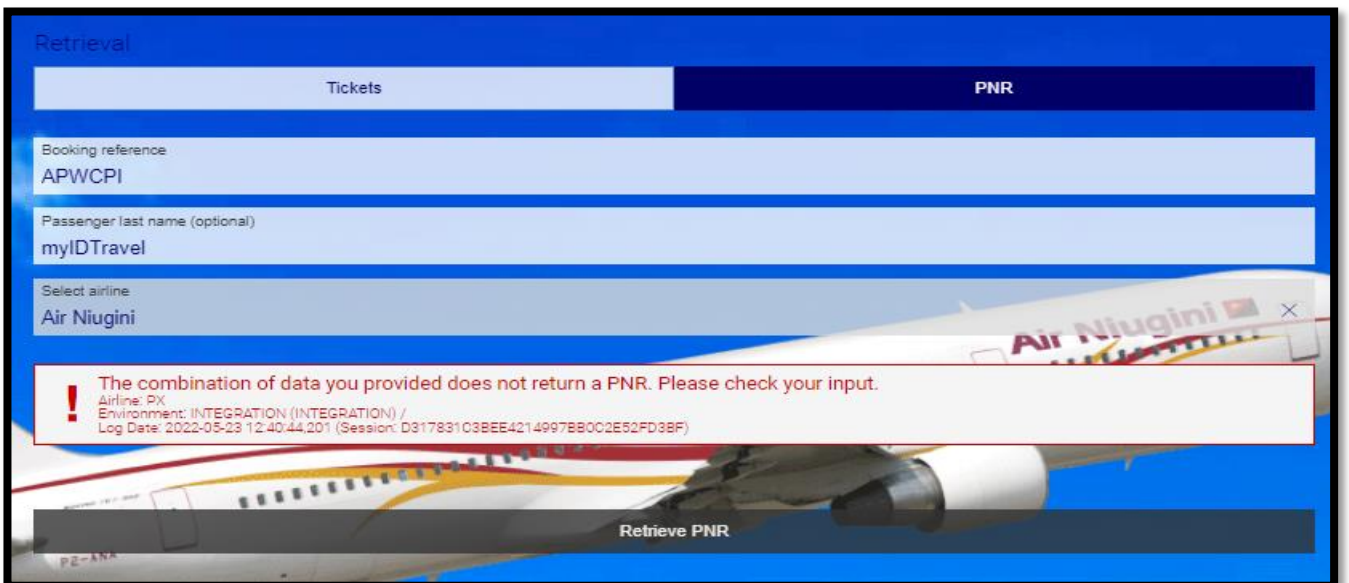


Figure 40. PNR Retrieval - Unable to retrieve past dated booking error response.

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.

The screenshot displays a user interface for managing a booking. It is divided into several sections: 'Travellers', 'Ticket numbers', and 'Your flights'. The 'Travellers' section lists three names: MYIDTRAVEL TEST MS, INFANT TEST MS, and SPOUSE TEST MS. The 'Ticket numbers' section lists three numbers: 656-2152905839, 656-2152905840, and 656-2152905841. The 'Your flights' section shows two flight segments. The first segment is 'POM PORT MORESBY JACKSONS INTL - LAE LAE NADZAB' on 28.05.2022, operated by Air Niugini (PX0100) in Economy / R2 Standby class, with a 'LISTED' status. The second segment is 'LAE LAE NADZAB - POM PORT MORESBY JACKSONS INTL' on 04.06.2022, also operated by Air Niugini (PX0101) in Economy / R2 Standby class, with a 'LISTED' status. At the bottom of the interface, there are five buttons: 'Rebook segment', 'Rebook entire booking', 'Cancel segment', 'Cancel entire booking', and 'Resend Email Confirmation'. The 'Rebook entire booking' button is highlighted with a red rectangular border.

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

656-2152905839

656-2152905840

656-2152905841

Your flights

POM PORT MORESBY JACKSONS INTL – LAE LAE NADZAB		28.05.2022	<input checked="" type="checkbox"/>
Air Niugini	PX0100	Economy / R2 Standby	
06:10	POM PORT MORESBY JACKSONS INTL		
07:10	LAE LAE NADZAB		LISTED
LAE LAE NADZAB – POM PORT MORESBY JACKSONS INTL		04.06.2022	<input type="checkbox"/>
Air Niugini	PX0101	Economy / R2 Standby	
07:40	LAE LAE NADZAB		
08:40	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.
3. Click Continue to progress

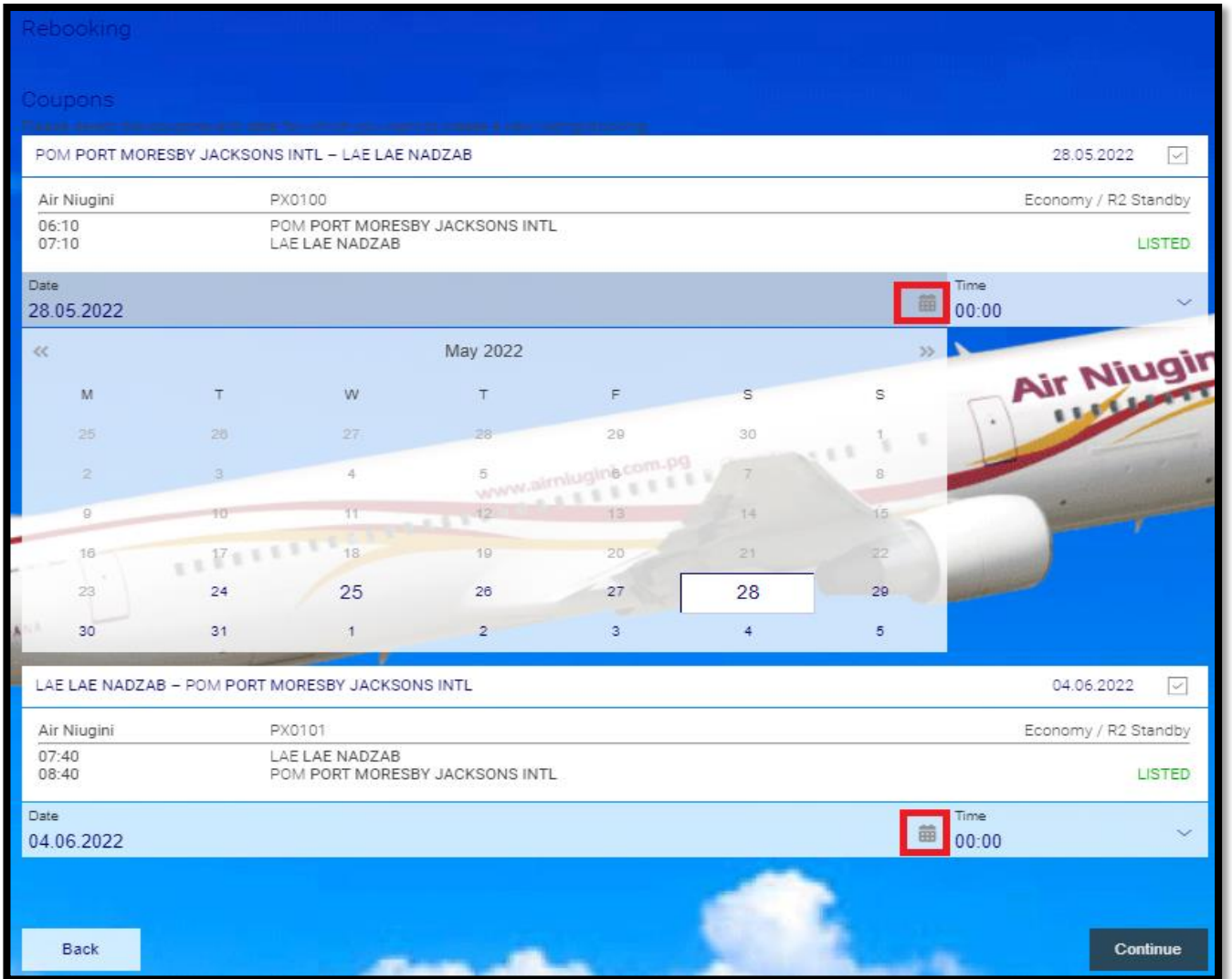


Figure 43. Rebooking Segments by changing travel dates.

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.

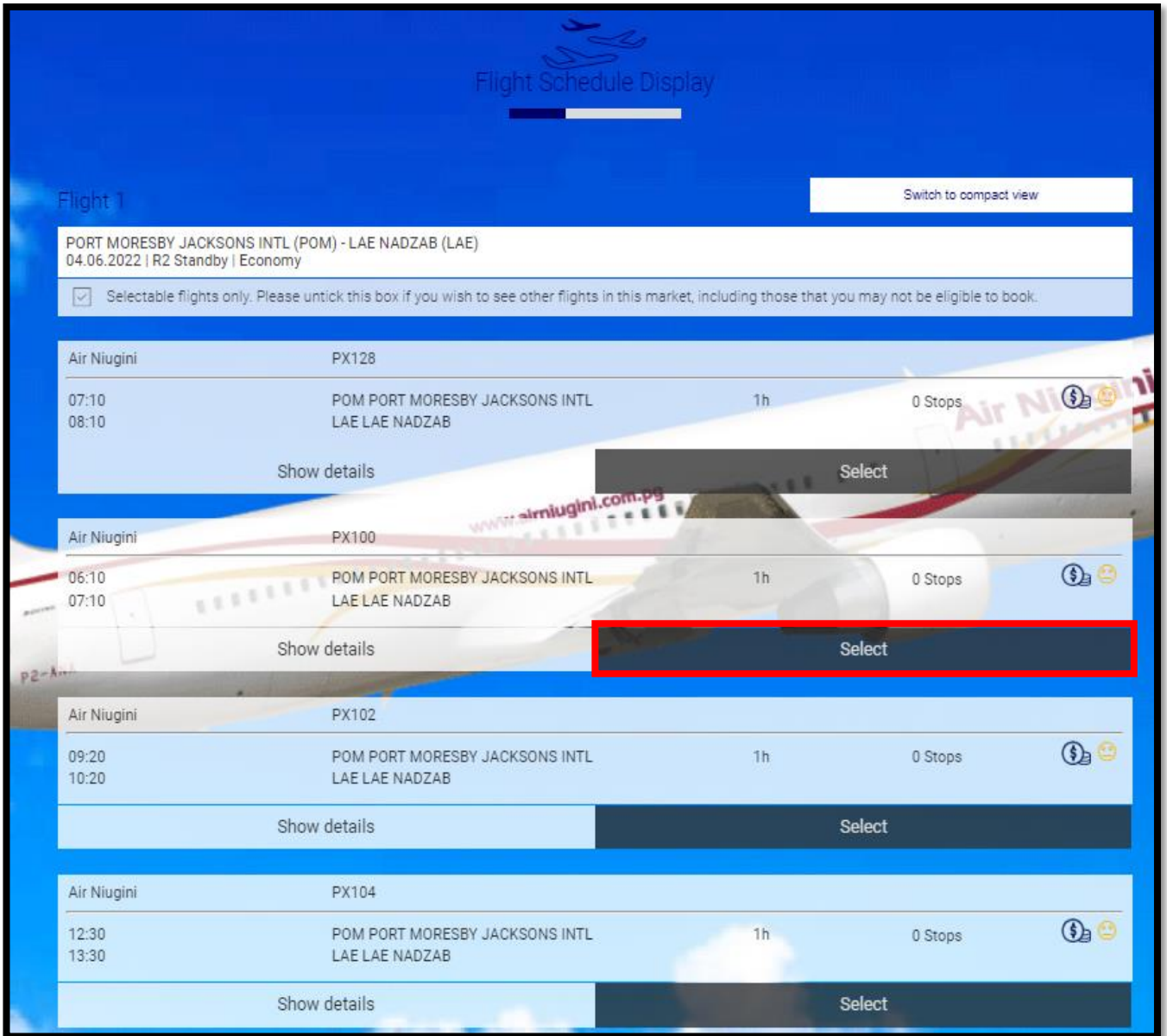


Figure 44. Flight Schedule Display

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.

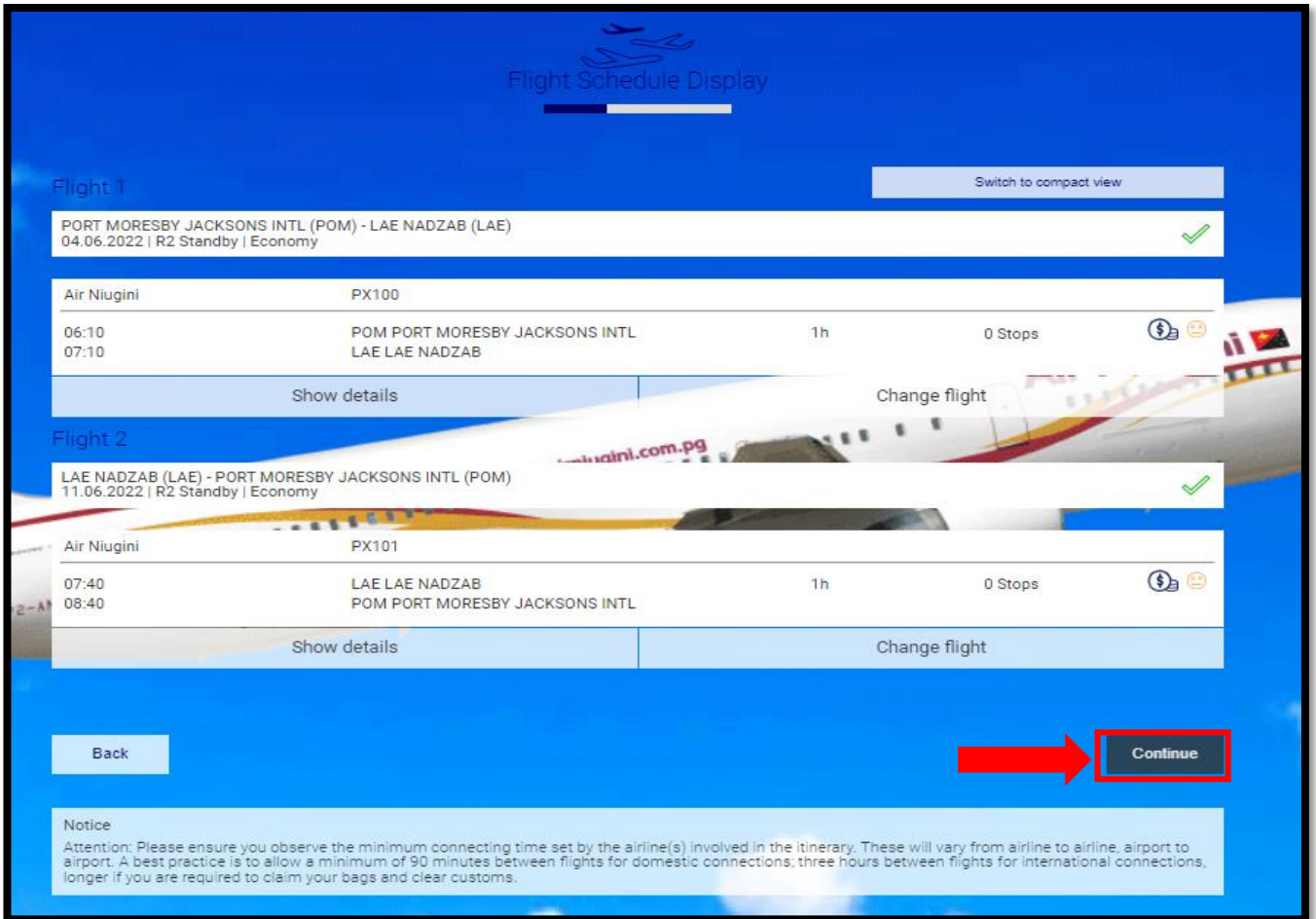


Figure 45. Flight Selection Summary

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

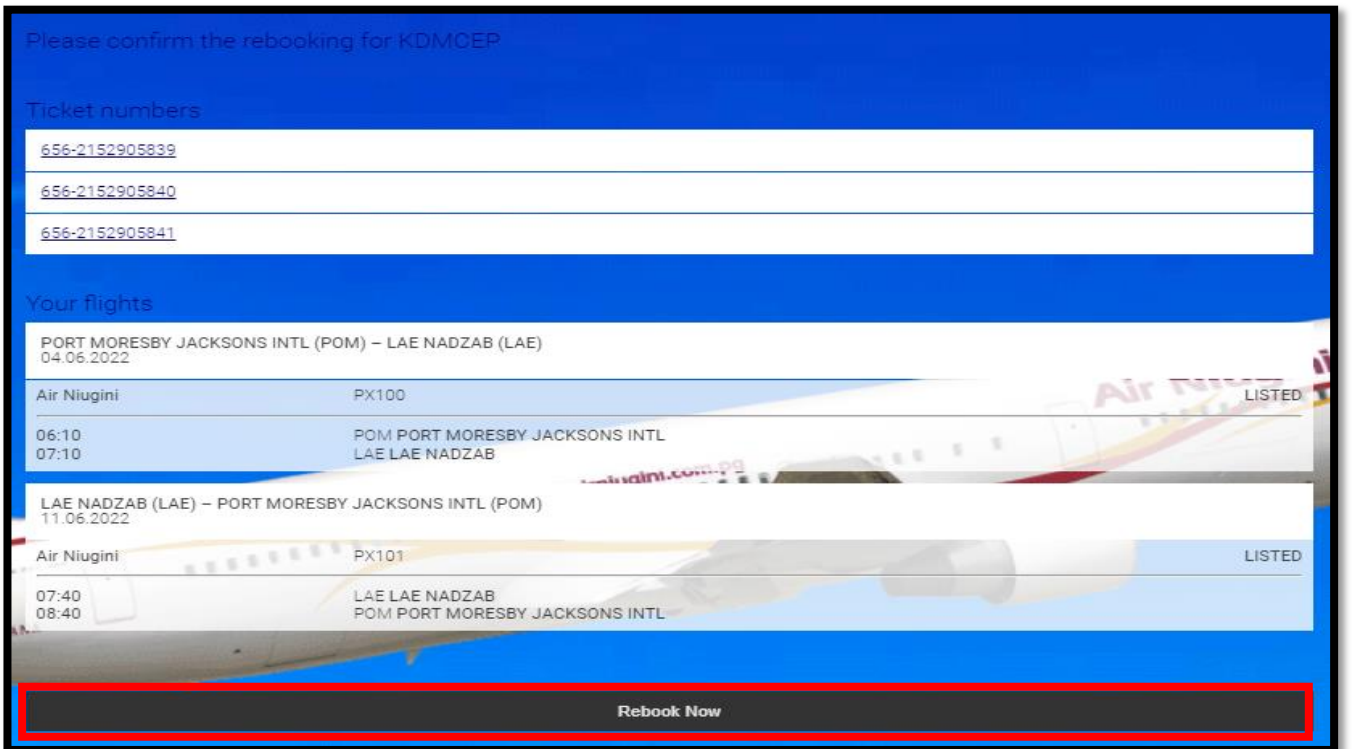


Figure 46. Final rebooking step – Rebook Now.

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 been completed successfully

Booking Reference: KDMCEP
Ticket number: MYIDTRAVEL TEST MS 656-2152905839
INFANT TEST MS 656-2152905840
SPOUSE TEST MS 656-2152905841

Travellers

MYIDTRAVEL TEST MS
INFANT TEST MS
SPOUSE TEST MS

Your flights

PORT MORESBY JACKSONS INTL (POM) – LAE NADZAB (LAE)
04.06.2022

Air Niugini PX100 LISTED

06:10 POM PORT MORESBY JACKSONS INTL
07:10 LAE LAE NADZAB

LAE NADZAB (LAE) – PORT MORESBY JACKSONS INTL (POM)
11.06.2022

Air Niugini PX101 LISTED

07:40 LAE LAE NADZAB
08:40 POM PORT MORESBY JACKSONS INTL

Homepage

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

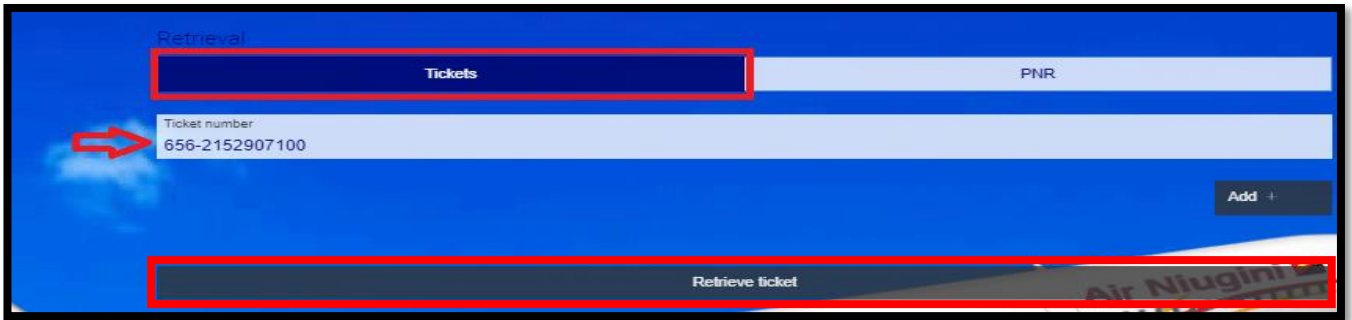


Figure 48. Retrieval screen - Retrieve E-ticket information

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

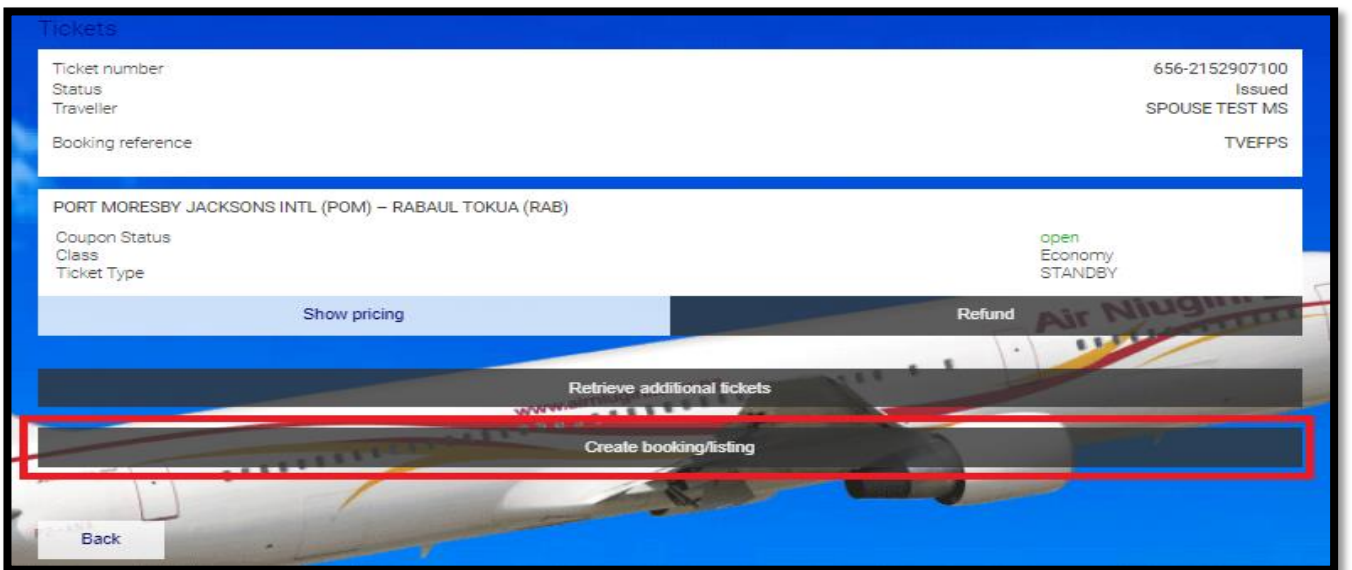


Figure 49. Tickets screen - Create booking/listing option

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

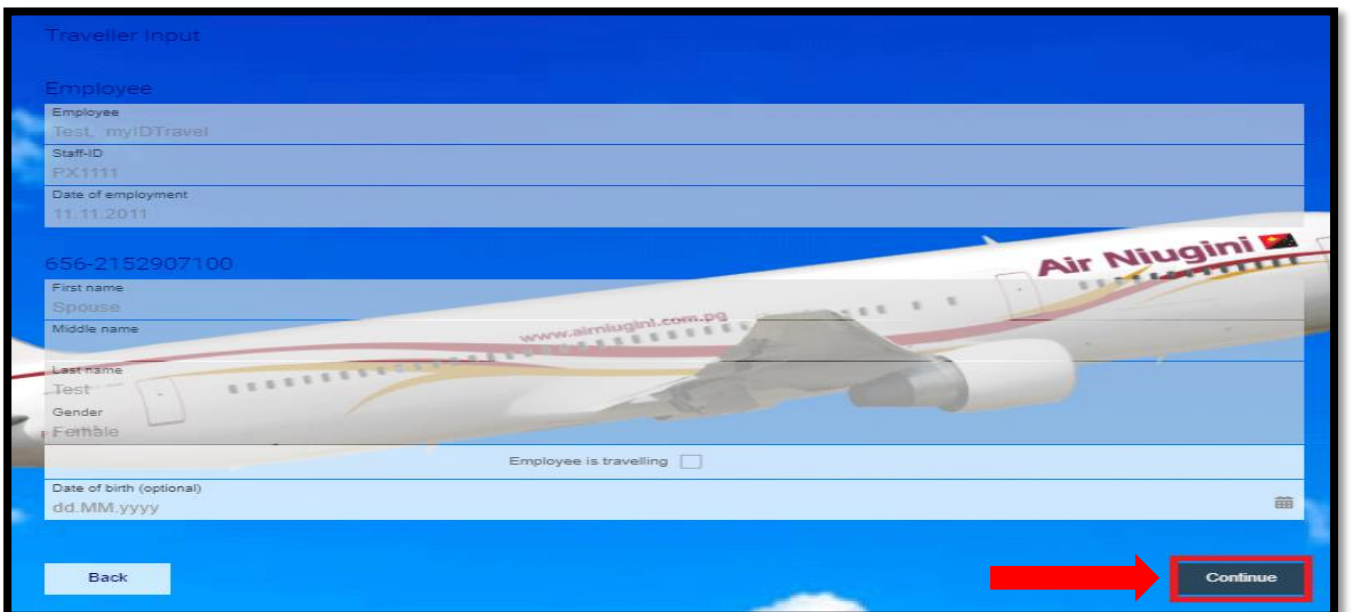


Figure 50. Traveller Input screen

- 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.
- Click Continue.

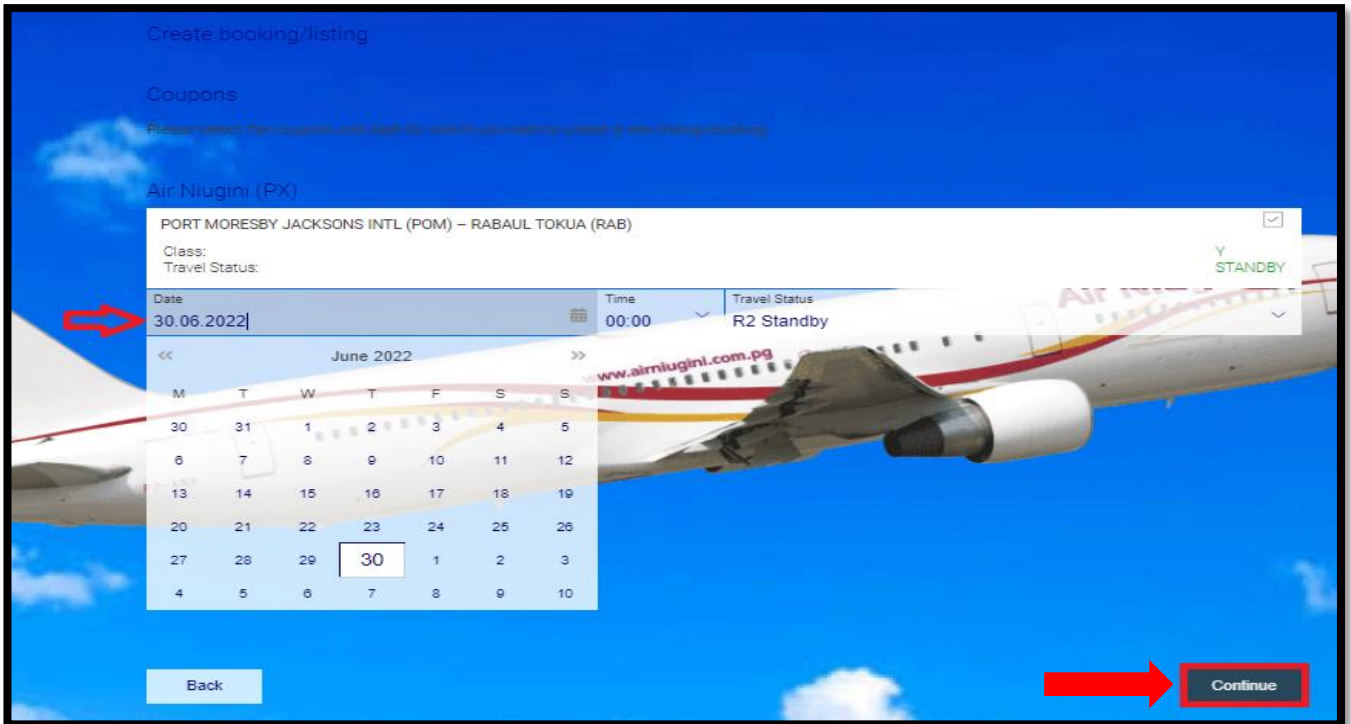


Figure 51. Create booking/listing information screen

- 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.

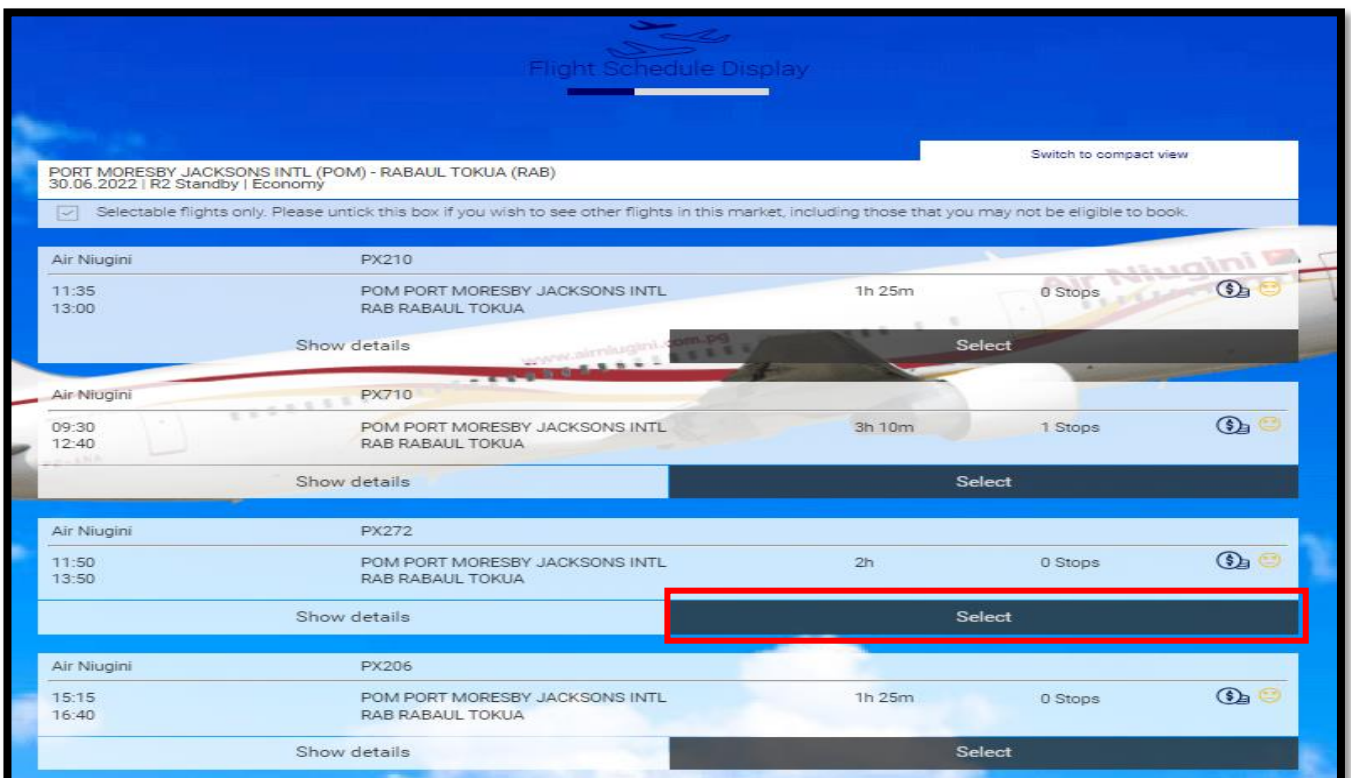


Figure 52. Flight Schedule Display screen

- 8. Click on Continue.

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

- 9. Click Continue.

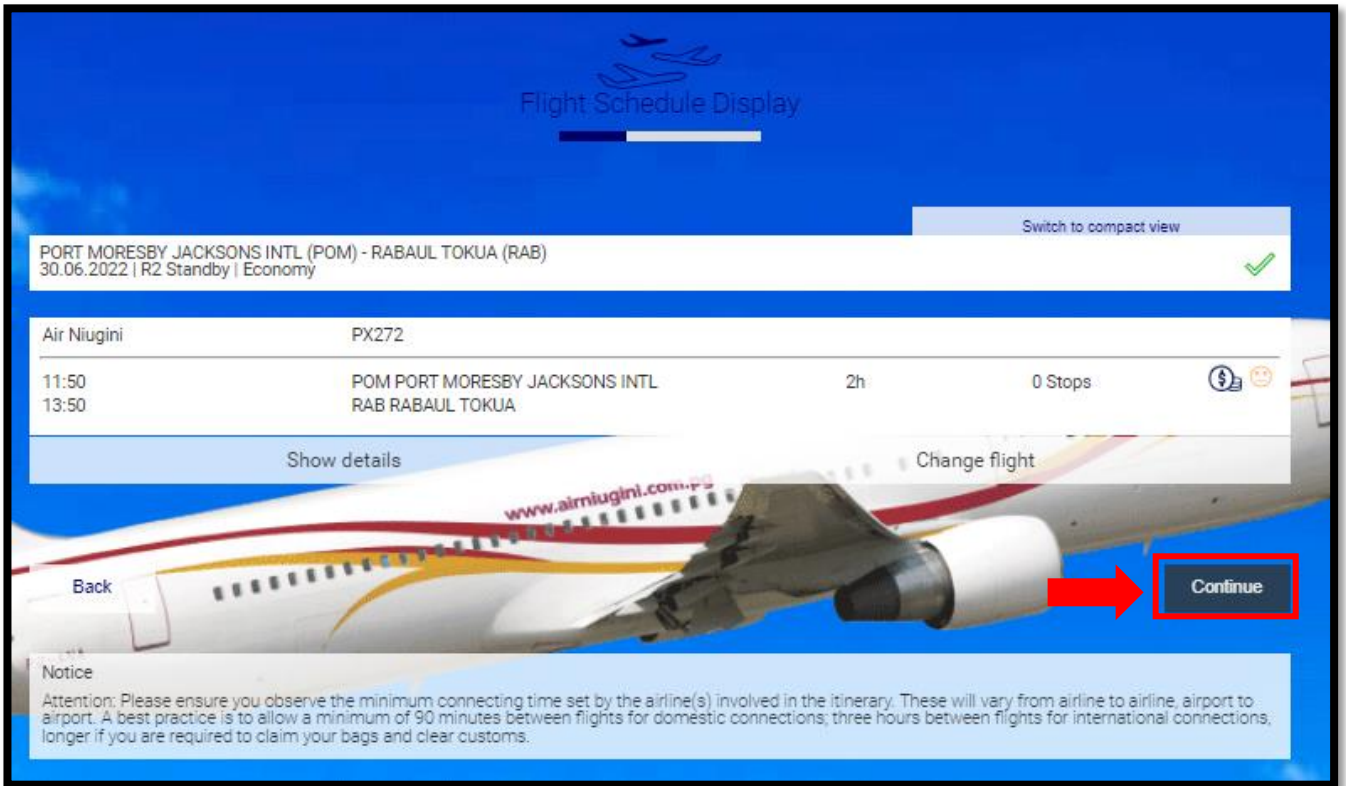


Figure 53. Flight Schedule Display screen – Flight Summary

- 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

Contact and Payment

Your flights

POM PORT MORESBY JACKSONS INTL – RAB RABAUL TOKUA				30.06.2022
Air Niugini	PX272			Economy / R2 Standby
11:50	POM PORT MORESBY JACKSONS INTL	2h	0 Stop	LISTED
13:50	RAB RABAUL TOKUA			

Travellers

Spouse Test MS

Contact Information

Phone number 1 - including country code
+675 7000001

Phone number 2 - including country code (optional)
+00 000 000 000

Mobile number - including country code (optional)
+00 000 000 000

E-mail address
example@airniugini.com.pg

Repeat E-mail address
example@airniugini.com.pg

I understand and agree to the cancel, change, and refund policies, and all other conditions listed in the ID Agreements page of the ticketing airline.

I understand that this is the last step in the request process. I confirm that all passenger information provided by me is valid and that I am liable for the cost and use of tickets purchased via my log in to this website. Applicable charges will be made to the form of payment I have provided for which I will receive a booking reference and/or ticket number(s) for travel.

[Back](#) [Finish](#)

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/Listing Process Complete

Your booking/Listing has been completed successfully.

Booking Reference: EPTCIA
Ticket number: Spouse Test MS 656-2152907100

Your flights

POM PORT MORESBY JACKSONS INTL – RAB RABAUL TOKUA				30.06.2022
Air Niugini	PX272			Economy / R2 Standby
11:50	POM PORT MORESBY JACKSONS INTL	2h	0 Stop	LISTED
13:50	RAB RABAUL TOKUA			

[Homepage](#) [New Flight / Ticket](#)

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.

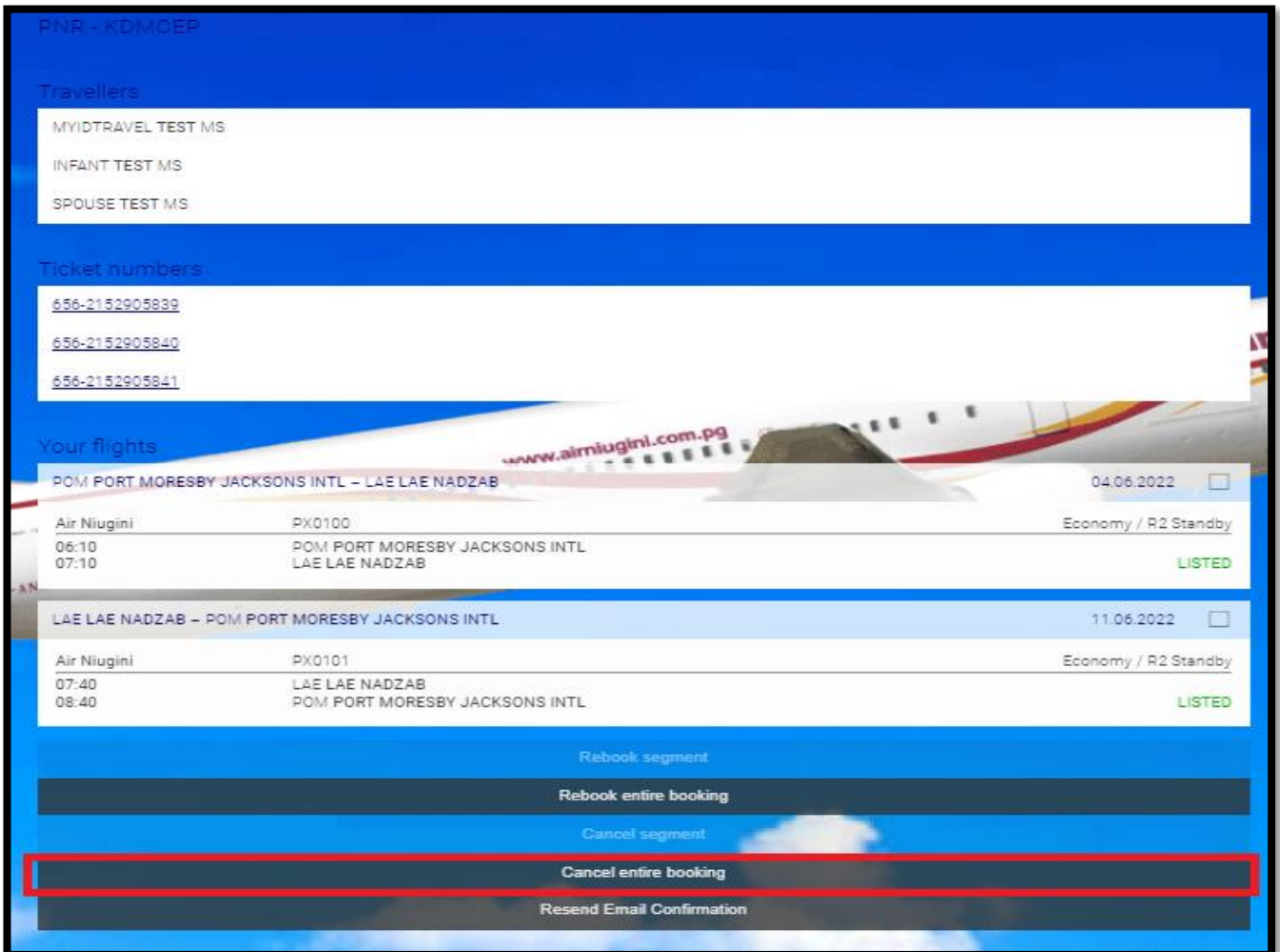


Figure 56. PNR Retrieval screen – Sample booking display with Cancel Booking option.

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

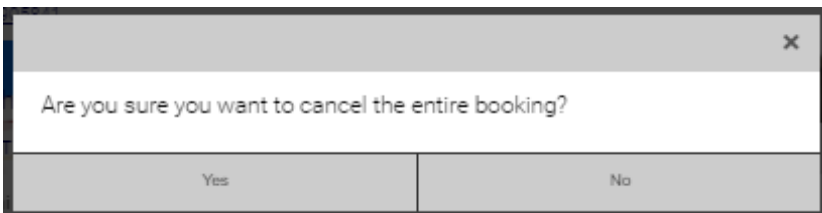


Figure 57. Confirm cancel entire booking prompt

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.

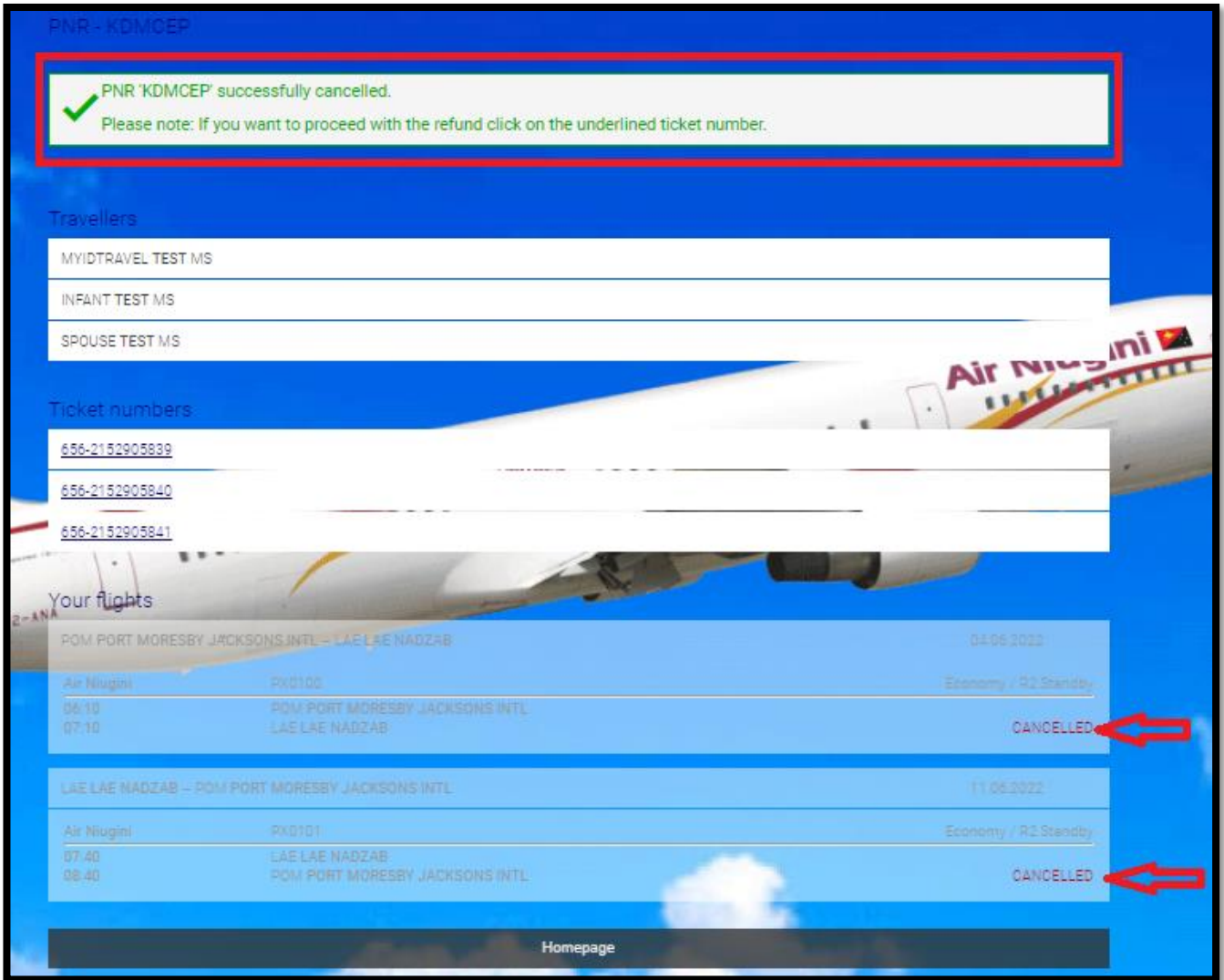


Figure 58. PNR Retrieval screen - Booking Successfully cancelled with updated status.

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.

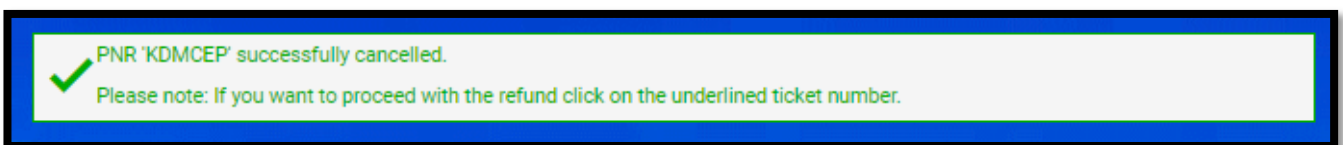


Figure 59. Refund option prompt.

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.

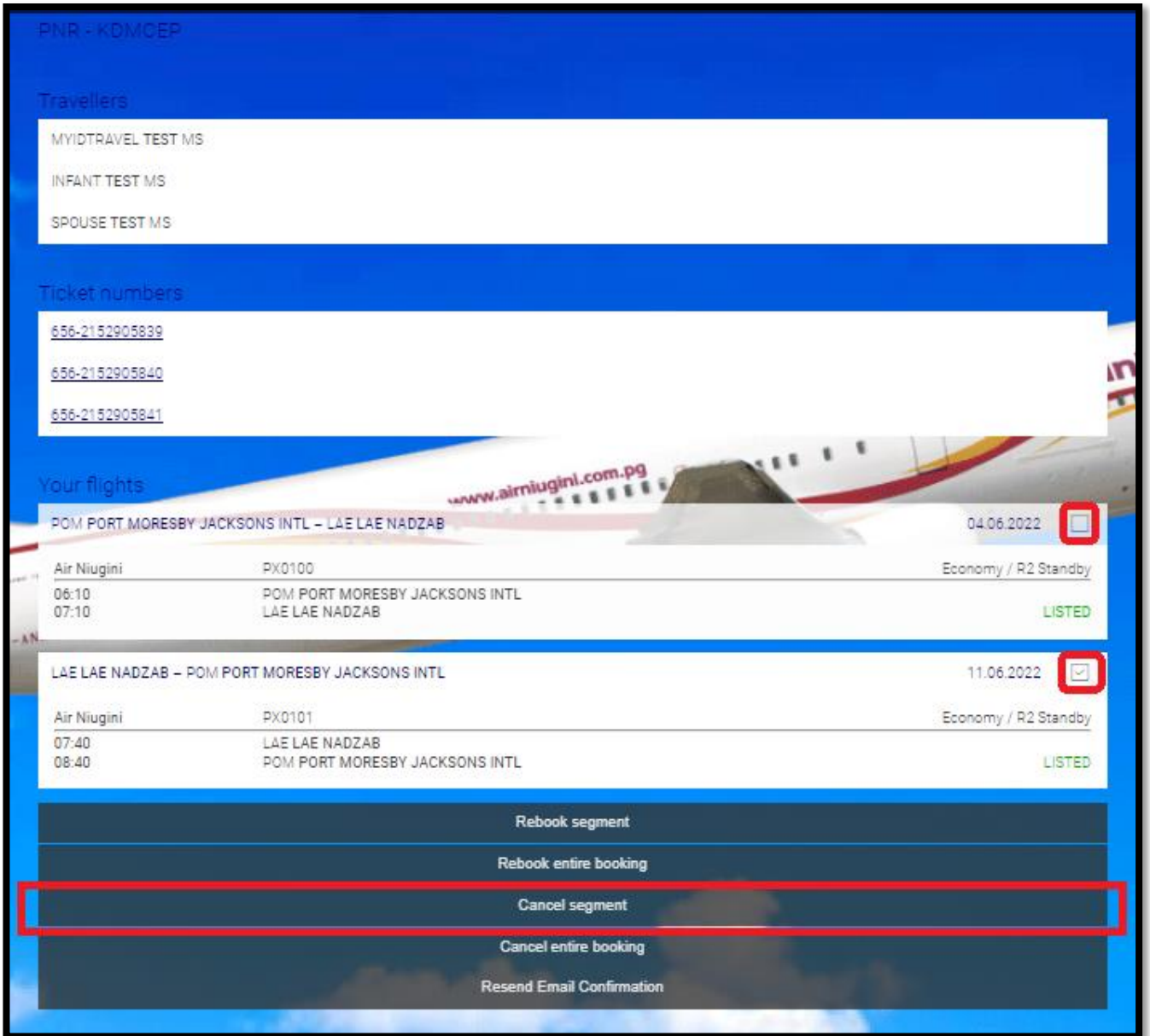


Figure 60. PNR Retrieval screen – Sample booking display with cancel specific segment(s) option

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

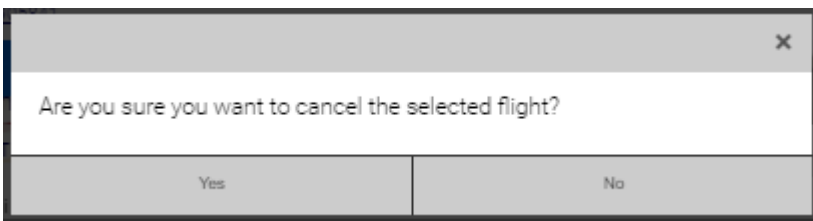


Figure 61. Cancel confirmation prompt

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

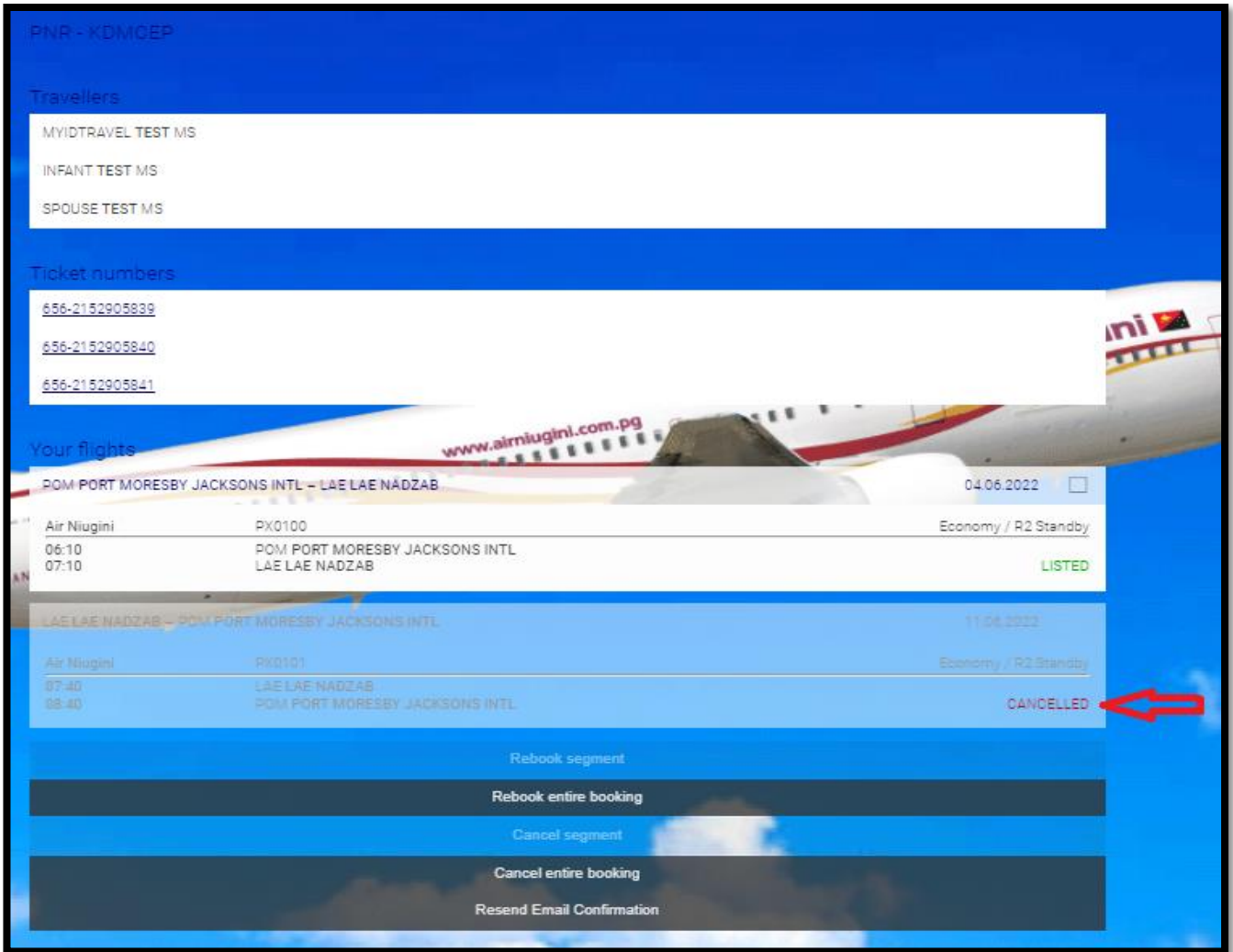


Figure 62. PNR Retrieval screen - Booking segment successfully cancelled with updated status.

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.

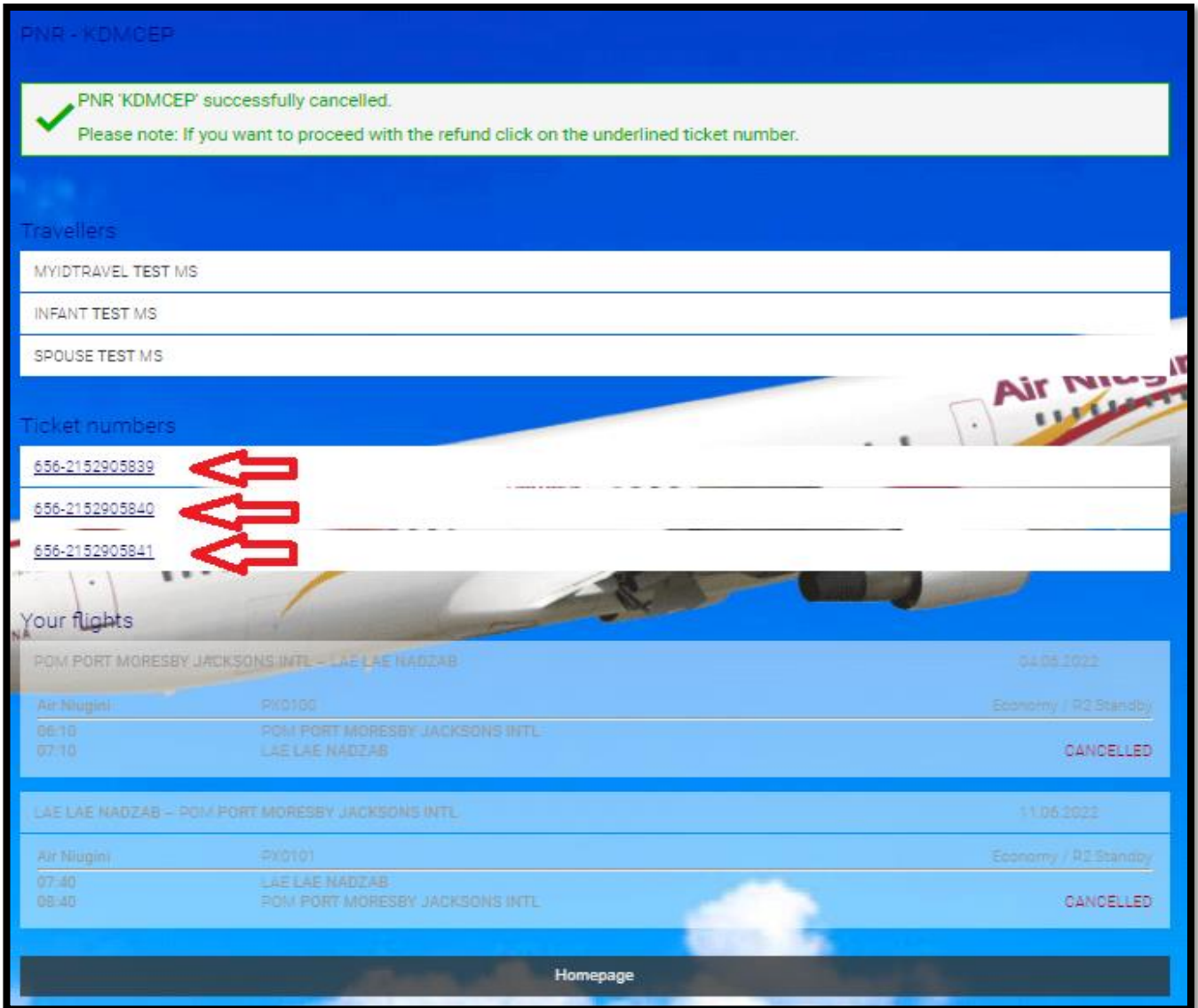


Figure 63. PNR Retrieval screen - Retrieve ticket information straight after cancel booking process.

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.

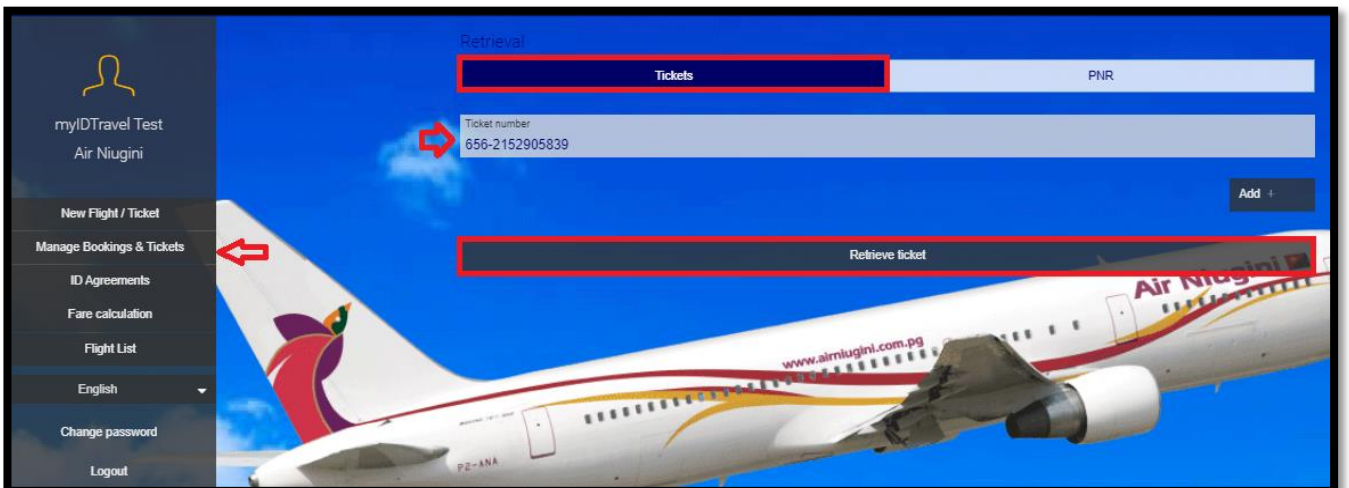


Figure 64. Retrieval screen - Retrieve ticket information via Manage Bookings & Tickets function

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.

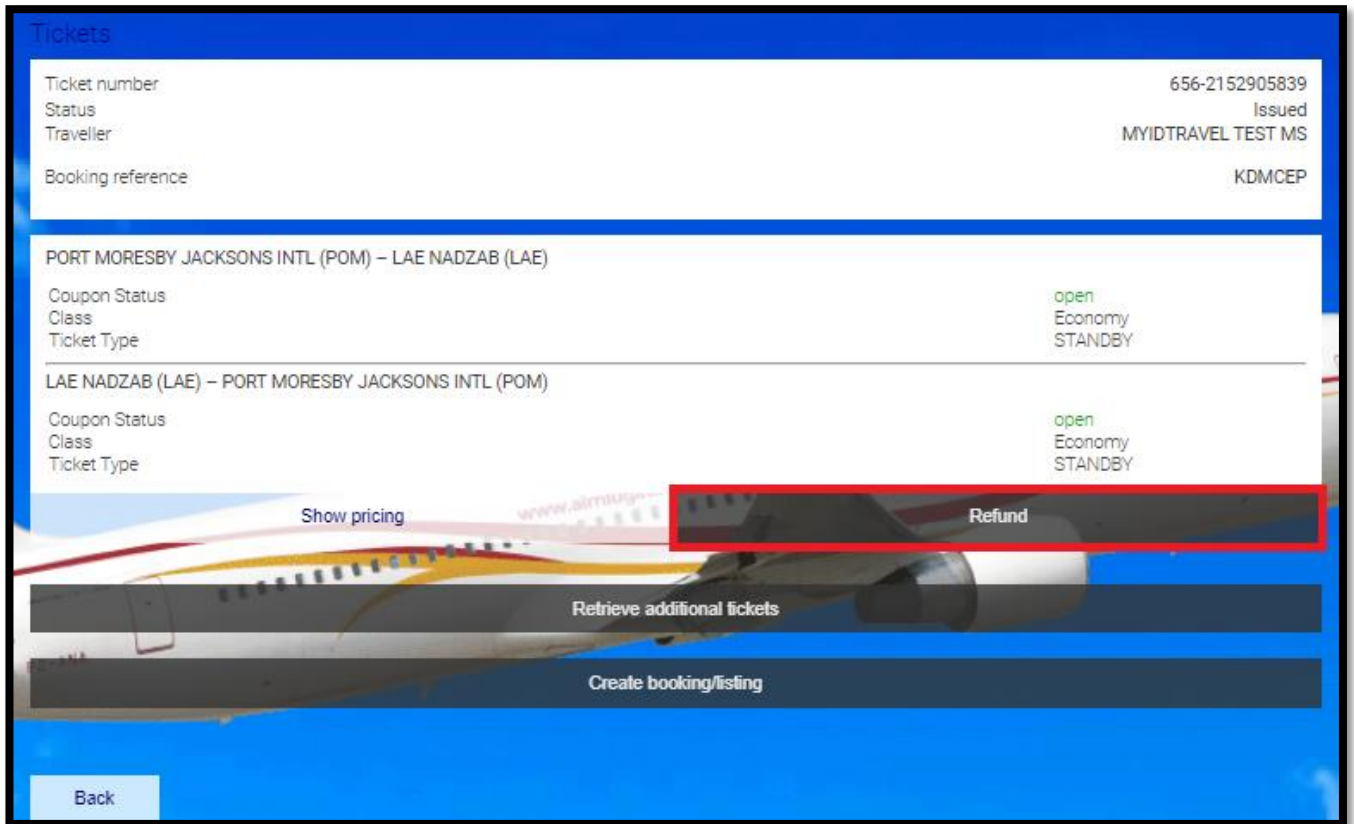


Figure 65. Tickets information screen with Refund option.

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 column. 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 656-2152905839
 Status Issued
 Traveller MYIDTRAVEL TEST MS

Issued:

PORT MORESBY JACKSONS INTL (POM) – LAE NADZAB (LAE)
 Class Economy
 Ticket Type STANDBY

LAE NADZAB (LAE) – PORT MORESBY JACKSONS INTL (POM)
 Class Economy
 Ticket Type STANDBY

Refunded by Air Niugini
 The following amount will be refunded for your ticket:

Fare	109.00 PGK
Total Government or Airport imposed Taxes / Fees	<u>161.40 PGK</u>
myIDTravel Fee	10.60 PGK
Ticket Price	281.00 PGK

Refund	
Fare	109.00 PGK
Total Government or Airport imposed Taxes / Fees	161.40 PGK
myIDTravel Fee	10.60 PGK
Ticket Price	281.00 PGK

	Paid	Used
Fare	109.00 PGK	0.00 PGK
Total Government or Airport imposed Taxes / Fees	161.40 PGK	0.00 PGK
myIDTravel Fee	10.60 PGK	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
[656-2152905839](#)

Please notice:
 Refunds will be submitted by myIDTravel and processed by the ticketing airline. myIDTravel will submit a refund request of all open segments. For further information please see the ID Agreements section.

[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.

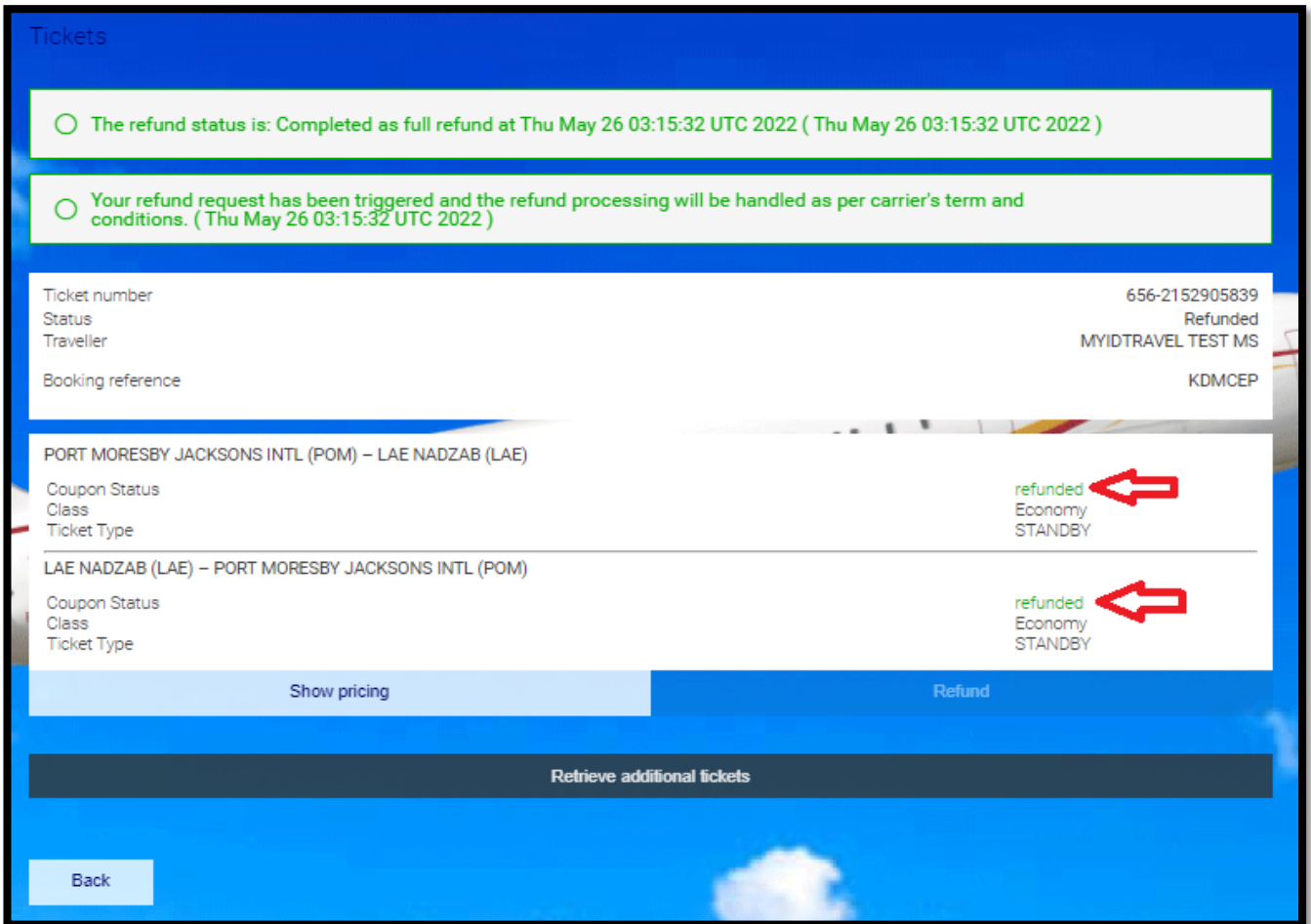


Figure 68. Tickets information screen - Ticket updated with refund status

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.

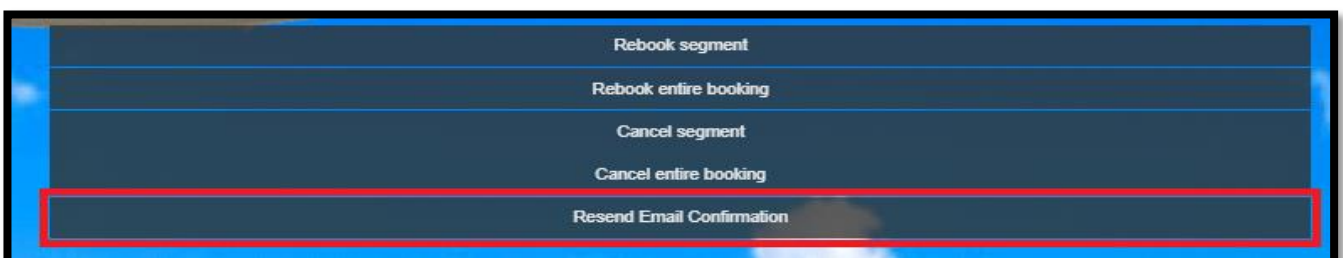


Figure 69. Resend Email Confirmation option

To initial process, click on Resend Email Confirmation.

Users will view an email confirmation window.

1. Enter the preferred 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.

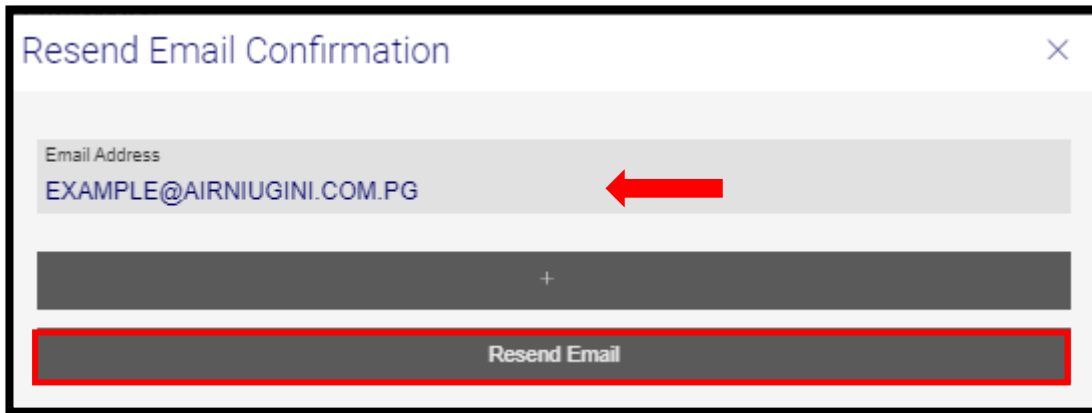


Figure 70. Resend Email Confirmation window to enter email address.

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.

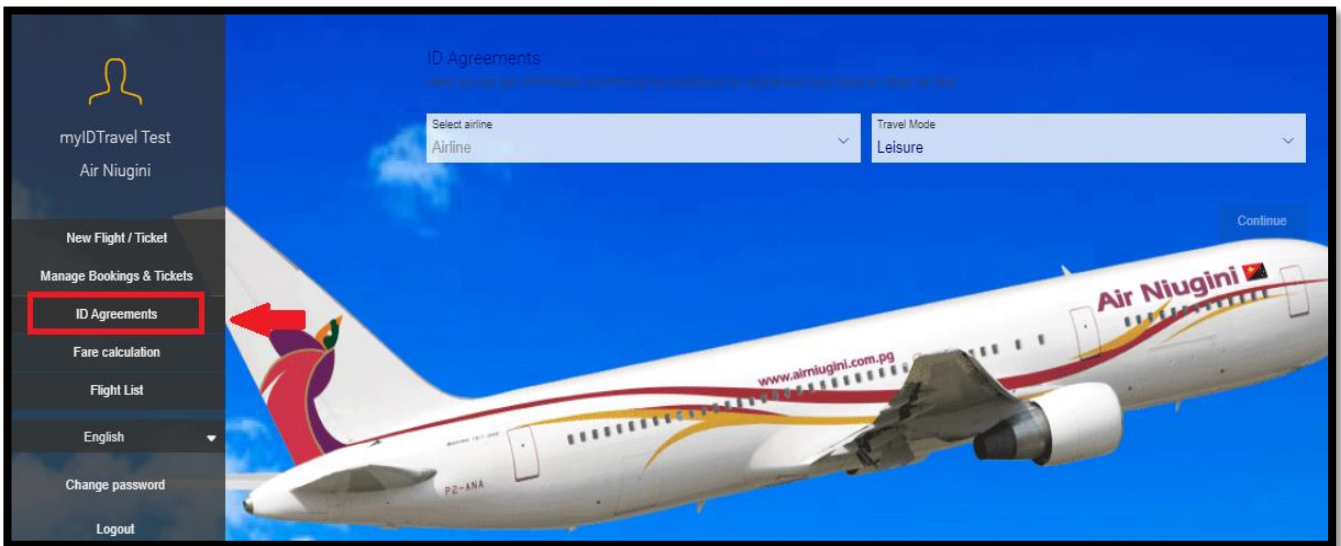


Figure 72. ID Agreements function.

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

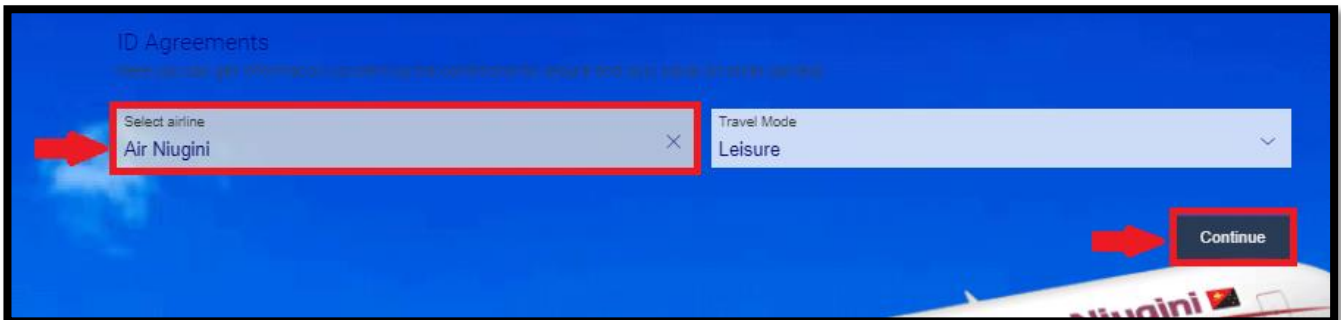


Figure 73. ID agreements search.

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.

Figure 74. Fare Calculation function.

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

1. 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.

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

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.

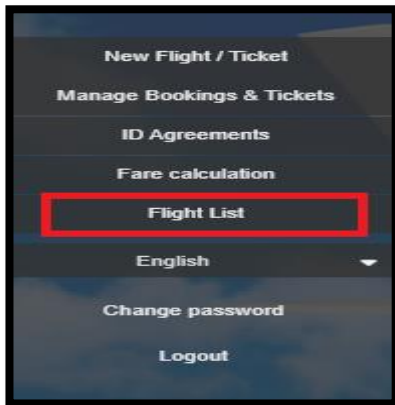


Figure 77. Flight List function.

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 Code	Passenger Name	Ticket Number	Status *	Booking Date	Total	
04.06.2022	PX100	POM - LAE	KDMCEP	myIDTravel Test	656-2152905839	FULLY REFUNDED	15.05.2022	0.00 PGK	✓
11.06.2022	PX101	LAE - POM		Infant Test	656-2152905840	Issued		10.60 PGK	✓
				Spouse Test	656-2152905841	Issued		281.00 PGK	✓
31.05.2022	PX272	POM - RAB	VEFFPS	Spouse Test	656-2152907100	Issued	20.05.2022	156.50 PGK	✓
30.06.2022	PX272	POM - RAB	EPTCIA	Spouse Test	656-2152907100	Unknown	20.05.2022	156.50 PGK	✓
31.05.2022	PX254	POM - BUA	APHAHU	myIDTravel Test	656-2152907404	Issued	20.05.2022	156.50 PGK	✓
29.05.2022	PX207	RAB - POM	TWQEAQ	myIDTravel Test	656-2152907313	Issued	20.05.2022	156.50 PGK	✓
28.05.2022	PX154	POM - GUR	APEYQU	Spouse Test	656-2152907384	Issued	20.05.2022	141.10 PGK	✓
28.05.2022	PX100	POM - LAE	TUNXSX	myIDTravel Test	656-2152907096	Issued	20.05.2022	141.10 PGK	✓
27.05.2022	PX141	VAI - WWK	COABIA	myIDTravel Test	656-2152907402	Issued	20.05.2022	141.10 PGK	✓
27.05.2022	PX183	HGU - POM	LJDDTC	Spouse Test	656-2152906534	Issued	18.05.2022	141.10 PGK	✓
				Child Test	656-2152906535	Issued		124.60 PGK	✓
27.05.2022	PX252	POM - RAB	RUBOYE	Spouse Test	656-2152906628	Issued	18.05.2022	156.50 PGK	✓

* Remark: The status might have changed in the meantime. For refreshing the status, please retrieve the ticket/PNR.

Load more

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

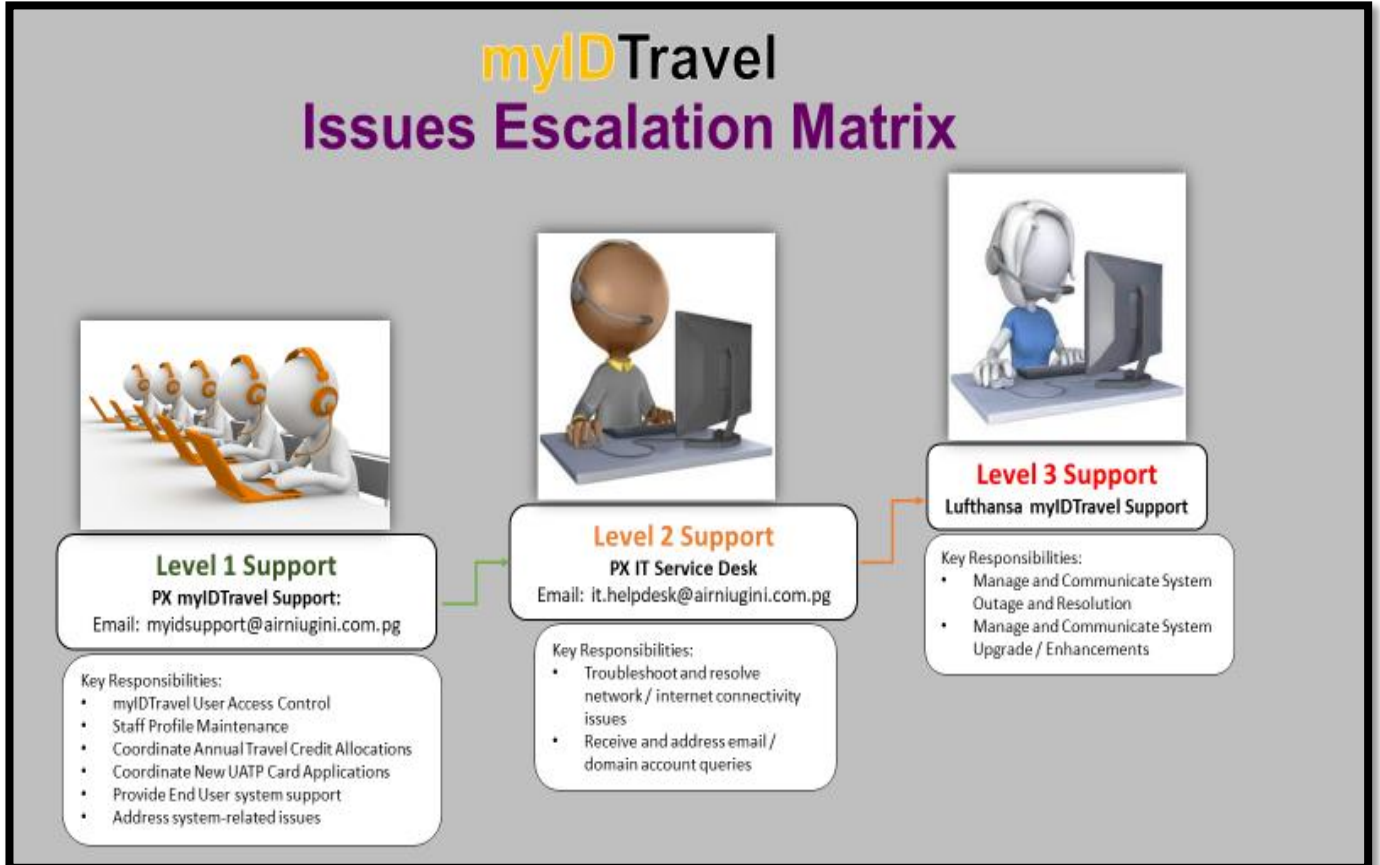


Figure 79. myIDTravel Issues Escalation Matrix