

myIDTravel user Guide

Subject: myIDTravel- User Guide 4 Edition

For usage of: IY Staff

Ref No.: RM_Intl. Relations – myID

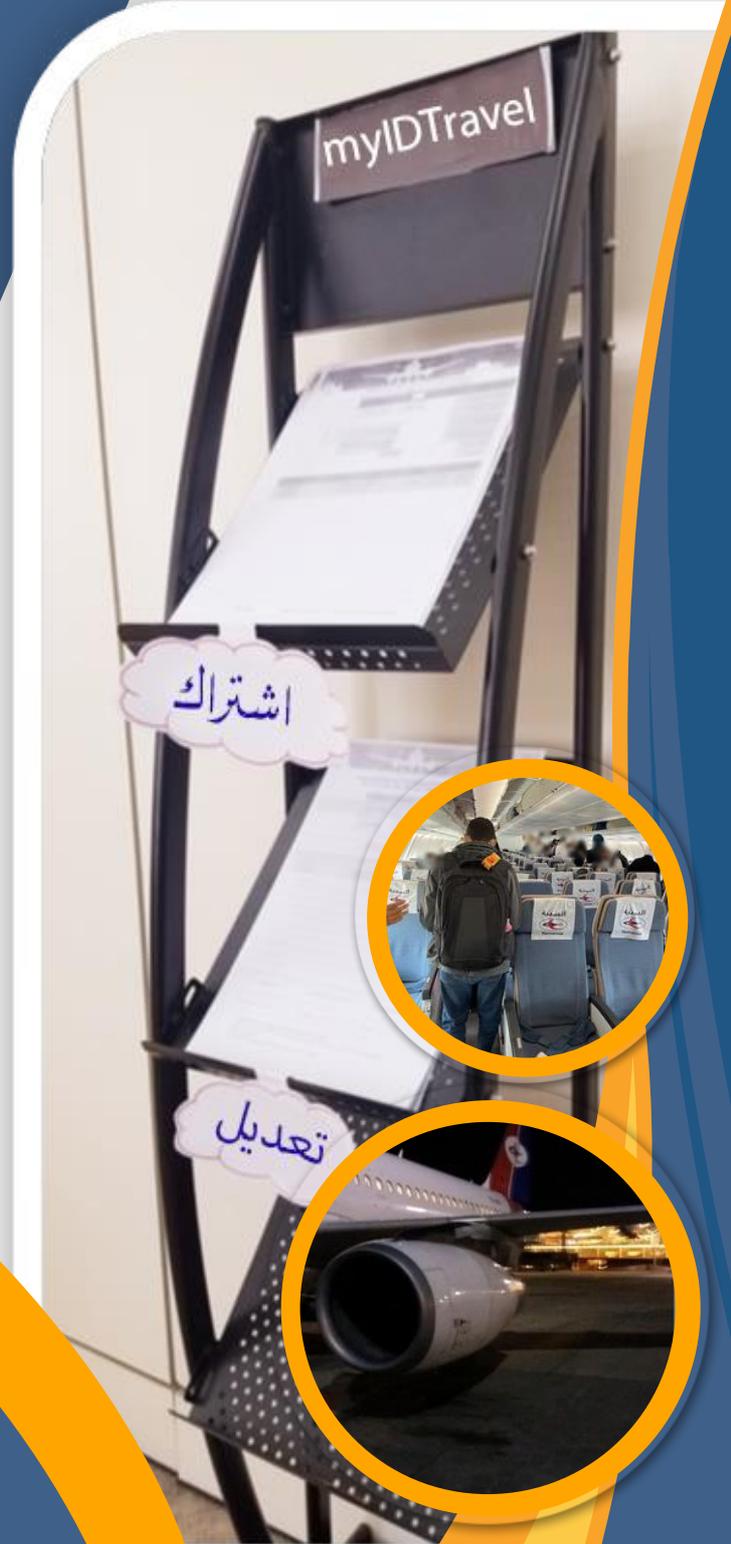
Effective Date: 02.25.2024

Contact: staff.travel@yemenia.com

**Summarized
Graphic designs**

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



Issuing bookings / Tickets

Flight Schedule display

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

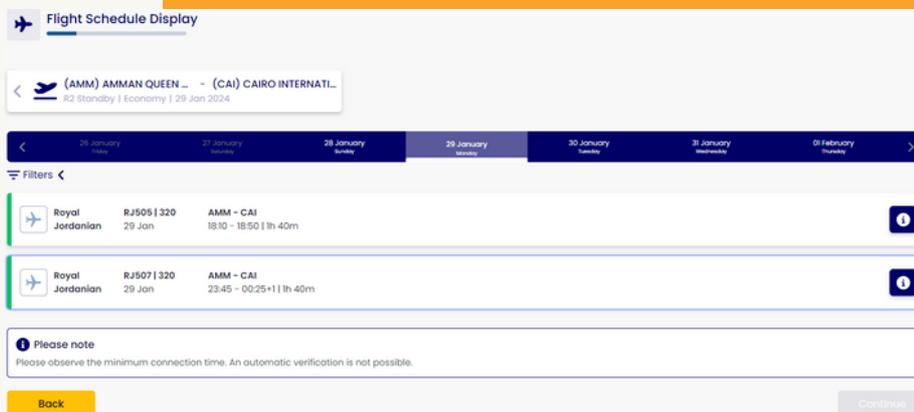
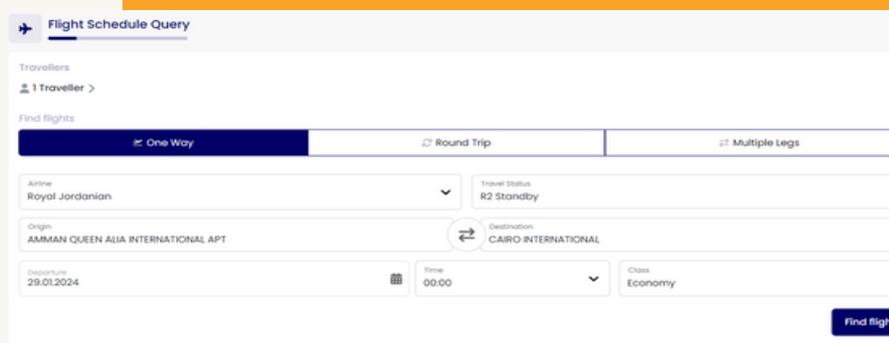
The Travel Status will be either:

- R2 Standby
- R1 bookable

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.



01

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

Issuing bookings / Tickets 1.1

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

The screenshot shows a web form titled "myIDTravel - APIS" for a passenger named Khalid Mohamed Ahmed Alhaimy. The form contains several input fields: "Nationality" (a dropdown menu), "Document Type" (a dropdown menu), "Document number" (a text input field), "Document issuing country or territory" (a dropdown menu), and "Document expiry date" (a date picker). At the bottom of the form, there are two buttons: a yellow "Back" button on the left and a grey "Continue" button on the right.

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 displays the "Grand Total" as 49565 YER. Below this is the "Payment" section for Saudi Arabian Airlines. A message states: "Please insert your credit card information. The ticket costs of 198.26 USD will be charged on this card." The form includes fields for "Credit Card" (a dropdown menu with "Select" as the current value), "Number" (0000 0000 0000 0000), "Validation Code" (0000), and "Expiry Date" (MM / YY). A small note below the form reads: "Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to ticketing errors." At the bottom, there are two checkboxes with associated text: the first checkbox is for agreeing to the airline's policies, and the second checkbox is for confirming the passenger information and liability. Two buttons are at the bottom: a yellow "Back" button on the left and a grey "Finish" button on the right.

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.

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

NOTE!
myIDTravel Website
doesn't support mobile
explorers. So PC and laptop
is your best choice

Issuing bookings / Tickets 1.2

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/itinerary has been completed successfully.

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

Booking Reference: **Q275BE**
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 07:35 DXB DUBAI INTERNATIONAL FRA FRANKFURT INTERNATIONAL APT 0 Stop LISTED

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

Total Fare	230 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.alsewli@yemensa.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

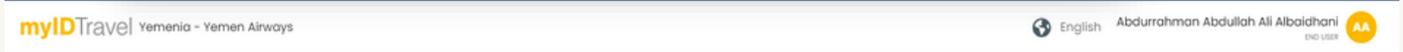
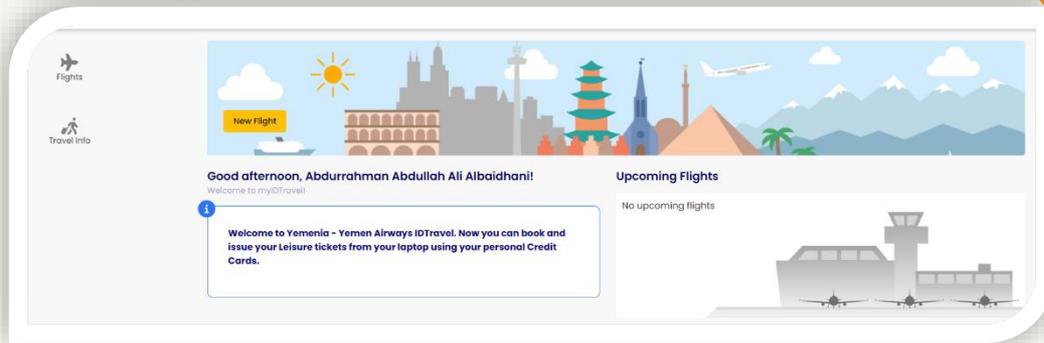
Booking Reference: R8JZTL
Ticketing Airline: Turkish Airlines
Ticketnumbers: 2352140491791

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	USD	66.00
Total Fare	USD	54.30
Total Government taxes	USD	1.80
myIDTravel Fee	USD	1.80
Total Ticket Price	USD	122.10

Navigation Bar



- New Flight/Ticket: allows you to book your flight itinerary.
- Retrieval : 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.
- 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.
- .My Stay: allows you to book Hotels, rent cars, and any other accommodation over the world.
- Flight List: contains all tickets issued by your user account.
- English: allow you to choose the language.
- Change password: allows you to change your password.
- Logout: enable you to log out of myIDTravel application.

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

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.

Change Booking

- **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.

Retrieval

Tickets	PNR
Booking reference C5B4A6	
Retrieve PNR	

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

Your flights

TLS TOULOUSE BLAGNAC – LIL LILLE LESQUIN AIRPORT		28.12.2023 <input type="checkbox"/>
Volotea	V72782	Economy / R2 Standby
15:00	TLS TOULOUSE BLAGNAC	
16:35	LIL LILLE LESQUIN AIRPORT	USED
Show details		
Rebook segment		
Rebook entire booking		
Cancel segment		
Cancel entire booking		
Resend Email Confirmation		
Back		

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

Refund Tickets

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

PNR: RQQJUS

Travellers

MR KASSIM 06 MR AKR 06 MR ELYAS 06

Your flights

Rebook segments Cancel entire booking Add flight Resend Email Confirmation

Saudi Arabian Airlines SV840 JED - KUL 31 Jan 08:50 - 22:35

Confirmed Bookable Economy

Back Continue

The coupon may have different status as below:-

(issued) 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.

RQQJUS 065-2160620270 MR ELYAS AKRAM QAID MOQBEL Date of issue: 28.01.2024 Issued

Date	Flight	From/To	AIDA Status	Tariff	Valid until	Coupon status	Class
31.01.2024	SV840	(JED)JEDDAH KIN... (KUL)KUALA LUMP...	Bookable	YIDZM6R1	27.04.2024	Airport control	Economy

Fare 244.00 USD
Total Government or Airport imposed Taxes/Fees/Charges 32.83 USD
myIDTravel Fee 1.43 USD

Ticket Price 278.26 USD

Back Refund

- before refunding you have to cancel your bookings if still existed

Select refund to get your money back

RIGHTS & DUTIES

Your myIDTravelUser account is subject to any change or termination at any time without legal responsibility on Yemenia or myIDTravel company as per the valid and effective terms & regulations.

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.
- You have to wear formal dress & to avoid Yemeni traditional dress.
- For further information about other airlines policies kindly login to this link [flyzed.info] and in case you didn't find what you look for – kindly visit the other airline official website.

Related to refunding tickets: -

- Ticket cannot be refunded before canceling your itinerary.
- You must check the other airline policy related to full or partial Refund – this can be found in [ID agreements option in the side bar or by visiting [flyzed.info].
- 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 only 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.

