



Marketing Management

Reference Document

Subject: **myIDTravel- User Guide 3rd Edition**

For usage of: IY Staff

Ref No.: MM_Int'l Relations – myID 3rd

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Mission

(for Information)

Description

This guideline will explain to you the benefits of the system and how to use the myIDTravel system in details.

| | |
|--------------|------|
| Pages: | 26 |
| Attachments: | None |

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New changes in this Edition

Following items are the main changes in this Edition:

1. This handbook is valid effective **25 February 2018**. Please ignore previous Editions herein after.
2. Changing the design of the system windows to the new design.
3. Adding a table contains all airlines agreements in myIDTravel (6, 7).
4. Adding new notifications & technical requirements pages (8, 9).
5. Slight change in myIDTravel form (1.1) page 25.
6. Adding new additional form (1.2) page 26.
7. New airline companies agreements [update page \(6 -7 \)](#)

1. What is myIDTravel

MyIDTravel is the leading, global ID travel management solution. It enables airline employees to purchase tickets online and list/re-list them directly on the operating airline's reservation system.

2. About This guideline

This Handbook provides you with a basic understanding of the myIDTravel system. After you have read this User's Guide you will be able to perform your bookings/listings on the transporting carriers' flights.

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3. Why myIDTravel

Using myIDTravel, IY staff can conveniently book and settle flights electronically for themselves as well as for family members by using a central system from any web-enabled PC/Laptop at any time.

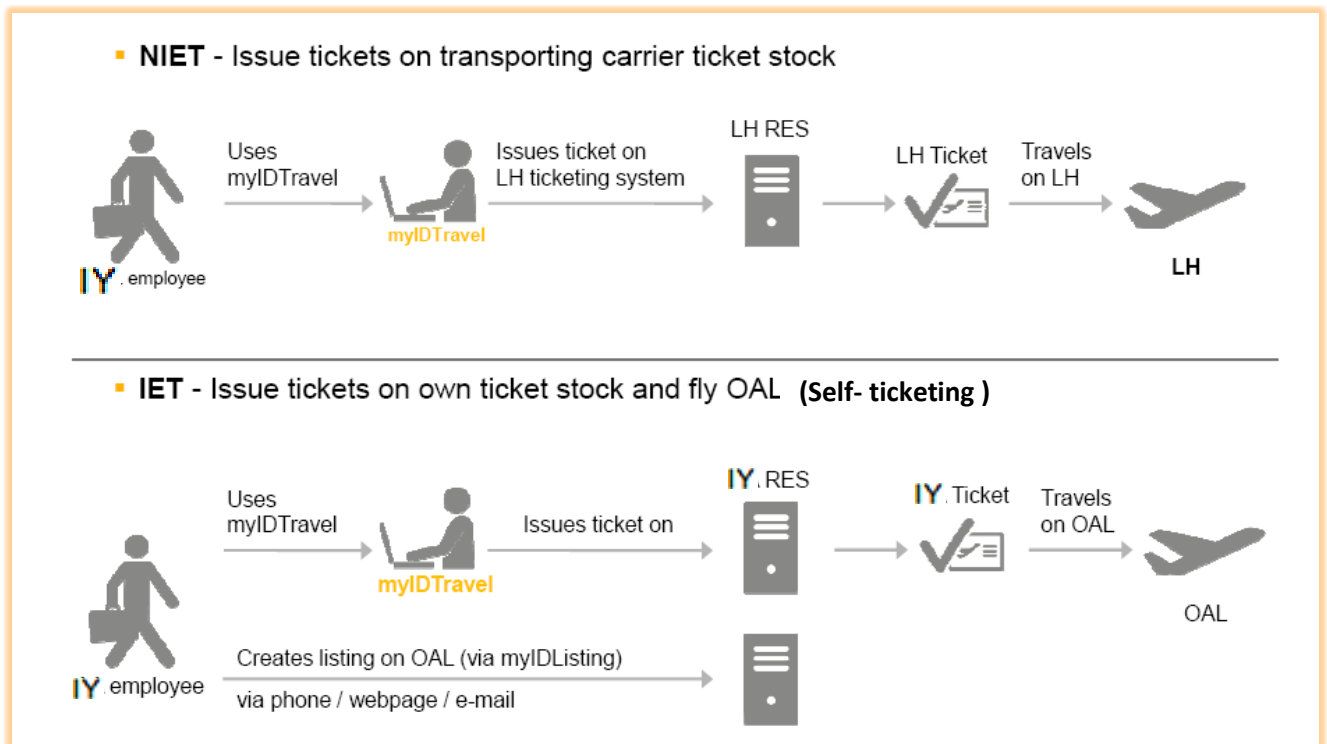
MyIDTravel is distributed worldwide as "Software as a Service" and offers a very attractive pricing structure with no direct costs to you. The traveler pays a coupon-based fee which follows a declining price model bound to the amount of coupons guaranteed by the whole myIDTravel community. No further charges, fees or costs will apply.

4. Ticketing Authority:

- **Leisure tickets (ZED):** will be issued by Yemenia staff themselves.*
- **Duty tickets (MIBA):** will be issued by International Affairs Dept. [myIDTravel].*

*[in the event that the airline is not subscribed in myIDTravel , tickets going to be issued as usual from IY authorized offices]

5. Types of Agreements



6. Types of ZED/MIBA booking status

- **YR1** : ZED Confirmed Economy class
- **YR2** : ZED Space Available Economy class
- **CR1** : ZED Confirmed Business Class
- **CR2** : ZED Space Available Business class

- **YS1** : Duty Confirmed Economy class
- **CS1** : Duty Confirmed Business Class
- **YC1** : Duty (DHC *) Economy Class
- **CC1** : Duty (DHC) Business Class

* **DHC** Dead head crew

7. Airlines agreements in myIDTravel

| Sr. No | Airline Code | Airline Name | Country | Subsidiaries | Standby Travel [R2] | | Confirmed Travel [R1] | | Status |
|--------|--------------|----------------------|----------|--------------|---------------------|---------|-----------------------|---------|-----------|
| | | | | | Class C | Class Y | Class C | Class Y | |
| 1 | DE | Condor | Germany | | C | Y | | Y | Valid |
| 2 | GF | Gulf Air | Bahrain | | | Y | | | Valid |
| 3 | YV | Mesa Airlines | USA | | | Y | | | Valid |
| 4 | ZI | Aigle Azure | France | | | Y | | | Valid |
| 5 | AZ | Alitalia | Italy | | | Y | | | Valid |
| 6 | LH | Lufthansa | Germany | | C | Y | | Y | Valid |
| 7 | DL | Delta Airlines | USA | | | Y | | | Suspended |
| 8 | KL | Royal Dutch Airlines | Holland | | | Y | | | Suspended |
| 9 | TK | Turkish Airline | Turkey | | | Y | | | Suspended |
| 10 | AB | Air Berlin | Germany | 4T , HG | | Y | | Y | Suspended |
| 11 | 7F | First Air | Canada | | | Y | | | Valid |
| 12 | WN | Southwest Airlines | USA | | | Y | | | Suspended |
| 13 | EN | Air Dolomiti | Italy | | C | Y | C | Y | Valid |
| 14 | AF | Air France | France | | | Y | | | Suspended |
| 15 | EY | Etihad | UAE | | | Y | | Y | Valid |
| 16 | WY | Oman Air | Oman | | C | Y | | Y | Valid |
| 17 | SV | Saudia Airlines | K.S.A | | C | Y | | Y | Valid |
| 18 | UX | Air Europe | Spain | | | Y | | | Valid |
| 19 | KM | Air Malta | Malta | | | Y | | | Suspended |
| 20 | ME | Middle East Airlines | Lebanon | | | Y | | | Suspended |
| 21 | OK | Czech Airlines | Czech | | | Y | | | Valid |
| 22 | ET | Ethiopian Airlines | Ethiopia | KP | | Y | | | Suspended |
| 23 | MH | Malaysia Airlines | Malaysia | | | Y | | | Valid |
| 24 | XQ | Sunexpress | Turkey | XG | | Y | | Y | Valid |
| 26 | EK | Emirates | UAE | | | Y | | | Valid |
| 27 | S4 | Azores Airlines | Portugal | SP | | Y | | | Valid |
| 28 | 4U | German wings GmbH | Germany | EW | C | Y | C | Y | Valid |

| | | | | | | | | | |
|----|-----------|------------------|----------|----|---|---|---|---|-----------|
| 29 | SK | SAS | Denmark | | | Y | | | Valid |
| 30 | IG | Meridiana fly | Italy | I9 | C | Y | C | Y | Valid |
| 31 | OU | Croatia Airlines | Croatia | | | Y | | Y | Valid |
| 32 | WF | Wideroes | Norway | | | Y | | | Valid |
| 33 | G4 | Allegiant Air | USA | | | Y | | | Valid |
| 34 | KQ | Kenya Airways | Kenya | | | Y | | | Valid |
| 35 | BM | bmi Regional | England | | | Y | | Y | Valid |
| 36 | 9K | Cape Air | USA | | | Y | | | Valid |
| 37 | WX | City Jet | Ireland | | | Y | | | Valid |
| 38 | ST | Germania | Germany | | | Y | | Y | Valid |
| 39 | 5T | Canadian North | Canada | | | Y | | | Suspended |
| 40 | JP | Adria Airways | Slovenia | | | Y | | Y | Suspended |
| 41 | AD | Azul | Brazil | | | Y | | | Suspended |
| 42 | X3 | TUIfly | Germany | | | Y | | Y | Valid |
| 43 | KS | Penair | USA | | | Y | | | Valid |
| 44 | OB | Blue Air | Romania | | | Y | | Y | Valid |
| 45 | I9 | Air Italy | Italy | | | Y | | Y | Valid |
| 46 | KP | Askya Airlines | Africa | | | Y | | | Suspended |
| 47 | 4T | Belair | Germany | | | Y | | Y | Suspended |
| 48 | EW | Eurowings | Germany | | | Y | | Y | Valid |
| 49 | HG | Niki | Austria | | | Y | | Y | Suspended |
| 50 | QR | Qatar Airlines | Qatar | | | Y | | Y | suspended |
| 51 | SP | Spirit Airlines | USA | | | Y | | | Valid |
| 52 | XG | Sun Express | Germany | | | Y | | Y | Valid |
| 53 | K5 | Seaport Airlines | USA | | | Y | | | Suspended |
| 54 | RJ | Royal Jordanian | Jordan | | C | Y | | Y | Valid |
| 55 | AS | Alaska Airlines | USA | B | | Y | | | Valid |

- There are two types of travel modes :-

A. Confirmed travel

B. Standby travel

- All Airlines grant standby as default & some grant confirmed as well.
- Click ID agreement button in the navigation bar at the right corner of the system screen for more details about the agreements such as (eligible persons, fare levels, payment & refund requirements, airlines helpdesk contacts & etc).
- For more information about airlines policies & requirements go to www.flyZED.info

8. Before you fly

Before you fly you have to be careful about the following points:-

- Please be attention to visa requirements especially in transit situations.
- Be careful and make sure to hold all your valid required travel documents.

9. Technical Requirements

Please check if your browser complies to the following minimum required web browser versions in order to use myIDTravel.

- **Desktop:**

- Internet Explorer 8 or higher with Windows OS 7 and higher
- Google Chrome 30 or higher with Windows XP SP2, OS X and higher
- Apple Safari 7 or higher with OS X10.9 and higher
- Mozilla Firefox 25.0.1 or higher with Windows XP SP2, OS X and higher

- **Mobile:**

- Internet Explorer Mobile 10 with Windows Phone 8
- Google Android OS Browser with Android 4.4 and higher
- Apple Safari 5 or higher with iOS 5 and higher
- Mozilla Firefox 25.0.1 with iOS 5, Android 4.4 and higher

10. How to join myIDTravel

- Fill-up your personal and family details as per passports in myIDTravel form 1.2 (Annex A).
- Certify and Stamp the form by HR.
- Send the form to Intl. Affairs Dept. [myIDTravel Team] to create an account for you.
- Upon creating an account for you a link will be sent to your email immediately.
- Click on the link and create your own password.

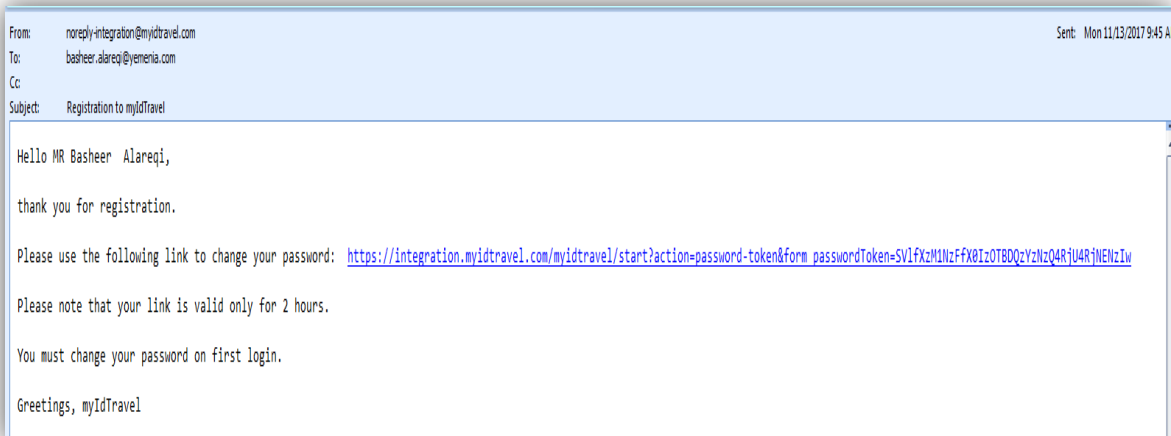
The link is valid for 2 hours only, hence you're requested to access your email immediately.

11. First-Time Login to myIDTravel

- Before using **myIDTravel** you need to generate a password.
- Password will be used for all future transactions.
- To begin click on <http://www.myidtravel.com>
- The myIDTravel login screen will display as shown below.
- Select Yemenia – Yemen Airways as an employing airline.
- Click on ***Request new password?*** See in **red** below.

- Enter your user ID as shown below.
- Click on “**Request password**” button.

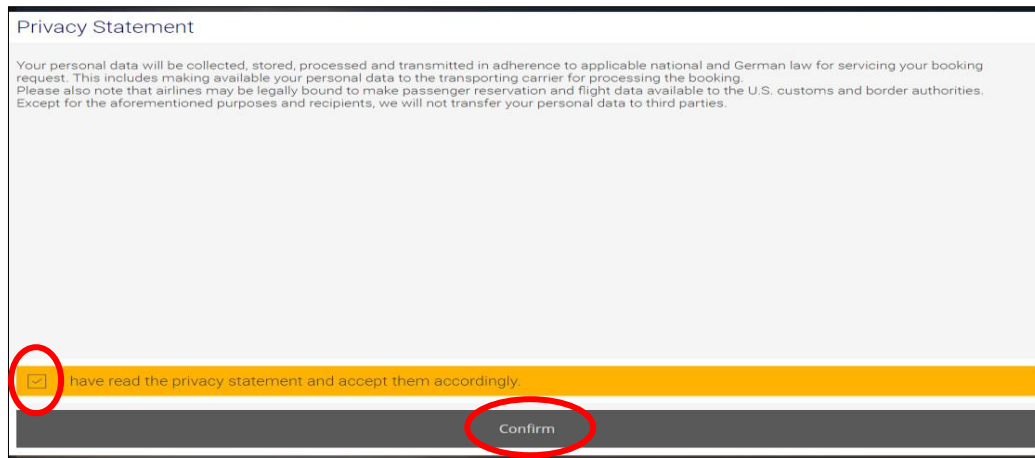
- System will send an email to your email address. See below.
- Click on the link provided.



- Enter your new password and confirm it, then click change password.

- You will be prompted to below screen.

- Tick accepts the privacy statements box and click confirm to proceed.



The image shows a 'Privacy Statement' form. At the top, it says 'Privacy Statement'. Below that, there is a paragraph of text: 'Your personal data will be collected, stored, processed and transmitted in adherence to applicable national and German law for servicing your booking request. This includes making available your personal data to the transporting carrier for processing the booking. Please also note that airlines may be legally bound to make passenger reservation and flight data available to the U.S. customs and border authorities. Except for the aforementioned purposes and recipients, we will not transfer your personal data to third parties.' Below the text, there is a yellow bar with a checkbox and the text 'I have read the privacy statement and accept them accordingly.' The checkbox is checked. At the bottom right of the form, there is a 'Confirm' button. Both the checkbox and the 'Confirm' button are circled in red.

12. How to issue ticket

12.1 Booking/Listing

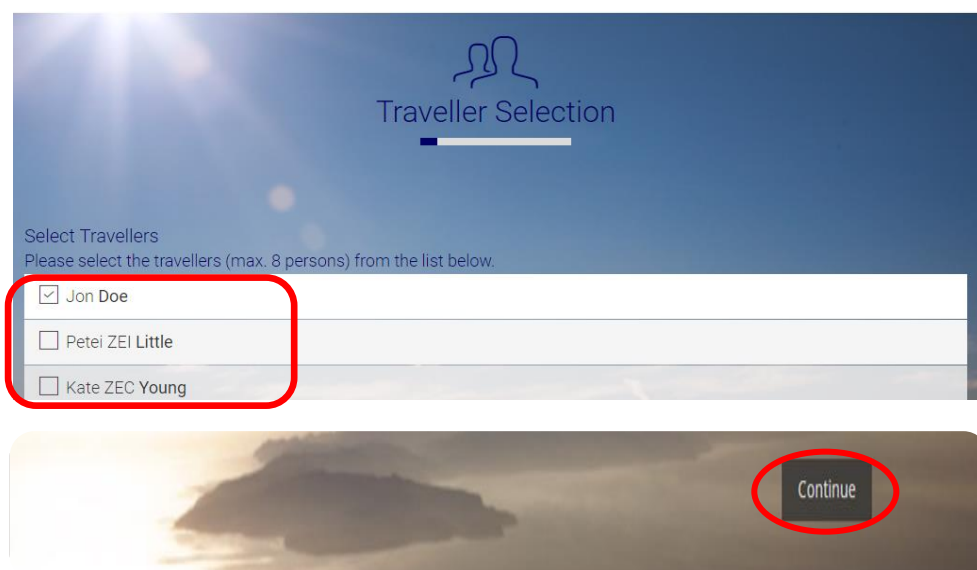
Booking/Listing allows you to purchase confirmed/standby tickets on other carriers.

Note: You can't book/list and issue ticket for more than 90 days with most Airlines.

12.2 Traveler Selection

The **Traveler Selection** screen (shown below) will be displayed contains all persons eligible to travel according to your employee profile.

- Make sure all names of eligible persons for travel matching with their passports.
- Select the individuals who will be travelling.



The image shows the 'Traveller Selection' screen. At the top, there is a header with a person icon and the text 'Traveller Selection'. Below that, there is a section titled 'Select Travellers' with the instruction 'Please select the travellers (max. 8 persons) from the list below.' Below this, there is a list of names with checkboxes: 'Jon Doe' (checked), 'Petei ZEI Little' (unchecked), and 'Kate ZEC Young' (unchecked). The entire list is circled in red. At the bottom right of the screen, there is a 'Continue' button, which is also circled in red.

12.3 Flight Schedule Query

If you wish to make changes to your selections, click the **back** button at the bottom of the query screen and make a new selection on the **Traveler selection** screen.

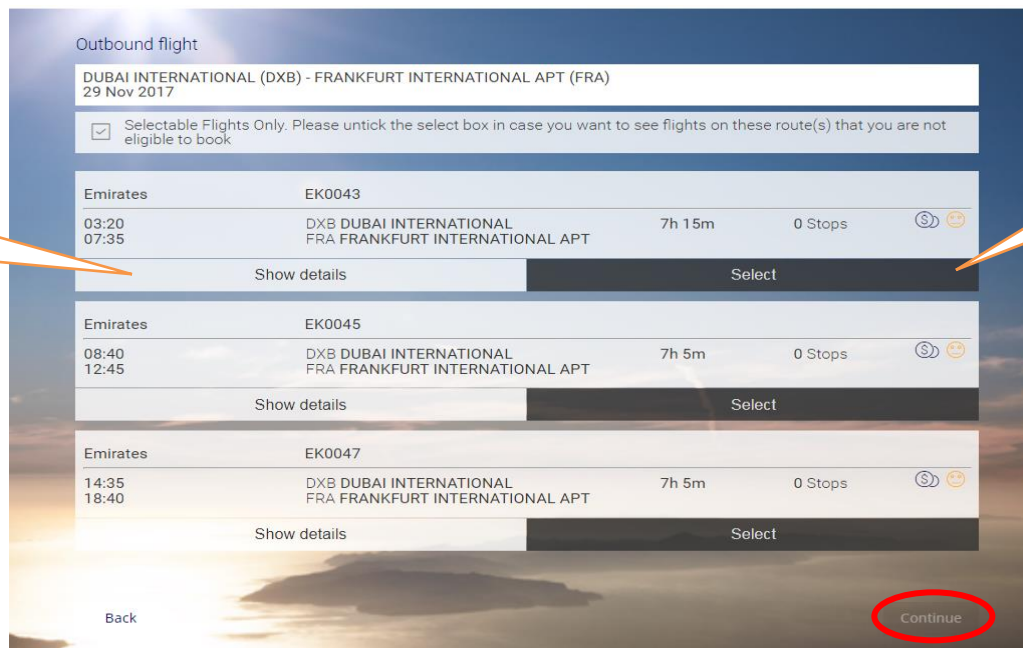
The screenshot displays the 'Flight Schedule Query' interface. On the left is a sidebar with user details (Jon Doe, Yemenia - Yemen Airways) and navigation links. The main panel features a 'Find flights' section with tabs for 'One Way', 'Return', and 'Multiple Legs'. Below these tabs are several input fields: 'Airline (optional)' set to 'Emirates', 'Travel Status' set to 'R2 Standby', 'From' set to 'DXB', 'To' set to 'FRA', and 'Departure' details (Date: 29.11.2017, Time: 00:00, Class: Economy). A red rectangular box highlights the 'Airline', 'Travel Status', 'From', 'To', and 'Departure' fields. At the bottom of the main panel are 'Back' and 'Find flights' buttons.

In the lower section of the page, please define your flight schedule query before clicking the **find flights button** to display flights matching your search criteria.

The **Travel Status** will be either:

- **Y/C/F** chose the class you want to travel with
- **R2** Standby
- **R1** Confirmed

12.4 Flight Schedule Display



In certain cases, not all flights will have a radio button to select because: -

- The flight is a code-share flight.
- The flight is operated by an airline that does not have an ID travel agreement with Yemenia
- The passenger is not allowed to travel according to the ID travel agreement with the specified airline (e.g., not all airlines allow parents/dependents etc. to travel).
- If a flight is not selectable for whatsoever reason, no radio button will be shown next to the flight number.
- Click on show details (or click on the blue icon) to get additional information about the respective flight and the reason why a flight is not selectable). In addition there are also indicators for the booking situation.

The following options exist as following:

- (Green) good chance
- (Orange) moderate chance
- (Red) bad chance

12.5 Shopping Basket

After you have successfully chosen your flight, you will get an itinerary of your selection.

(By clicking continue you acknowledge the itinerary as below)

Flight Schedule Display

Outbound flight

DUBAI INTERNATIONAL (DXB) - FRANKFURT INTERNATIONAL APT (FRA)
29 Nov 2017

| | | | | |
|----------------|--|---------------|---------|--------|
| Emirates | EK0043 | | | |
| 03:20 07:35 | DXB DUBAI INTERNATIONAL FRA FRANKFURT INTERNATIONAL APT | 7h 15m | 0 Stops | (\$) 😊 |
| Show details | | Change flight | | |

Back Continue

Notice
Attention: Please observe the minimum connection time. An automatic verification is not possible.

12.6 Fare information

On the **Fare Information** page, all applicable fares, government taxes and administrative fees charged by myIDTravel will be shown for the selected itinerary, separated by airline and passenger. All amounts highlighted in grey will be charged to your credit card by the ticket-issuing airline in the currency stated.

Fare Information

Emirates

DUBAI INTERNATIONAL (DXB) -
FRANKFURT INTERNATIONAL APT (FRA)

Doe, Jon Mr.

| | |
|-----------------------------------|--------------|
| Total Fare | 220 AED |
| Total Government taxes | 120 AED |
| myIDTravel Fee | 10 AED |
| Total Emirates | 350 AED |
| Price information** | 23823.00 YER |
| Grand Total: price information ** | 23823.00 YER |

Back Continue

12.7 APIS/Secure Flight.

Fill-up all required information about your passport for each passenger.

The screenshot shows the 'myIDTravel - APIS' interface. At the top, a red message box says 'Please Advise your Passport number, expiry date and date of birth.' Below this, the passenger's name 'Doe, Jon' is displayed. The form contains several fields for passport details: 'Date of birth (dd.MM.yyyy)' with the value '01.01.1980', 'Nationality' with 'YEMEN', 'Document Type' with 'Passenger passport', 'Document number' with '78678688', 'Document issuing country' with 'YEMEN', and 'Document expiry date (dd.MM.yyyy)' with '21.12.2021'. There are 'Back' and 'Continue' buttons at the bottom.

12.8 Contact and payment information

The **Contact and Payment Information** screen is pre-populated with your email information from your staff profile. You are required to complete the phone numbers and may change the email to another address if you prefer. Please double check all information on the page.

The screenshot shows the 'Contact and Payment Information' screen. It is divided into three main sections: 'Your flights', 'Travellers', and 'Payment for Emirates'.
1. 'Your flights' section shows a table with flight details: 'DXB DUBAI INTERNATIONAL - FRA FRANKFURT INTERNATIONAL APT' on '29 Nov 2017', 'Emirates' flight 'EK0043' in 'Economy / R2 Standby' class, with a duration of '7h 15m' and '0 Stop'.
2. 'Travellers' section shows the name 'Doe, Jon Mr.'.
3. 'Contact Information' section has fields for 'Phone number 1' (123456789), 'Phone number 2 (optional)' (+00 000 000 000), 'Mobile number (optional)' (+00 000 000 000), 'E-mail address' (automails-support@myidtravel.com), and 'Repeat E-mail address' (automails-support@myidtravel.com).
4. 'Payment for Emirates' section prompts the user to 'Please insert your credit card information. The ticket costs of 350 AED will be charged on this card.' It includes fields for 'Credit Card*' (Visa), 'Card Number' (4111111111111111), 'Valid Code' (123), and 'Valid until' (12/2019). A 'Verify' button is at the bottom right. A speech bubble points to this button with the text: 'Insert credit card information and click verify'.
At the bottom of the payment section, there is a small note: 'Please press the Verify button after entering your credit card details, then scroll down and select "Next" to continue. Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to debiting errors.'

You will receive a message that your credit card was successfully saved for the current booking as below. You may also edit the credit card information at this time.

The screenshot shows a web form titled "Payment for Emirates". At the top, a message states: "Please insert your credit card information. The ticket costs of 350 AED will be charged on this card." Below this, there are input fields for "Credit Card Type" (with a dropdown menu showing "Visa"), "Card Number", "Valid Thru", and "Valid From". A green banner with the text "The credit card was successfully saved for the current booking." is displayed. To the right of this banner is a button labeled "Edit". Below the banner, the form asks for the cardholder's address: "Please enter the address stored for the used credit card". The fields include "First name of card/account owner" (filled with "Jon"), "Last name of card/account owner" (filled with "Doe"), "Address 1" (filled with "Sana'a - Yemen"), "Address 2 (optional)", "City" (filled with "Sana'a"), "ZIP/Postal Code" (filled with "00967"), "Country" (filled with "YEMEN"), and "State (for US) (optional)" / "Province/Region (for intl.) (optional)". At the bottom left is a "Back" button, and at the bottom right is a "Finish" button. A speech bubble points to the "Finish" button with the text "Click finish button to proceed".

Note: To obtain your ticket, please be prepared with your bank to provide you with a valid online credit card for payment.

12.9 Confirmation

After issuing ticket is complete, you will see a confirmation screen with a summary of your itinerary as well as the booking reference code (and ticket number). You may write down the code so you can retrieve the booking if needed.

- By clicking on the PNR reference, you will obtain the e-ticket number.
- Ensure you make note of the PNR and e-ticket number as you will be unable to retrieve the PNR or e-ticket number without the actual reference.
- It's recommended that you print the confirmation page so you have all of the information available at a glance.

✓ Your booking/Listing has been completed successfully.

Please mark the baggage you are checking in with your name and address.

Booking Reference: [Q27SRF](#)
Ticket number: [1762308127145](#)

Travelers
Doe, Jon Mr.

Your flights

| DXB DUBAI INTERNATIONAL – FRA FRANKFURT INTERNATIONAL APT | | | | 29 Nov 2017 |
|---|---------------------------------|----------------------|--|-------------|
| Emirates | EK0043 | Economy / R2 Standby | | |
| 03:20 | DXB DUBAI INTERNATIONAL | 0 Stop | | |
| 07:35 | FRA FRANKFURT INTERNATIONAL APT | | | LISTED |

Fare Information
Emirates
DUBAI INTERNATIONAL (DXB) - FRANKFURT INTERNATIONAL APT (FRA)
Doe, Jon Mr.

| | |
|-----------------------------------|--------------|
| Total Fare | 220 AED |
| Total Government taxes | 120 AED |
| myIDTravel Fee | 10 AED |
| Total Emirates | 350 AED |
| Price information** | 23823.00 YER |
| Grand Total: price information ** | 23823.00 YER |

** Price information: The amount charged for your journey will be in the issuing carriers currency. The price information shown on this page is for your convenience only and non-binding.

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

Note: Please read the travel conditions carefully as all airlines are varies from one another.

12.10 Confirmation Email

A confirmation email will be sent to your chosen email address. The confirmation email will outline check-in procedures for each carrier as below:

myIDTravel Leisure Booking/Listing Confirmation
noreply-integration@myidtravel.com
Sent: Tue 13-Jan-15 11:11 AM
To: najeeb.alselwi@yemenia.com

Message | MyIDTravelFlight.ics (1 KB)

Greetings,

Thank you for booking your leisure trip with myIDTravel. Below you will find your itinerary and important information.

Names: AlSelwi, Najeeb Ali MR

Booking Reference: R8JZTL
Ticketing Airline: Turkish Airlines
Ticketnumbers: 2352140491791

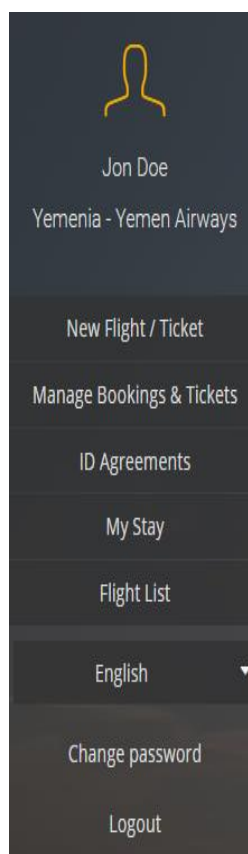
| Flightno | Date | From | Dept* | To | Arrv* | Status | Class |
|----------|-------------|------|-------|-----|-------|--------|---------|
| TK838 | 15 Jan 2015 | SAH | 04:45 | IST | 08:35 | listed | Economy |

Ticketnumber: 2352140491791

| | currency | amount |
|------------------------|----------|--------|
| AlSelwi, Najeeb Ali | | |
| Total Fare | USD | 66.00 |
| Total Government taxes | USD | 54.30 |
| myIDTravel Fee | USD | 1.80 |
| Total Ticket Price | USD | 122.10 |

13. Navigation Bar

Accessing the main functions of myIDTravel, use the navigation bar in the right area of the screen as shown below:



- a. **New Flight/Ticket:** allows you to book your flight itinerary.
- b. **Manage Bookings & Tickets:** allow you to create new booking/listing with an existing e-ticket. (E-tickets remain valid for 90 days from date of issue).
You must have the e-ticket number. Original PNR must be cancelled before making new booking/listing and it can be created with existing e-ticket.
- c. **ID Agreements:** contains a list of the rules and regulations for travel on other carriers. This includes ZED fare levels and designates eligibility. The information contained here is supplied by the transporting carrier.
- d. **My Stay:** allows you to book Hotels, rent cars, and any other accommodation over the world.
- e. **Flight List:** contains all tickets issued by your user account.
- f. **English:** allow you to choose the language.
- g. **Change password:** allows you to change your password.
- h. **Logout:** enable you to log out of myIDTravel application.

- i. Travel conditions vary from airline to airline and are subject to change. These conditions include, but are not limited to: dress code, flight listing, check-in requirements, embargo periods, travel warnings, and free baggage allowances.

International Destinations

If your travel involves international destinations, please make sure to:

- Find out the documentation and vaccination requirements for each leg.
- Check out that you have enough information of each country you are planning to travel to of their travel warnings and immigration requirements.

14. PNR Retrieval

To retrieve an existing booking change or cancel, please click the ***manage bookings & Tickets button*** from the navigation bar & select PNR to retrieve.

The screenshot shows a 'Retrieval' form with two tabs: 'Tickets' and 'PNR'. The 'PNR' tab is selected. Below the tabs is a text input field labeled 'Booking reference' containing 'Q27SRF'. At the bottom is a 'Retrieve PNR' button. Two callout boxes are present: one pointing to the 'PNR' tab labeled 'Select PNR', and another pointing to the 'Booking reference' field labeled 'Enter your (PNR)'.

Click retrieve PNR to retrieve your booking from the airline's reservation system & display it.

The screenshot displays the booking details for PNR - Q27SRF. It includes sections for 'Travellers' (DOE, JON MR), 'Ticket numbers' (1762308127145), and 'Your flights'. The flight details table is as follows:

| DXB DUBAI INTERNATIONAL – FRA FRANKFURT INTERNATIONAL APT | | 29 Nov 2017 |
|---|---------------------------------|-------------------|
| | EK0043 | Economy / STANDBY |
| 03:20 | DXB DUBAI INTERNATIONAL | |
| 07:35 | FRA FRANKFURT INTERNATIONAL APT | Standby |

Below the flight details are four buttons: 'Rebook', 'Rebook All', 'Cancel', and 'Cancel All'. The 'Rebook' and 'Cancel All' buttons are highlighted with red boxes, 'Rebook All' with a blue box, and 'Cancel' with a green box.

- ➔ **Rebook:** To change a segment.
- ➔ **Rebook all:** To change all segments.
- ➔ **Cancel:** To cancel a segment.
- ➔ **Cancel all:** To cancel all segments.

15. Ticket Retrieval

To retrieve a ticket details provide the ticket number & click retrieve ticket as below.

The screenshot shows a 'Retrieval' form with two tabs: 'Tickets' (selected) and 'PNR'. A text input field for 'Ticket number' contains '1762308127145'. An 'Add +' button is on the right. A 'Retrieve ticket' button is at the bottom. Annotations include: 'Select tickets' pointing to the 'Tickets' tab, 'Insert ticket no.' pointing to the ticket number input field, and 'Add another ticket' pointing to the 'Add +' button.

The coupon may have different status as below:-

- **(Open)** indicates that the involved coupon has not been used.
- **(Used)** indicates that the involved coupon has already been used for travelling.
- **(Refund)** indicates that the ticket was refunded by the airline.

The screenshot shows the 'Tickets' page for ticket number 1762308127145. It lists details: Status (ISSUED), Traveller (DOE, JON (MR)), Booking reference (Q27SRF), and a note about cancellation. Below this, it shows the route 'DUBAI INTERNATIONAL (DXB) - FRANKFURT INTERNATIONAL APT (FRA)' and the coupon status 'open Economy STANDBY', which is circled in red. At the bottom are 'Show pricing' and 'Refund' buttons. An annotation 'Select refund to get your money back' with an arrow points to the 'Refund' button.

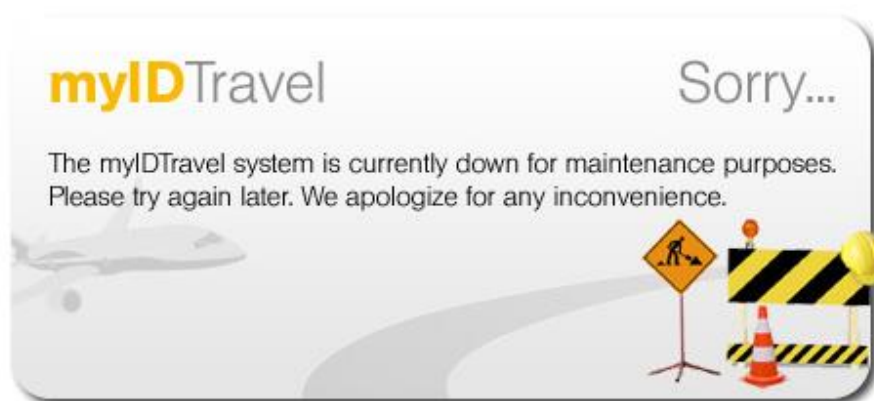
Important notes: -

- Ticket cannot be refunded before canceling your itinerary.
- Refunding a single ticket can only be done once (if you refund one segment, another segment cannot be refunded later).
- It's recommended to issue your ticket by sectors if you are not sure whether you're coming back or planning for a new trip.
- Refunding process may takes approximately 30 days.
- Refund valid for one year from date of issue.
- Refunds may be processed for a non-utilized ticket with an "open" status only.
- Refund a partially utilized ticket takes time to be processed, therefore its recommended to issue your tickets on a single sector basis to simplify your refund process.

16. Support/helpdesk

Should you have any queries, please contact the myIDTravel support helpdesk at myidtravel@yemenia.com

Note: In case myIDTravel is not available/or down for any reason you will receive the following message as below, therefore you need to wait for a while before login again.



17. Glossary

| Term/Abbreviation | Explanation |
|-----------------------------|---|
| APIS | Advanced Passport Information Security |
| Booking | A booking with confirmed status |
| Code share flight | A flight operated by another airline rather than the plated airline |
| Employing Airline | A staff representing the airline allowed to use MyIDTravel |
| ID Travel | Industry Discount Travel |
| Listing | A booking with “seat available” segment status |
| MIBA | Multilateral interline business Travel Agreement (Duty travel) |
| myIDTravel | A flight booking machine created by Lufthansa |
| OAL | Other Airline |
| PNR | Passenger name record |
| PTC | Passenger Type Code (e.g., ADT –stands for adult passenger or ZEA-stands for airline Employee) |
| Self- ticketing | Issuing tickets on own airline (e.g. IY stock 635) |
| Ticketing Authority | Tickets that may issue either by myIDTravel or by IY authorized office |
| Transporting Airline | Airline that operates a specific flight |
| Types of Agreement | The agreements that may include a self-ticketing (own airline stock) or(OAL ticket stock) |
| ZED | Zonal employee discount (Leisure travel) |

Employee Details Form (1.1) for myIDTravel Program

| | | | | | |
|---|--|--------------------------------------|---------------|---|----------------------------------|
| Employee Details | | Form Serial No. <input type="text"/> | | Form Date / تاريخ الإستمارة / ____ / ____ / ____ | |
| Employee ID / الرقم الوظيفي | | Title / الصفة | | Mr. <input type="checkbox"/> | Dept. / الإدارة |
| | | | | Ms. <input type="checkbox"/> | |
| Name as per Passport ** الاسم بحسب الجواز ** | | | | | |
| Date of birth / تاريخ الميلاد [dd.mm.yyyy] | | | | Status / حالة الموظف | Active <input type="checkbox"/> |
| | | | | | Absent <input type="checkbox"/> |
| | | | | | Retired <input type="checkbox"/> |
| Date of joining / تاريخ التعيين [dd.mm.yyyy] | | | | Termination date / تاريخ نهاية الخدمة [dd.mm.yyyy] | |
| Phone/ التلفون | | | Mobile/ موبيل | | |
| Email/ الايميل : | | | | | |



Family Details

[illegible]

| | | |
|--|---|--|
| <p>توقيع موظف مدخل البيانات في MyIDTravel</p> <p>_____</p> <p>التاريخ: _____</p> | <p>ختم وتعبد الموارد البشرية - أو إرفاق وثيقة معتمدة لمستحقات الموظف واسرته من الموارد البشرية</p> <p>_____</p> <p>التاريخ: _____</p> | <p>توقيع الموظف</p> <p>_____</p> <p>التاريخ: _____</p> |
|--|---|--|

- * يرفق نسخة معدة من شاشة بيانات الموظف وأفراد أسرته في نظام الأوراق لدى الموارد البشرية بعد مطابقة البيانات.
- * يرفق نسخة من جوازات السفر للموظف وأفراد أسرته.
- * يرفق بطاقة العمل في اليمنية للموظفين غير المتقاعدين.

18.2 Annex B (myIDTravel Additional Form 1.2)

(Addition/Modification/Deletion) Employee Form (1.2) for myIDTravel program
إستمارة (1.2) (إضافة / تعديل / حذف) لبيانات الموظف الموجودة في نظام myIDTravel

| | | | | | |
|--|--|---|--|---|--|
| Employee Details | | Form Serial No. <input style="width: 50px;" type="text"/> | | Form Date / تاريخ الإستمارة / / | |
| Addition / إضافة <input style="width: 50px;" type="checkbox"/> | | Modification / تعديل <input style="width: 50px;" type="checkbox"/> | | Deletion / حذف <input style="width: 50px;" type="checkbox"/> | |
| Employee ID / الرقم الوظيفي | <input style="width: 100px;" type="text"/> | Title / الصفة | Mr. <input style="width: 20px;" type="checkbox"/> Ms. <input style="width: 20px;" type="checkbox"/> | Dept. / الإدارة | <input style="width: 100px;" type="text"/> |
| Name as per Passport** الاسم بحسب الجواز ** | | | | | |
| Phone / التلفون | | Mobile / سيار | | | |
| Email / الأيميل : <input style="width: 100%; height: 20px;" type="text"/> | | | | | |

| Family Details | | | | |
|--------------------------------|-------------------------------------|-----|---|--|
| Title/الصفة Mr. / Ms. / CHD | Relationship صلة القرابة بالموظف | PTC | Name as per Passport ** الاسم بحسب الجواز ** | date of birth تاريخ الميلاد [dd.mm.yyyy] |
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|---|---|--|
| توقيع مدخل البيانات في myIDTravel التاريخ : | مطابقة وتعميد الموارد البشرية * التاريخ : | توقيع الموظف التاريخ : |
|---|---|--|

* مطابقة الموارد البشرية مطلوبة عند الإضافة أو التعديل الرئيسي للبيانات
 * يرفق نسخة معتمدة من شاشة بيانات الموظف وأفراد أسرته في نظام الأوراق لدى الموارد البشرية بعد الإضافة أو التعديل الرئيسي للبيانات.
 ** يرفق نسخة من جوازات سفر الأشخاص المضافين أو المعلة ببياناتهم.

18.3 Annex C (Quick Reference)

myIDTravel

Quick Reference

1- Login

- Click on: <https://www.myidtravel.com>
- Select Yemenia as employing airline
- Inter your ID
- Inter Password (forgot your PW click on register/forgot Pw below) you'll receive new password via your email)
- click on confirm reading terms & conditions
- click next

2- Booking/listing

- Click on new flight/ ticket
- Chose traveller name
- Click next

3- Flight information

- You're able to book on flights with (●) sign only
- Selling from availability
- Specify airline you wish to travel with
- Click on one way/ return / multiple legs
- Specify origin/destination
- Inter date of travel
- Select standby/or confirm booking
- Select Economy/or Business
- Click on standby / bookable
- Click on flight number required
- Click next to display (shopping basket)
- Click next to display (fare information)

4- Payment method

- chose credit card type
- insert credit card number
- insert (valid code)
- click verify
- click next
- Ticket is ready

5- Increase/Decrease number in party

- If you need to Increase/or decrease number of travellers click on button
- Select new member or cancel unwanted traveller
- Click next and carryon same previous steps

6- Retrieve Booking/ticket number

- click on button

7- Cancel segment/Rebooking

- Retrieve PNR and cancel segment
- Select new booking
- Follow same steps for booking/listing

8- Refund ticket

Note (you can't refund tickets unless you cancel booking first)

- Click on button
- Insert ticket number
- Click on button

9- Log out

- click on (logout) button on top right-hand side