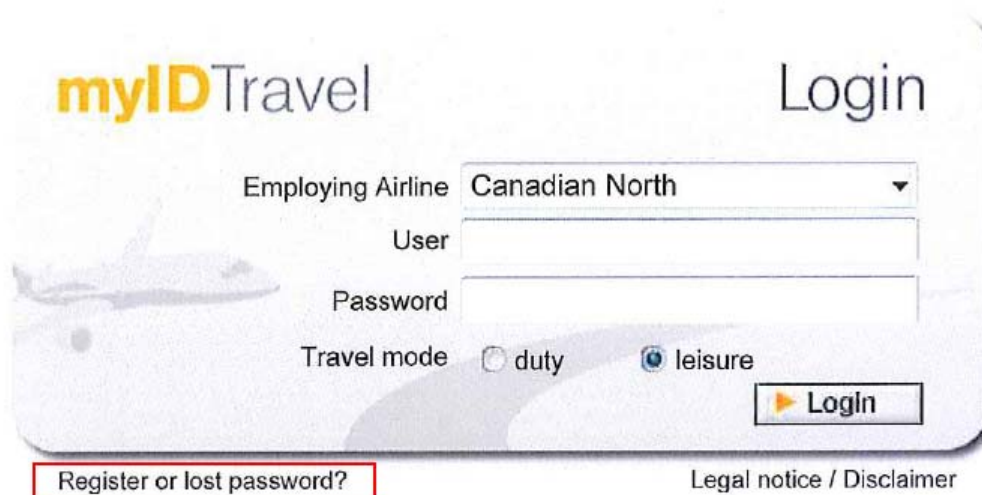# myIDTravel

USER GUIDE

Table of Contents

myIDTravel Tool

Canadian North has partnered with myIDTravel to enable employees, eligible retirees and their eligible persons to book standby interline leisure travel with participating airlines with which we have ZED agreements using myIDTravel online.

1. First-Time Login

Before you can start using myIDTravel, you'll need to generate a password for your user account. You will use the password for all future myIDTravel transactions.

To create your password, please go to https://www.myidtravel.com/myidtravel/. The myIDTravel login screen appears as shown below. Enter Canadian North as the employing airline. Ignore the User and Password fields for now and click on *Register or lost password?* This is highlighted in the red box below.

You will be taken to the registration form, as shown below:

From the "**Airline**" dropdown menu, select "**Canadian North**" and enter your six digit Canadian North employee number into the "**User**" field. Click the "**Send password**" button and the system will send an email to your Canadian North email address or personal email address for retired employees with your initial password.

The email will look like this:

-----Original Message-----

From: myidtravel@services.lhsystems.com [mailto:myidtravel@services.lhsystems.com]
Sent: Saturday, December 1, 2012 9:00 AM
To: (your Canadian North email address)

Hello: (your name as it appears in your Canadian North pass database record – should be proper name as appears on your passport)

Thank you for registration. Your password for myidTravel is:
　　MyQr5AIXTn
To login please open this page: https://www.myidtravel.com/myidtravel/

You must change your password on first login
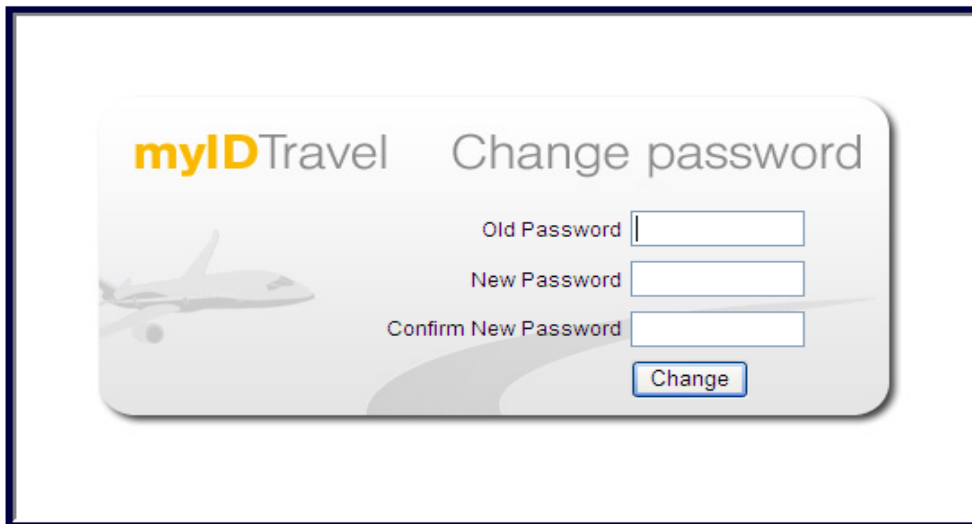
After clicking the click provided, you will be taken back to the login page. Select "**Canadian North**" from the "**Airline**" dropdown menu, enter your six digit employee ID number and the password you received via email and select the leisure button. Click the "**Login**" button.

At this time, Canadian North only permits leisure travel planning through this tool, so please ensure leisure button is selected.

The "**Change password**" screen will appear. Change your initial password to a new self-chosen one:

Enter the old password from the system generated email you received then enter a new password and click the "**Change**" button to move to the myIDTravel application.

Note: Your password must include letters and numbers and be 10 characters long. Your password is case sensitive.
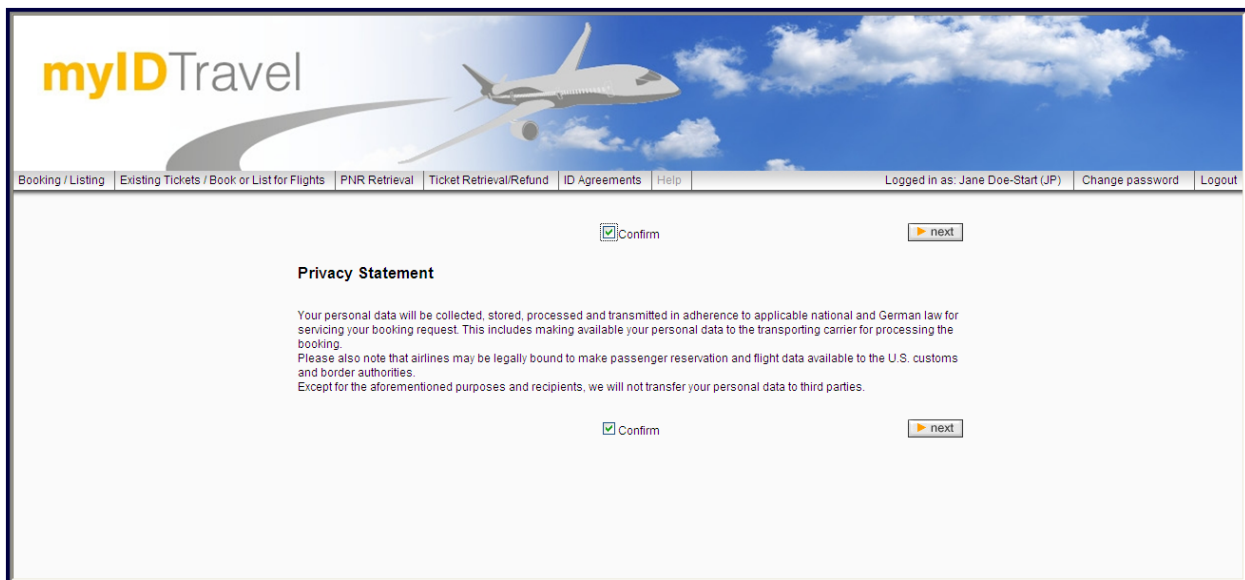
Should you forget your password, you can follow the same process to request a new one. Simply click the "**Register or lost password**?" link on the myIDTravel login screen.

Access to myIDTravel:

If you do not have six months of continuous service, resign from Canadian North or if you are on any type of leave (parental, LOA, WCB, STD, LTD, etc.) with the exception of 17 weeks of maternity leave, you will not be able to access myIDTravel for interline travel and all your future listings will be cancelled. You will receive an email from myIDTravel confirming the cancellations. If you were to regain access to myIDTravel, you would need to re-list for your flights.

2. <u>Introduction to the myIDTravel Application</u>

The myIDTravel application is designed to run on every web-enabled PC or Mac. It has successfully been tested to be compatible with Microsoft Internet Explorer and Mozilla Firefox.

The first screen you will see is a *privacy statement* that informs you about the data processing that Lufthansa Systems is doing on behalf of Canadian North in order to give you the ability to use the myIDTravel system. Should you have any concerns regarding this statement, please contact interline@canadiannorth.com before proceeding.

If you agree to the statement, check the "**Confirm**" checkbox and click the "**Next**" button. You are now able to use the myIDTravel tool.

To access the main functions of myIDTravel, use the navigation bar in the upper area of the screen as shown below:

| Booking / Listing | Existing Tickets / Book or List for Flights | PNR Retrieval | Ticket Retrieval/Refund | ID Agreements | Help | | Logged in as: Margaret Mackay (5T) | Change password | Logout |

- **Booking/Listing** allows you to purchase standby tickets on other carriers and list for a specific flight.

- **Existing Tickets/Book or List for Flights** allows you to create a new 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 have been cancelled before new listing can be created with existing e-ticket.

- **PNR Retrieval** allows you to retrieve and make changes to an existing listing. *You must have the PNR reference.* Use this tab to cancel your PNR prior to requesting an e-ticket refund.

- **Ticket Retrieval/Refund** allows you to retrieve and refund an existing e-ticket. *You must have the e-ticket number to retrieve the PNR*. Here you can opt to refund a ticket (after first cancelling the PNR).

- **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.

- The **Help** link is enabled whenever explanatory text is available for the page you are currently viewing.

The right half of the navigation bar shows the currently logged-in user and allows you to change your password and log out of the application.

3. Creating a Listing

Throughout myIDTravel, the term "booking" and "listing" refers to standby (space available) listing for a flight.

To plan your trip, obtain your ticket and create a listing, click the *Booking/Listing* link in the navigation bar.

3.1   Traveller Selection

Once you are logged in, to leisure travel mode, the **Traveller Selection** screen (shown below) will be displayed. Select the individuals who will be travelling.

Traveller Selection

Please select the travellers (max. 8 persons) from the list below.

Create booking/listing for:

☐ Heather

☐ Tom

The **Traveller Selection** screen by default contains all persons eligible to travel according to your employee profile.

3.2   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 **Traveller selection** screen.

Flight Schedule Query

for	Mackay, Margaret MS

Please enter the 3 Letter-Code of the city in English or select the airport via the airport atlas

Type of Travel:	⦿ One Way	○ Return		○ Multiple Legs			
Airline:	○ All Airlines	⦿ WestJet	▾				
Route/Data:	From	To	Day/Month		Time	Travel Status	Class
	yeg 🌐	ylw 🌐	21	11 📅	00:00 ▾	R2 Standby ▾	Economy ▾

◀ back   Click globe for city code if unknown   ▶ timetable

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

The **Travel Status** will always be R2 Standby and **Class** will be Economy.

Type of Travel

Selecting only one-way travel is highly recommended. It is important to note that if an itinerary is partially flown, refunds for the myIDTravel fee will not be given. As well, refunds of partially flown itineraries will take six to eight weeks to process. Some airlines will NOT refund segments flown out of sequence.

- *One-way* allows you to enter exactly one origin and one destination. Connecting flights require two coupons so the myIDTravel fee and taxes will be charged for each leg.
- *Return* will use the origin of the first flight as the destination of the second flight and vice-versa and will create a round-trip route with one destination.
- *Multiple legs* will extend the route rows to allow you to enter up to eight origin/destination pairs for your itinerary.
- *Airline*
  - At this time we recommend you select a specific airline from the dropdown menu to restrict search results to one airline's flights.
  **Note: Results from an All Airlines search may contain flights with routings ineligible for standby listing through myIDTravel. If a button does not appear in front of a route option, please select another flight.
- *Route/Data*
  - *From* defines the origin of the flight. Please enter the three-letter airport code; if you do not know the airport code, click on the globe icon to show the airport atlas.
  - *To* defines the destination airport. Please enter the three-letter airport code; if you do not know the airport code, click on the globe icon to show the airport atlas.
  - Enter **day and month** into the respective fields or use the popup calendar to select a date. Please note that the day is entered in the first text field and the month into the second one.
  - Selecting a **time** (24-hour clock) will only display flights departing at the specified time or later.
  - R2 is standby; this will always read R2 since you are listing for standby travel.

3.3   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 Canadian North;
- The passenger is not allowed to travel according to the ID travel agreement with the specified airline (e.g., not all airlines allow parents or DTC's to travel); or
- If a flight is not selectable for whatever reason, no radio button will be shown in front of the flight number.

Click on a flight number (or click on the blue "i" icon in the last column of the flight display in case a flight is not selectable) to get additional information about the respective flight and the reason why a flight is not selectable.

Flight Schedule Display

for   Mackay, Margaret MS

Attention: Please observe the minimum connection time. An automatic verification is not possible.
If a radio button is not available, the flight cannot be selected. You may click on the flight number to see why a particular flight is not available. The reason will be listed under the "additional information section".

R2 Standby Economy for 21. Nov 2012
from EDMONTON INTERNATIONAL APT to KELOWNA

Tariff		Flight	Codeshare	Departure	at*	Arrival	at*	Duration	Listing	Aircraft Type	Ticket Type	Chance	
$	○	WS181		YEG	11:25	YLW	11:36	1:11	Yes	736	etkt	☺	
$	○	WS197		YEG	18:00	YLW	18:11	1:11	Yes	73W	etkt	☹	
$	○	WS617		YEG	06:45	YLW	07:02	1:17	Yes	73W	etkt	☺	
$	○	WS144		YEG	21:00	YYC	21:48	2:32	Yes	736	etkt	☺	
$		WS587		YYC	22:30	YLW	22:32		Yes	73W	etkt	☺	
$	○	WS348		YEG	18:15	YYC	19:03	2:37	Yes	73W	etkt	☺	
$		WS399		YYC	19:50	YLW	19:52		Yes	73W	etkt	☺	
		AC8145		YEG	13:00	YYC	13:52	2:42	Yes	DH3	etkt	☺	ⓘ
		AC8397		YYC	14:25	YLW	14:42		Yes	DH3	etkt	☺	ⓘ
		AC8175		YEG	16:30	YYC	17:15	2:42	Yes	CRJ	etkt	☺	ⓘ
		AC8399		YYC	17:55	YLW	18:12		Yes	DH3	etkt	☺	ⓘ

No radio button indicatoes the flight is not available

Click for information

*all times are local.

In the image above, all flights from Edmonton to Kelowna flown by Westjet can be selected by clicking the radio button in front of the flight number. All the Air Canada flights have no button displayed and therefore are not available.

To continue your listing, select a flight for each segment of your itinerary and click the **next** button.

3.4   Shopping Basket

Your flight segment choices will be added to your **Shopping Basket**.

To continue your listing, click **next**.

3.5 Fare information

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

Fare Information

| for | Mackay, Margaret MS | | | | | | | |

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	21. Nov 2012	YEG	06.45	YLW	07.02	R2 Standby	Economy	listable

*all times are local.

The following fare will be charged for your journey:

West Jet

YEG – YLW		charged		Price information **	
Mackay, Margaret		currency	amount		
Total					
Total Fare		CAD	24.00		
Total Government taxes		CAD	10.45		
myIDTravel Fee		CAD	1.45		
Total West Jet		CAD	35.90	CAD	35.90

| Grand Total: price information ** | | | | CAD | 35.90 |

Please notice: The ticket prices marked in yellow will be charged by the issuing carrier.

** 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.
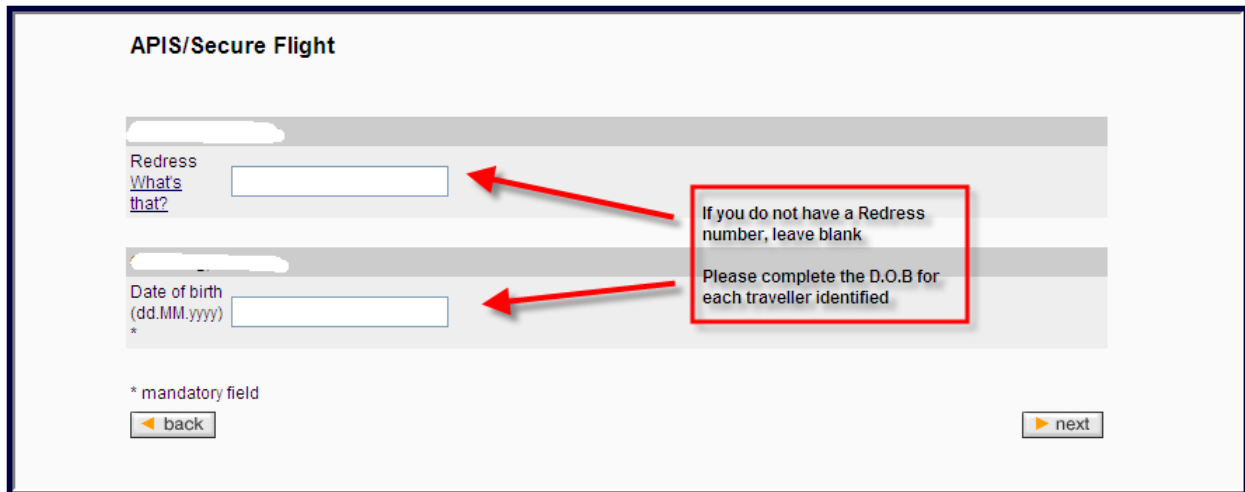
◄ back   ► next

For your convenience, a currency conversion to CAD$ is shown in the right column. Please note that the amount stated here is for information purposes only and may differ from the amount that is billed to your credit card.

Click **next**.

If your itinerary includes international travel, you will see the following screen: **APIS/Secure Flight**.

The date of birth is mandatory for each traveler, while the redress section is not a mandatory field and can be left blank.

What is redress?
A definition of redress is available by clicking **What's that?** Leave the field blank if it does not affect you.

Date of birth (D.O.B)

This is required to be completed for each traveler because this information is not sent to myIDTravel with your employee information.

3.6 Contact 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. Correct contact information will ensure the airlines can reach you if required.

Contact and Payment Information

for   Mackay, Margaret MS

Booking

In order to be able to inform you of any changes, we require your private or office telephone number. Please insert or change your number prior to completion of the booking.

Phone number 1	403 503-2310
Phone number 2	
Mobile number	

Please fill in your e-mail address. **Important: All ticket information will be sent to this e-mail address.**

E-mail address	mmackay@canadiannorth.com
Repeat E-mail address	mmackay@canadiannorth.com

Purchase Information for West Jet

Please insert your credit card information. The ticket costs of **35.90 CAD** will be charged on this card.

Please press the 'Verify' button after entering your credit card details, then scroll down and select 'Next' to continue.

Credit Card*	Card Number	Valid. Code	Valid until	
American Express ▼			1 ▼ 2012 ▼	▶ verify

*) Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to ticketing errors. If your card type is not included in the dropdown list, it is not accepted by the airline.

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listable

*all times are local.

Please note: This is the last step in the request process. When you click "next" on this page, you are confirming that all passenger information provided by you is valid and you will be liable for the cost and use of tickets purchased via your login account on this website. Applicable payment will be charged and you will receive a PNR and/or ticket number for travel. Please refer to the ID agreements for further information on the airline you have requested.

◀ back   ▶ next

Once you have provided your credit card information, click the **verify** button to continue. You will receive a message that your credit card was successfully saved for the current listing (see image below). You may also edit the credit card information at this time.

Purchase Information for West Jet

Please insert your credit card information. The ticket costs of **35.90 CAD** will be charged on this card.

The credit card was successfully saved for the current booking.

Credit Card*	Card Number	Valid. Code	Valid until	
American Express ▼	xxxxxxxxxxxx009	****	xx ▼ xxxx ▼	▶ edit

Double check the itinerary summary. If no changes are required, click the **next** button to finish your listing. If you need to make a change, click the **back** button to return to the previous page.

3.7 Confirmation

After the listing is complete, you will see a confirmation screen with a summary of your itinerary as well as the listing reference code. Please write down the code so you can retrieve the listing if needed.

By clicking on the PNR reference, you will obtain the e-ticket number.

If you cannot remember the PNR or e-ticket number, click on the *Travel History* option on the navigation bar.

We highly recommend that you print the confirmation page so you have all of the information available at a glance.

Confirmation

| for | Mackay, Margaret MS | | | | | | | |

Booking Reference:	NFULOB							
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Thank you for choosing WestJet.
Your listing has been completed by myIDTravel. Please review the details below prior to reporting to the airport.
Boarding policy
When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.
Check-in
Within Canada: You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 60 minutes before scheduled departure times.
Transborder: You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 2 hours prior to scheduled departure time.
Dress code:
Business Casual – Jeans in good repair are acceptable.
Baggage:
It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled
For size and weight limitations please see our website www.westjet.com for the most up to date information.

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

We recommend that you print this page or write down the booking reference.

Please read the conditions of travel carefully as all airlines are different.
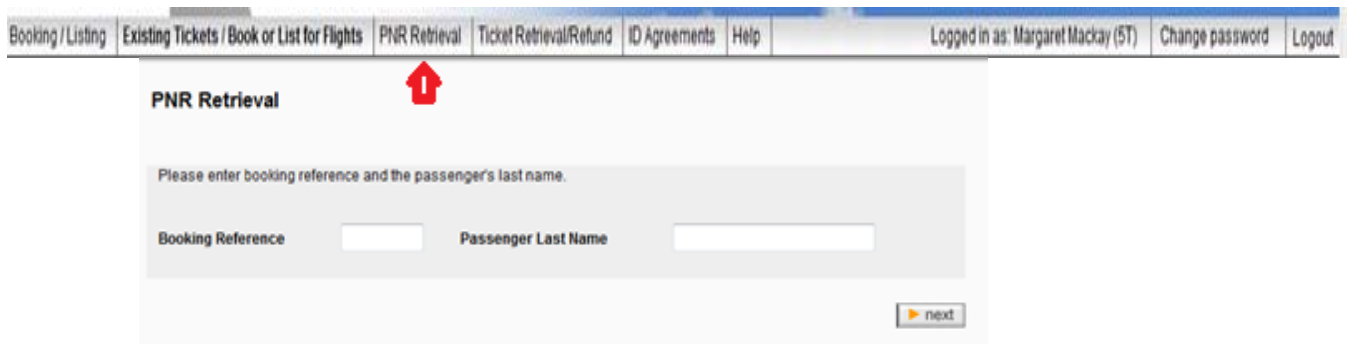
3.8   Confirmation Email

A confirmation email with the subject line "myIDTravel Leisure Booking/Listing Confirmation" will be sent to your chosen email address.
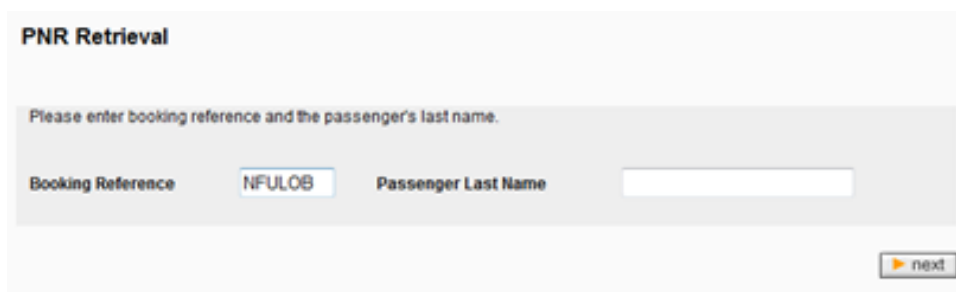
The confirmation email will outline check-in procedures for each carrier. Please read it carefully.

4.   PNR Retrieval – Used to Change or Cancel a Listing

To retrieve an existing booking to review, change or cancel, please select the *PNR Retrieval* option from the navigation bar.

Enter your listing reference code (PNR) and the passenger's last name (optional).

Click **next** to retrieve the listing from the airline's reservation system and display it.

PNR Retrieval

for	MACKAY, MARGARET MS		PTC	ZEA ▾		☐ Taxable dependent		
Staff-ID	995124				subsidiary category		▾	

created by master user: 5T0001

Ticketnumbers: **838-2185560317**

Booking Reference: **NFULOB**

	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
○	WS0617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Rebookings may only be made to the same destination and within the same reservation class.

Please select the flight segment you wish to cancel . Please click the button "segment cancel".

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

▶ rebook segment ▶ rebook all ▼ cancel segment ▼ cancel all

4.1 Relisting One or More Segments

Relisting is only possible for flights on the same airline with the same origin and destination pair and within 90 days of the ticket is purchased. Changing any flight attribute is only possible if you cancel the segment and book a new one.

To change a segment, mark the segment by selecting the respective radio button in the first column of the itinerary overview table then click the **rebook segment** button. Clicking the **rebook all** button allows you to change all of the segment's flights at once. Use this feature when you want to rebook two segments in a connecting flight.

Click on the radio button and then select options from the bottom menu – rebook or cancel.

PNR Retrieval

for	MACKAY, MARGARET MS	PTC	ZEA ▼		☐ Taxable dependent
Staff-ID	995124			subsidiary category	▼
created by master user: 5T0001					

Ticketnumbers: 838-2185560317

Booking Reference: **NFULOB**

	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
⊙	WS0617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Rebookings may only be made to the same destination and within the same reservation class.

Please select the flight segment you wish to cancel . Please click the button "segment cancel".

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

► rebook segment   ► rebook all   ▼ cancel segment   ▼ cancel all

Enter the new date for the segment and click the **next** button to choose new flights and complete the relisting.

Select the flight you would like and click **next**.

You will then be asked to confirm the relisting.

Please confirm the rebooking

| for | MACKAY, MARGARET MS | | | | | | | | |

Booking Reference:	**NFULOB**								
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	28. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

◄ back   ► rebook now

Click on rebook now and you will receive an email confirming the new listing (see image below).

Confirmation

| for | MACKAY, MARGARET MS | | | | | | | | |

Booking Reference:	**NFULOB**								
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	28. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Thank you for choosing WestJet.
Your flight has been relisted by myIDTravel. Please review the details below prior to reporting to the airport.

Boarding policy
When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.
Check-in
Within Canada: You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 60 minutes before scheduled departure times.
Transborder: You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 2 hours prior to scheduled departure time.
Dress code:
 Business Casual – Jeans in good repair are acceptable.
Baggage:
 Please see our website www.westjet.com for the most up to date information.
It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled.
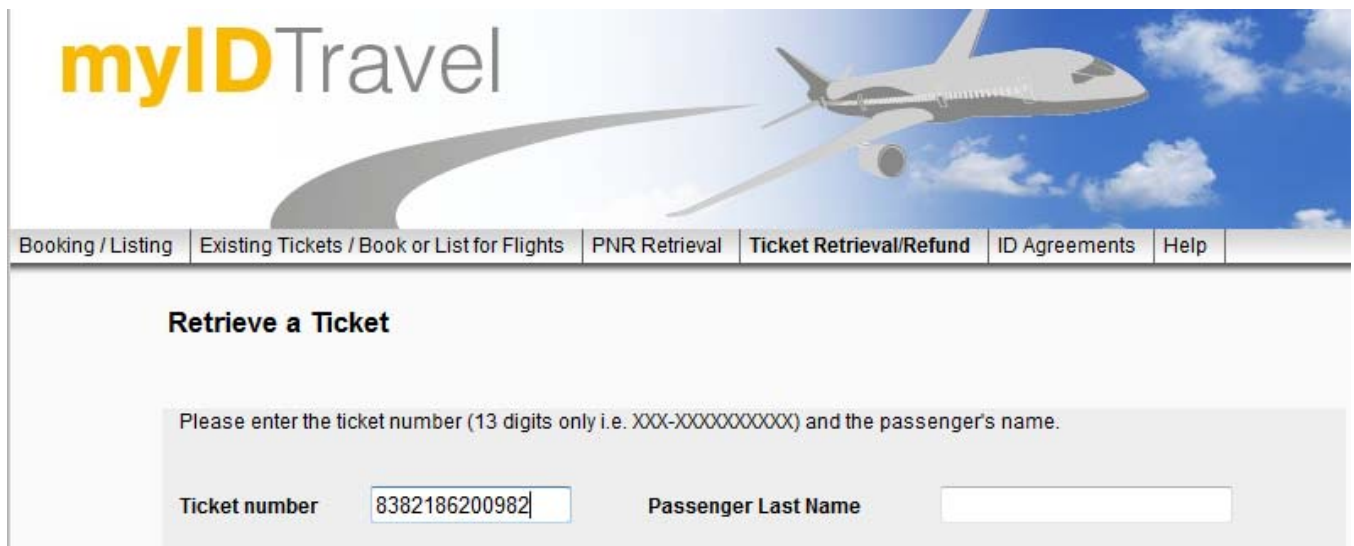
Please mark the baggage you are checking in with your name and address.

We recommend that you print this page or write down the booking reference.
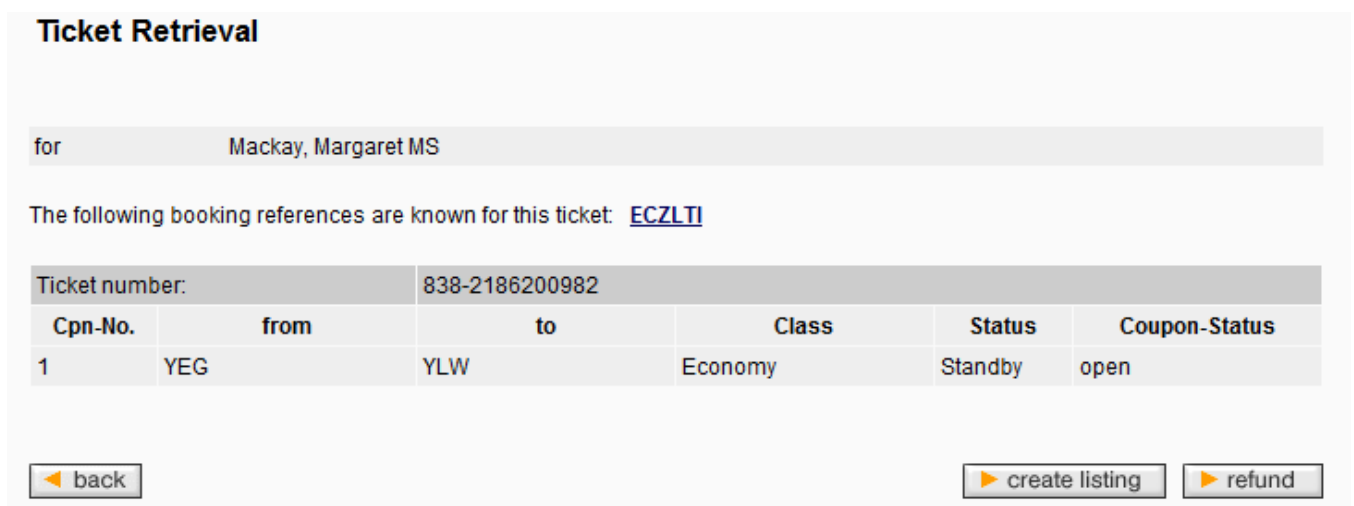
4.2   Relisting with Existing E-ticket

Relisting with an existing e-ticket is only possible for flights on the same airline with the same origin and destination pair and within 90 days of ticket issuance. Changing any flight attribute is only possible if you cancel the segment and book a new one.

A new listing may be created by clicking on **Ticket Retrieval/Refund** or **Existing Tickets/Book or List for Flights** on the navigation bar and typing the existing e-ticket number in the ticket number field and selecting **next**.

Select **create listing**.

You have the opportunity to **add** or **remove** existing e-tickets to the new listing and/or select **next**.

Ticket Input

Please enter a valid Paper or Electronic Ticket Number. If the airline that you are trying to book/list on requires an electronic ticket from your airline, you may not be able to proceed with the listing if the electronic ticket cannot be retrieved in the airlines system.
Please specify the name of the traveller in the format printed on the ticket.
multiple travellers please use the add button to enter additional ticket numbers.
Please keep in mind that the ticket routings and validities need to match.

| Ticket number | 838-2186200982 | Passenger Last Name | Mackay |

► add   ► remove

◄ back   ► next

A traveler confirmation screen is displayed, select **next** or **back** to select a different e-ticket.

Traveller Input

| Employee | Mackay, Margaret MS ▼ | Staff-ID | 995124 | Date of employ. (MM/dd/yyyy) | 06/24/1987 |

Ticket number:

| **838-2186200982** | Gender* F ▼ Last name* | Mackay | First name* | Margaret |
| | Middle name | | Date of birth (MM/dd/yyyy)** | |

 * Mandatory field
** Mandatory for travelling children only

◄ back   ► next

Enter desired travel date and select **next**.

Create listing for an existing ticket

Please select the coupons and date for which you want to create a new listing

	Airline	From	To	Day/Month		Time	Travel Status	Class
☑	WS	YEG	YLW	16 12 🗓		00:00 ▾	R2 Standby	Economy

◄ back   ► next

Select flight and **next**.

Flight Schedule Display

for	Mackay, Margaret MS

Ticketnumbers:	838-2186200982

Attention: Please observe the minimum connection time. An automatic verification is not possible.
If a radio button is not available, the flight cannot be selected. You may click on the flight number to see why a particular flight is not available. The reason will be listed under the "additional information section".

R2 Standby Economy for 16. Dec 2012
from EDMONTON INTERNATIONAL APT to KELOWNA

	Flight	Codeshare / Operated by	Departure	at *	Arrival	at *	Duration	Listing	Aircraft Type	Chance
○	WS617		YEG	06:45	YLW	07:03	1:18	Yes	73W	😐
⦿	WS181		YEG	11:25	YLW	11:36	1:11	Yes	736	😐
○	WS197		YEG	18:00	YLW	18:11	1:11	Yes	73W	😐

*all times are local.

◄ back   ► next

A confirmation of your selection will appear, select **next**.

Shopping Basket

for	Mackay, Margaret MS

Ticketnumbers:	838-2186200982

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS181	16. Dec 2012	YEG	11:25	YLW	11:36	R2 Standby	Economy	listable

*all times are local.

◄ back   ► next

The contact verification page appears, enter your **phone number**, change your **email address** if applicable and select **next**.

Contact Information

for	Mackay, Margaret MS

Ticketnumbers:	838-2186200982

Booking

In order to be able to inform you of any changes, we require your private or office telephone number. Please insert or change your number prior to completion of the booking.

Phone number 1	4035032311
Phone number 2	
Mobile number	

Please fill in your e-mail address. **Important: All ticket information will be sent to this e-mail address.**

E-mail address	mmackay@canadiannorth.com
Repeat E-mail address	mmackay@canadiannorth.com

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS181	16. Dec 2012	YEG	11:25	YLW	11:36	R2 Standby	Economy	listable

*all times are local.

Please note: This is the last step in the request process. When you click "next" on this page, you are confirming that all passenger information provided by you is valid and you will be liable for the use. You will receive a PNR for travel on the next screen. Please refer to the ID agreements for further information on the airline you have requested.

◄ back   ► next

A confirmation page will appear and a confirmation email will be sent to your email address. It is strongly recommended to make note of the PNR reference and e-ticket number prior to closing this window. You may also retrieve the PNR reference and e-ticket number through *Travel History* on the navigation bar.

Confirmation

for	Mackay, Margaret MS

Ticketnumbers:	838-2186200982							
Booking Reference:	ZCJHWH							
Flight / Airline	**Date**	**Departure**	**at ***	**Arrival**	**at ***	**Travel Status**	**Class**	**Status**
WS181	16. Dec 2012	YEG	11:25	YLW	11:36	R2 Standby	Economy	listed

all times are local.

Thank you for choosing WestJet.
Your listing has been completed by myIDTravel. Please review the details below prior to reporting to the airport.
Boarding policy
When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.
Check-in
Within Canada: You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 60 minutes before scheduled departure times.
Transborder: You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 2 hours prior to scheduled departure time.
Dress code:
 Business Casual – Jeans in good repair are acceptable.
Baggage:
It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled
For size and weight limitations please see our website www.westjet.com for the most up to date information.

If you select **Create Listing for an Existing Ticket** on the navigation bar, the following screen appears. Enter the e-ticket number and select **next**.

Booking / Listing	Existing Tickets / Book or List for Flights	PNR Retrieval	Ticket Retrieval/Refund	ID Agreements	Help

Ticket Input ▶ Traveller Input ▶ Flight Schedule Query ▶ Flight Schedule Display ▶ APIS ▶ Contact Information ▶ Confirmation

Ticket Input

Please enter a valid Paper or Electronic Ticket Number. If the airline that you are trying to book/list on requires an electronic ticket from your airline, you may not be able to proceed with the listing if the electronic ticket cannot be retrieved in the airlines system.
Please specify the name of the traveller in the format printed on the ticket.
multiple travellers please use the add button to enter additional ticket numbers.
Please keep in mind that the ticket routings and validities need to match.

Ticket number   8382186200982   **Passenger Last Name**

▶ add   ▶ remove

▶ next

The Traveller Input window will appear and the steps are the same as noted in this section above.

5. <u>**Cancelling One or More Segments**</u>

Cancelling a single segment or the complete itinerary can be achieved by clicking either the **cancel segment** or **cancel all** button on the **PNR Retrieval** screen. You will get an alert (see below) to ensure this is what you would like to do.

Click **OK** if you wish to cancel this listing. Once you click **OK**, the following screen will appear, showing that your listing has been cancelled.

PNR Retrieval

for	MACKAY, MARGARET MS
created by master user: 5T0001	

Ticketnumbers:	838-2185560317							
Booking Reference:	NFULOB							
Flight / Airline	**Date**	**Departure**	**at ***	**Arrival**	**at ***	**Travel Status**	**Class**	**Status**
WS0617	28. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	Cancelled

*all times are local.

Your reservation has been cancelled. If you have cancelled the entire itinary your refund should be processed onto your credit card within 3-5 business days. Partial refunds will be completed within 30 days of submission.

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

If you would like a **refund** for your listing, you must now retrieve and refund your ticket as outlined in the next sections. <u>Simply cancelling the listing will not generate a refund</u>.

6. <u>Refund Process</u>

Refunds may be processed on any coupon with an "open" status. To initiate a refund, click on the **Ticket Retrieval** button and enter your e-ticket number. The following screen will appear.

Click on the refund button and the following screen will appear.

You will then be prompted to confirm your refund. Click the refund now button.

A confirmation of your refund will appear. A confirmation email will also be sent to your email address.

Refund Confirmation

for	MACKAY, MARGARET MS

Refund for ticket 838-2185560317 has been requested.

Please note that the refund will be performed by the ticketing carrier. This might take some time.

If you have any questions concerning your refund please contact the ticketing carrier. For contact information please see the ID Agreements section.

Please note that depending on the ticketing airline and its ticketing system, it may take a while for the refund to be processed. Fares and taxes for unused segments will be transferred by the ticketing airline back to the credit card account used during the listing process. You will not receive an email notification that your refund has been processed.

Refunds will not be issued for the myIDTravel fee for any ticket if travel on one or more of the segments ticketed has been completed.

7. Ticket History

Clicking **Travel History** will allow you to view all tickets purchased through myIDTravel. Coupon status (open or flown, for example) will be shown and you'll be able to refund unused coupons.

You may click on any PNR or e-ticket to determine status of listing.

Travel History Display

|◀ ◀ 1 |2 |3

Booking Code	Travel Date	Departure	Arrival	Passenger Name	Ticket Number
ECZLTI	15. Dec 2012	YEG	YLW	Mackay, Margaret MS	838-2186200982
E778373	11. Dec 2012	LAS	BLI	Mackay, Margaret MS	
HWJJTM	28. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185559725
NFULOB	28. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185560317
JMIATN	27. Nov 2012	LAS	YYC	Mackay, Margaret MS	838-2185732184
4S3XYE	24. Nov 2012	KEF	JFK	Mackay, Margaret MS	
GTJJHO	22. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185535657
MFTWQL	16. Nov 2012	YVQ	YZF	Mackay, Margaret MS	245-2103866440
NIASTP	16. Nov 2012	YEG	YZF	Mackay, Margaret MS	518-2164355085
IIPDHJ	16. Nov 2012	YEG	YZF	Mackay, Margaret MS	518-2164354675
LNIJTJ	16. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185592387
OWLWWZ	15. Nov 2012	YOW	YFB	Mackay, Margaret MS	245-2103866527

If a PNR has not been used, you may rebook, cancel or refund it.

PNR Retrieval

for   Mackay, Margaret MS

	Booking Reference:	**LCZNVW**						
	Flight / Airline	**Date**	**Departure**	**at ***	**Arrival**	**at ***	**Travel Status**	**Class**	**Status**
○	unused		ATL		MCO		R2 Standby	Economy	listed

*all times are local.

Rebookings may only be made to the same destination and within the same reservation class.

Please select the flight segment you wish to cancel . Please click the button "segment cancel".

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

► rebook segment   ► rebook all   ▼ Cancel and refund segment   ▼ Cancel and refund all

If an e-ticket has been refunded, you will receive notification similar to that below:
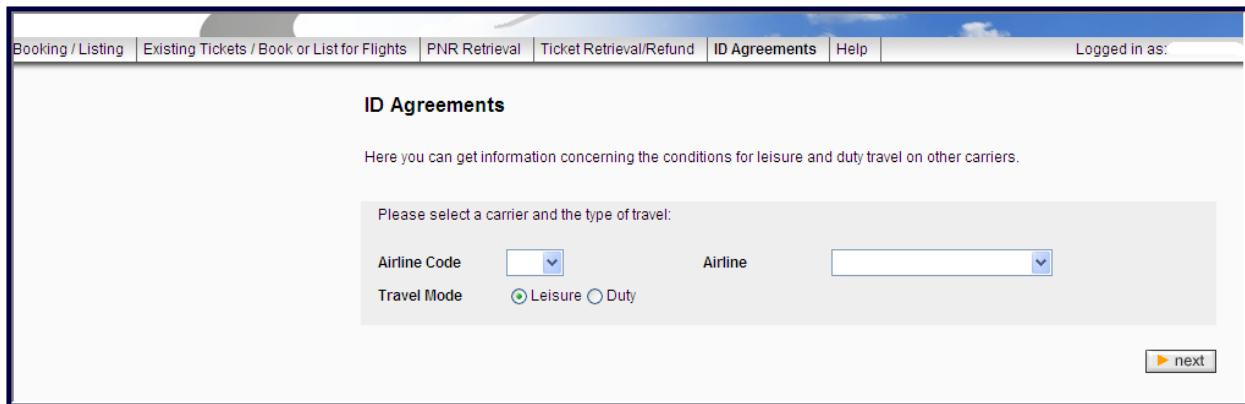
Ticket Retrieval

for   Mackay, Margaret MS

The following booking references are known for this ticket: **74ANEL** **72V485**

Ticket number:		117-2396025798			
Cpn-No.	**from**	**to**	**Class**	**Status**	**Coupon-Status**
1	TRF	CPH	Economy	Standby	refunded

◄ back

8.   Displaying Agreements on Other Airlines

To get an overview of the ID travel agreements that Canadian North has with other airlines, click the **ID Agreements** link in the navigation bar.

| Booking / Listing | Existing Tickets / Book or List for Flights | PNR Retrieval | Ticket Retrieval/Refund | ID Agreements | Help | | Logged in as: |

ID Agreements

Here you can get information concerning the conditions for leisure and duty travel on other carriers.

Please select a carrier and the type of travel:

Airline Code   [▾]   **Airline**   [▾]

Travel Mode   ⊙ Leisure ○ Duty

▶ next

Select the **airline** you want to travel with from the dropdown menu and choose to see the **leisure** travel agreement. Click the **next** button to show the agreement. Below is an example of the information you'll see about leisure travel on a partner airline.

Booking / Listing | Existing Tickets / Book or List for Flights | PNR Retrieval | Ticket Retrieval/Refund | ID Agreements | Refund | Help | Logged in as: Margaret Mackay (5T) | Change

ID Agreement for leisure travel with WestJet (WS)

This ID agreement is valid from 07 Nov 2012 until 01 Jan 2049

Info

**If you experienced issues with retriving your PNR's *please email myidtravel@westjet.com. We will process your refund manually the next business day. Please ensure to include the following information in your email -*
PNR:
Passenger Name:
Employing Airline and Employee Number:
Contact email:

**If you do not receive a ticket number at time of booking *please log onto www.virtuallythere.com and enter your PNR number. You will then be provided with ticket information.*

Flight listing policy and procedures:
Listing will been completed through myIDTravel. If you are bumped from a flight you may be asked to relist via myIDTravel, please see a WestJet representative at the airport.

Flights excluded:
All Code-shares and Charter flights.
Flight Numbers excluded:
WS 5000 - 5099
WS 5100 - 8499
WS 9500 – 9999

Boarding policy
When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.

Check-in times
Within Canada - You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 60 minutes before scheduled departure times.
Any Transborder – You may present yourself at our check in counters no more than 3 hours prior to fight time. Check in must be completed 2 hours prior to scheduled departure time.

Dress code
Business Casual – Jeans in good repair are acceptable.

Traveling with an Infant?
Lap Held infants cannot be processed via myIDTravel at this time. If you are traveling with an infant WS asks that you email myidtravel@westjet.com with the following details at least **5 days prior to your intended travel date. We will add the infant to your existing itinerary and email the updated PNR to you. International taxes are applicable for infant tickets.
WS PNR:
WS Ticket Number:
Intended Date of Travel:
Infant's full Name:
Infant Date of Birth (eg 01 Jan 11):

Infants traveling on last-minute bookings can be ticketed at the airport if required.

Infant safety seats
If you wish to use an infant seat you will be required to purchase a child ticket as they will require a seat. Please contact your employing carrier to see if this is possible.

Unaccompanied minors
WestJet does not transport Unaccompanied minors

Special Service Requests
Please send an email to myidtravel@westjet.com for special requests including wheelchair assistance.

Baggage
Please see our website for the most up to date information:
 http://www.westjet.com/guest/en/travel/basics/baggage/index.shtml
It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled. Checked baggage exceeding the weight, size and/or number of pieces per guest are subject to fees as well as space and weight availability for transport.

Checked Baggage Dimensions:
Each guest is permitted to check one piece of baggage at no charge providing the items meet the following size and weight allowance:
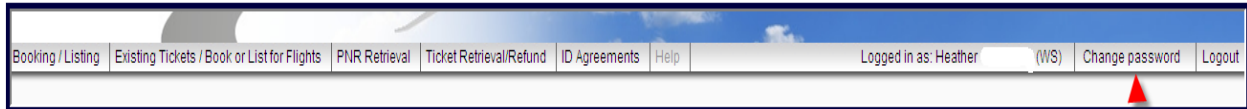   • Maximum dimension: 157 cm (62") total combined dimension (length + width + height)
   • Maximum weight: 23 kgs (50 lbs) per
Carry On Baggage:
TWO* free items of carry-on baggage are permitted per fare-paying customer.

8. <u>Changing your Password</u>

Your password can be changed at any time by clicking the **Change password** link in the navigation bar. If you try your password four or more times unsuccessfully, your account will be locked and you'll need to change your password to access it.

| Booking / Listing | Existing Tickets / Book or List for Flights | PNR Retrieval | Ticket Retrieval/Refund | ID Agreements | Help | Logged in as: Heather | (WS) | Change password | Logout |

9.   <u>Ticket Validity</u>

Tickets are valid for 90 days from date of issue. If a change is necessary past the expiration date of the ticket, please cancel your existing listing and create a new one. Note, you must have your e-ticket number to refund the ticket.

Refunds must be initiated within 365 days of the ticket's issue date.

10. <u>Support</u>

Should you have any questions that this manual does not answer, please refer to the online help pages within myIDTravel. If questions still remain, please send a detailed email to interline@canadiannorth.com.

If myIDTravel is not available for any reason you will receive the following message:
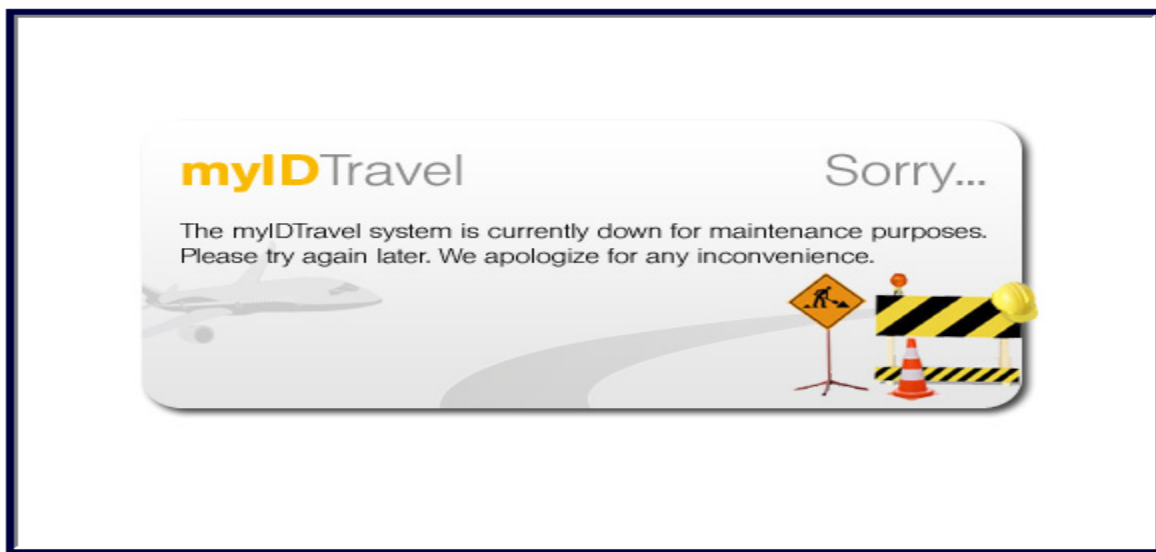
If you have entered incorrect information into the system, an error message will appear in the top left corner of your screen (see below for an example).