



myIDTravel User Guide

May 19, 2014

Draft

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Introduction

Mesa Air Group 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. In order to access myIDTravel, you must be logged into the Employee Website. Mesa has implemented a single sign-on with myIDTravel so you will be automatically logged into the myIDTravel site from the Employee Site.

Privacy Statement

Once logged into myIDTravel, you will be redirected to a privacy page, as shown in Figure 1. The privacy statement informs you about the data processing that Lufthansa Systems is doing on behalf of Mesa Air Group in order to give you the ability to use the myIDTravel system. Should you have any concerns regarding this statement, please contact passbureau@mesa-air.com before proceeding. If you agree to the statement, check the confirm box and click the **next** button.

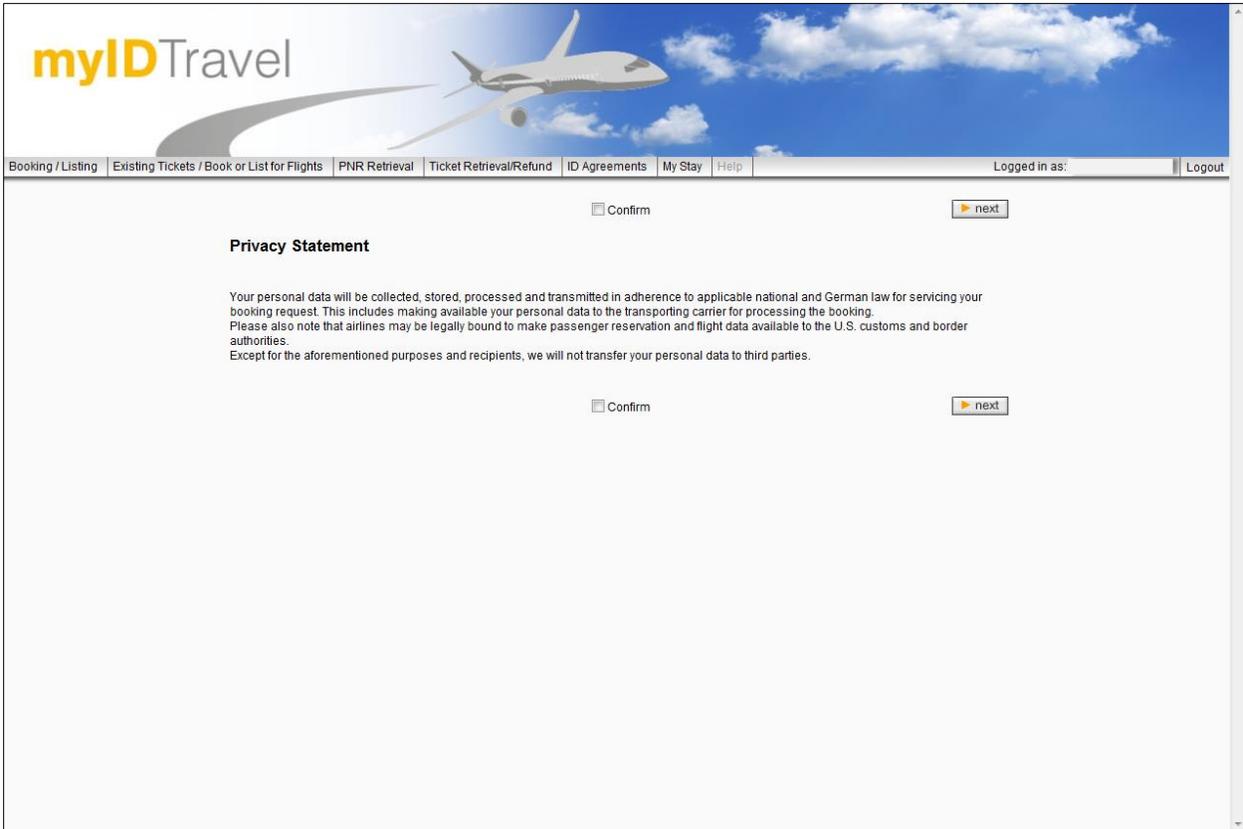


Figure 1: myIDTravel Privacy Statement

Welcome Page

The welcome page displays the following actions listed across the top of the screen that you can select:

- Booking/Listing - allows you to purchase standby tickets on other carriers and list for a specific flight.
- Existing Ticket/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.
- My Stay
- Help - enabled whenever explanatory text is available for the page you are currently viewing.
- Logout

The Welcome Page is shown in Figure 2.

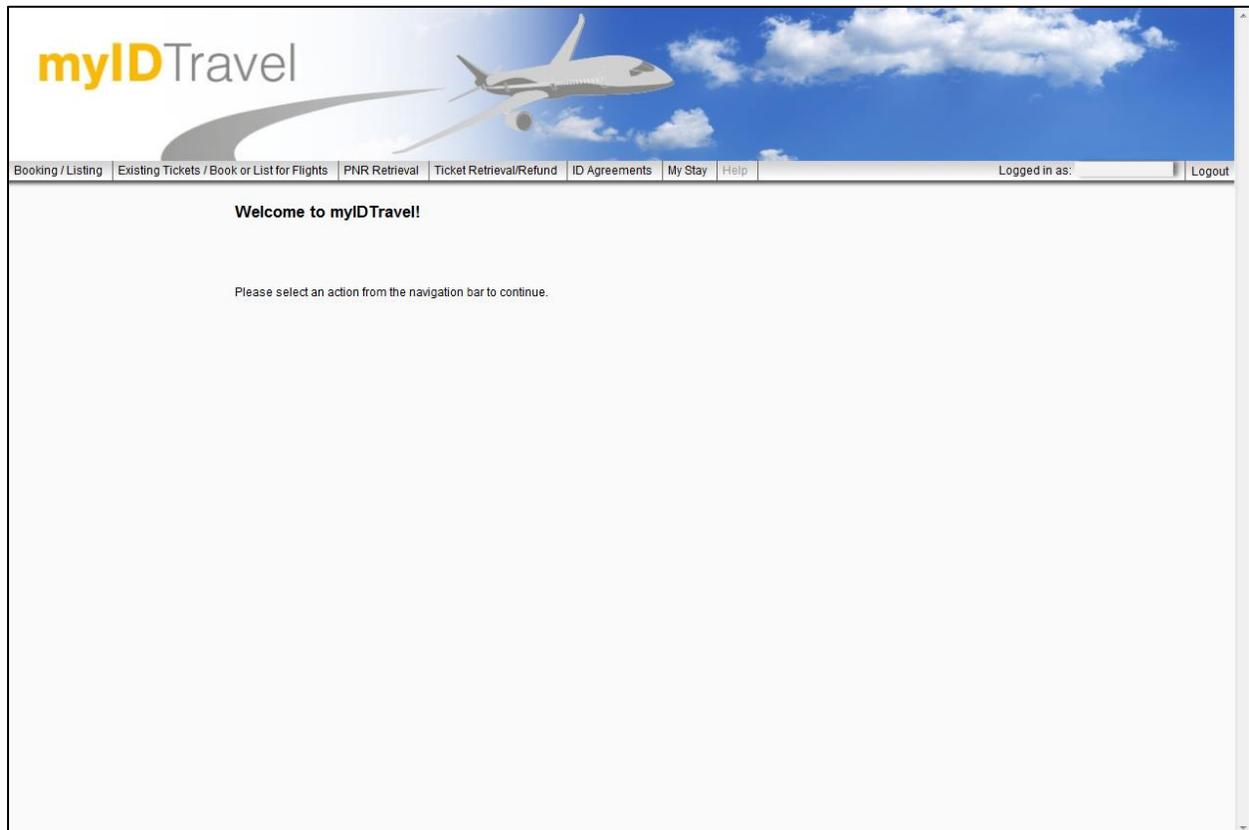


Figure 2: myIDTravel Welcome Page

Booking/Listing

When you are ready to book a flight, you click on the Booking/Listing action at the top of the page. The Traveler Selection page (shown in Figure 3) will display the names of all the eligible people you can book for. Select who will be flying and then select their gender. Click on the **Next** button to continue.

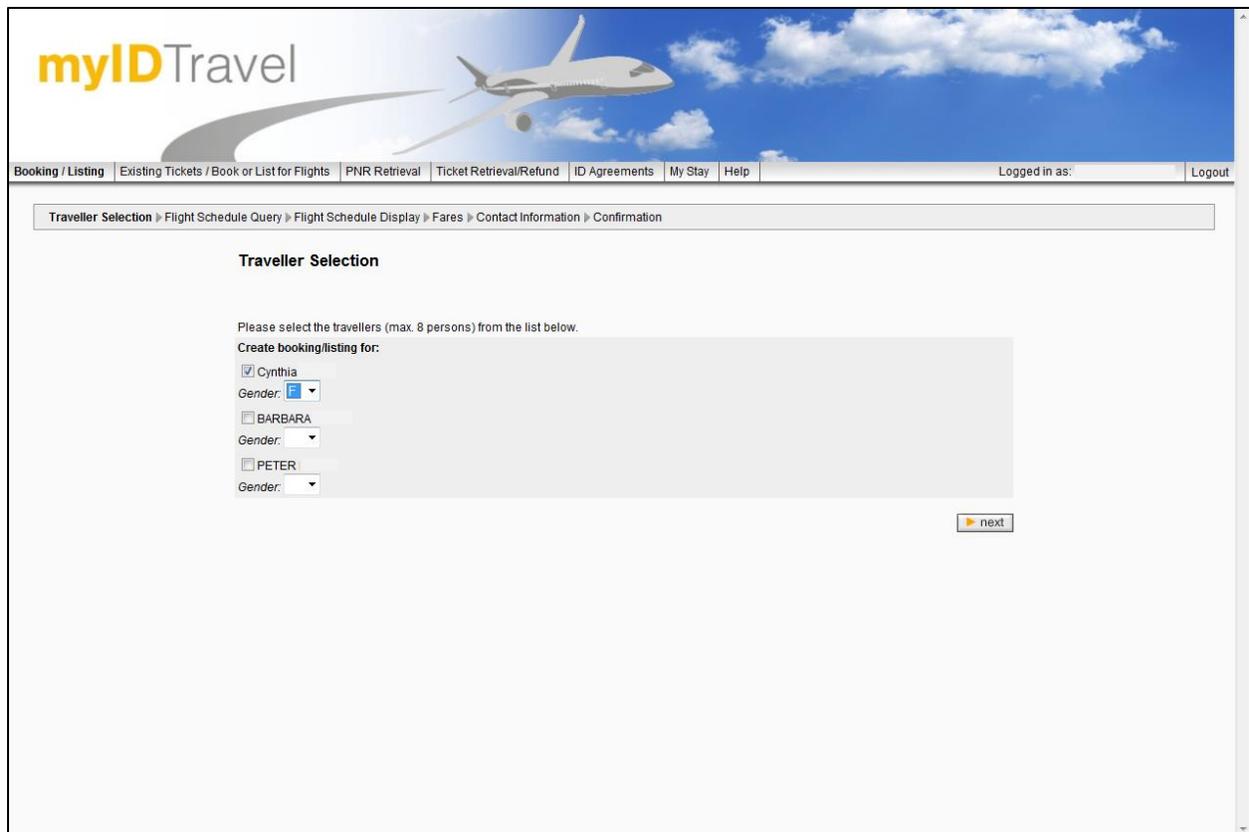


Figure 3: Traveler Selection Page

The Flight Schedule Query Page (shown in Figure 4) allows you to search for desired flights.

myIDTravel

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

Traveller Selection > Flight Schedule Query > Flight Schedule Display > Fares > Contact Information > Confirmation

Flight Schedule Query

for

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

Type of Travel:	<input type="radio"/> One Way	<input type="radio"/> Return	<input type="radio"/> Multiple Legs			
Airline:	<input type="radio"/> All Airlines					<input checked="" type="radio"/> Southwest Airlines
Route/Data:	From	To	Day/Month	Time	Travel Status	Class
	PHX	DEN	19 5	00:00	R2 Standby	Economy

[back](#) [timetable](#)

Figure 4: Flight Schedule Query Page

Type of Travel

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.

Once you have selected your criteria, click on the **timetable** button to see available flights.

The Flight Schedule Display will show the flights found matching your search criteria, as shown in Figure 5.

myIDTravel

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

Traveller Selection > Flight Schedule Query > **Flight Schedule Display** > Fares > Contact Information > Confirmation

Flight Schedule Display

for

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 19 May 2014
 from PHOENIX SKY HARBOR INTL APT to DENVER INTL APT

Tariff	Flight	Codeshare / Operated by	Departure	at *	Arrival	at *	Duration	Listing	Aircraft Type	Ticket Type	Chance
\$	<input type="radio"/> WN297		PHX	11:05	DEN	13:45	1:40	Yes	73H	etkt	☺
\$	<input type="radio"/> WN4557		PHX	11:25	LAS	12:30	3:45	Yes	735	etkt	☺
\$	<input type="radio"/> WN764		LAS	13:20	DEN	16:10		Yes	73C	etkt	☺
\$	<input type="radio"/> WN387		PHX	12:40	LAS	13:40	4:45	Yes	73W	etkt	☺
\$	<input type="radio"/> WN3847		LAS	15:35	DEN	18:25		Yes	733	etkt	☺
\$	<input type="radio"/> WN3494		PHX	13:10	DEN	15:50	1:40	Yes	73W	etkt	☺
\$	<input type="radio"/> WN842		PHX	13:30	SNA	14:40	4:10	Yes	73H	etkt	☺
\$	<input type="radio"/> WN722		SNA	15:25	DEN	18:40		Yes	73W	etkt	☺
\$	<input type="radio"/> WN599		PHX	14:40	DEN	17:20	1:40	Yes	73C	etkt	☺
\$	<input type="radio"/> WN4824		PHX	14:40	LAS	15:40	4:35	Yes	735	etkt	☺
\$	<input type="radio"/> WN687		LAS	17:25	DEN	20:15		Yes	73W	etkt	☺
\$	<input type="radio"/> WN942		PHX	15:05	ABQ	17:10	3:40	Yes	73C	etkt	☺
\$	<input type="radio"/> WN121		ABQ	18:30	DEN	19:45		Yes	73W	etkt	☺
\$	<input type="radio"/> WN4514		PHX	15:50	SLC	18:20	4:20	Yes	733	etkt	☺
\$	<input type="radio"/> WN670		SLC	19:50	DEN	21:10		Yes	73C	etkt	☺
\$	<input type="radio"/> WN3680		PHX	17:10	DEN	19:50	1:40	Yes	73W	etkt	☺
\$	<input type="radio"/> WN1084		PHX	19:50	DEN	22:35	1:45	Yes	73W	etkt	☺
\$	<input type="radio"/> WN598		PHX	20:30	DEN	23:15	1:45	Yes	73H	etkt	☺

*all times are local.

Tariff legend

\$	IDZL
\$\$	IDZM
\$\$\$	IDZH

Ticket Types

etkt	electronic ticket
paper	paper ticket
tkless	ticketless
no ticket	no ticket issuance

For further information please see the ID Agreements section.

Figure 5: Flight Schedule Display Page

If the flight is available, you will also be able to see your chances of getting on in the form of a colored smiley face. A green face means there is a good chance. An orange face means there is a moderate chance and a red face means there is a bad chance.

Select the flight you want and click on the **Next** button.

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 Mesa Air Group;
- 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);

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  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. Figure 6 shows an example of a flight that cannot be selected.

UA1148	PHX	07:33	DEN	10:20	1:47	No	738	etkt		
------------------------	-----	-------	-----	-------	------	----	-----	------	---	---

Figure 6: Example of Display When Flight Cannot be Selected

The information icon will display a page with the reason why the flight cannot be selected. Figure 7 shows the information page for a flight that is not available.

myIDTravel

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

Flight Schedule Query > **Flight Schedule Display** > Fares > Contact Information > Confirmation

Flight Details

Flight Number	UA1148
Airline	United Airlines
Date	23 Jun 2014
Departure	07:33 from PHOENIX SKY HARBOR INTL APT
Arrival	10:20 at DENVER INTL APT
Aircraft Type	738
Seats available	F4 J4 C4 A4 D4 Z4 P4 Y4 B4 M4 E4 U4 H4 Q4 V4 W4 S4 T4 L4 K4 G4 N0
Additional Information	Airline is not a myIDTravel Airline or no ID Agreement with this airline for selected travelMode

Total duration	PHOENIX SKY HARBOR INTL APT to DENVER INTL APT: 1:47
-----------------------	--

[◀ back](#)

Figure 7: Flight Details for Unavailable Flight

The shopping basket page (as seen in Figure 8) shows a summary of the flight you have selected. Verify the information is correct and click on the **Next** button to continue.

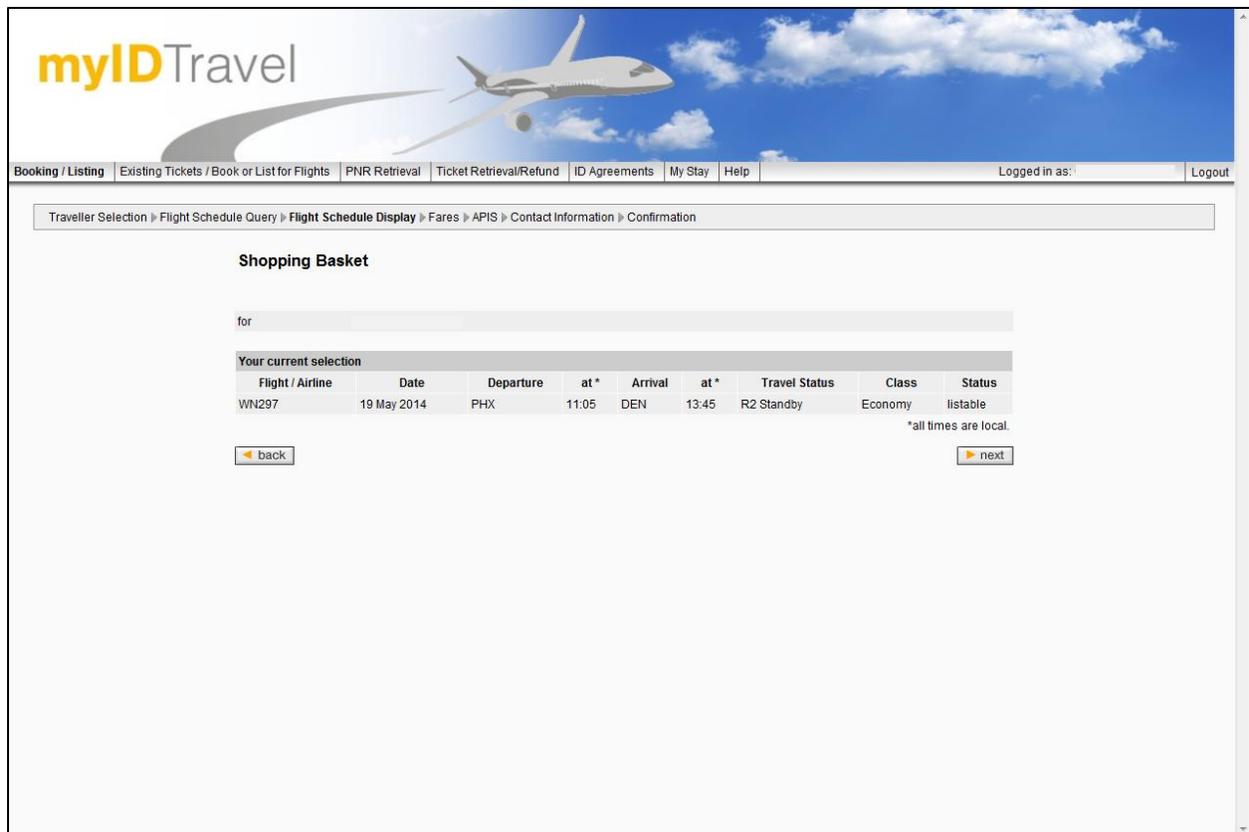


Figure 8: Shopping Basket Page

On the Fare Information page (see Figure 9), 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. Click **Next** to continue booking this flight.



myIDTravel

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

Traveller Selection > Flight Schedule Query > Flight Schedule Display > **Fares** > APIS > Contact Information > Confirmation

Fare Information

for

Your current selection									
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status	
WN297	19 May 2014	PHX	11:05	DEN	13:45	R2 Standby	Economy	listable	

*all times are local.

The following fare will be charged for your journey:

Southwest Airlines					
PHX - DEN		Charging		Price information**	
Flass, Cynthia		currency	amount		
Total					
Total Fare		USD	26.00		
Total Government taxes		USD	8.60		
myIDTravel Fee		USD	2.00		
Total Southwest Airlines		USD	36.60	USD	36.60

Grand Total: price information ** USD 36.60

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](#)

Figure 9: Fare Information Page

The APIS/Secure Flight page (see Figure 10) requires you to enter the date of birth for each traveler. Once entered, click on the **Next** button to continue booking.

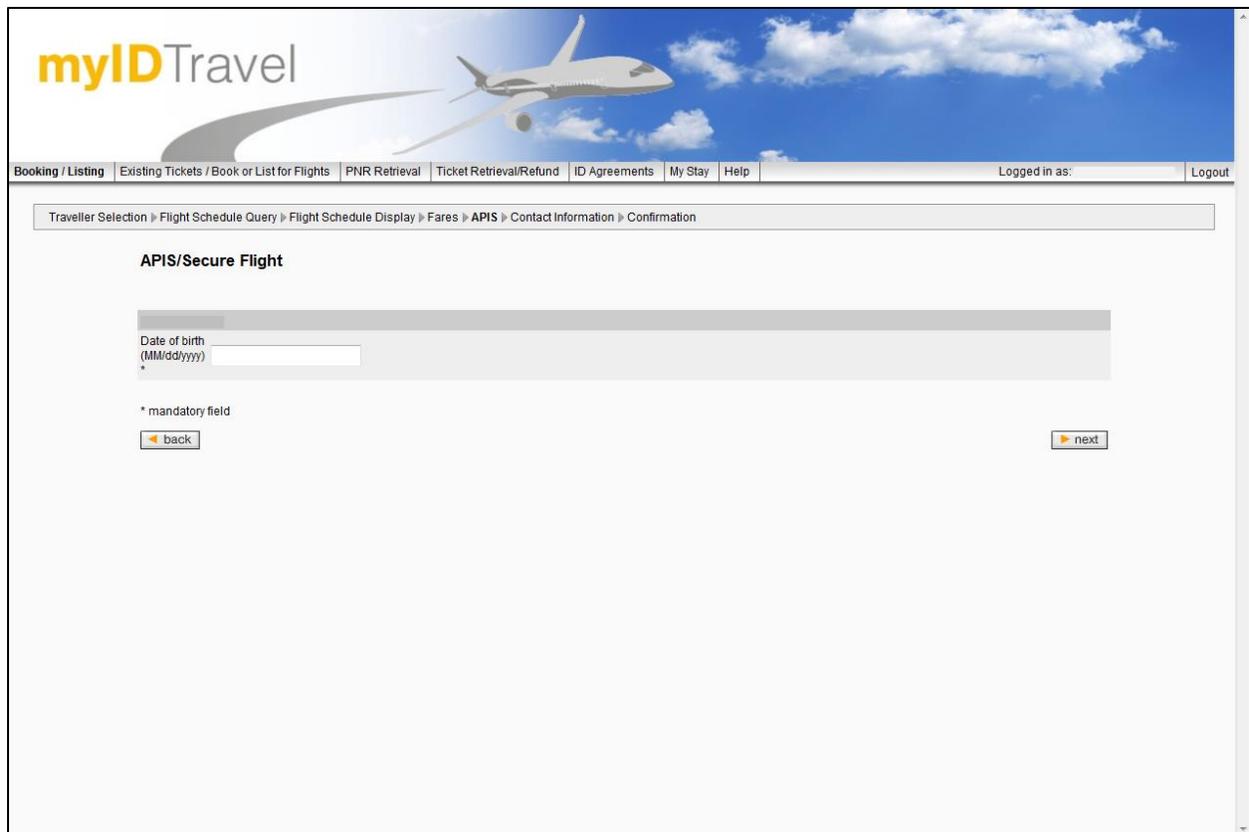


Figure 10: APIS/Secure Flight Page

On the Contact and Payment information page (shown in Figure 11), enter in your contact information and credit card information.



[Booking / Listing](#) | [Existing Tickets / Book or List for Flights](#) | [PNR Retrieval](#) | [Ticket Retrieval/Refund](#) | [ID Agreements](#) | [My Stay](#) | [Help](#)
Logged in as: [Logout](#)

[Traveller Selection](#) > [Flight Schedule Query](#) > [Flight Schedule Display](#) > [Fares](#) > **Contact Information** > [Confirmation](#)

Contact and Payment Information

for

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*

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*

Repeat E-mail address*

Purchase information for Southwest Airlines

Please insert your credit card information. The ticket costs of 36.60 USD 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 <input type="text"/>	<input type="text"/>	<input type="text"/>	1 <input type="text"/> 2014 <input type="text"/>	<input type="button" value="verify"/>

Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to ticketing errors.

Your current selection

Flight / Airline	Date	Departure	at*	Arrival	at*	Travel Status	Class	Status
WN297	19 May 2014	PHX	11:05	DEN	13:45	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.

Figure 11: Contact and Payment Information Page

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 (shown in Figure 12). You may also edit the credit card information at this time.

myIDTravel

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

Employee Input > Flight Schedule Query > Flight Schedule Display > Fares > Contact Information > Confirmation

Contact and Payment Information

for

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* 602-685-4216
 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* passbureau@mesa-air.com
 Repeat E-mail address* passbureau@mesa-air.com

Purchase Information for Southwest Airlines

Please insert your credit card information. The ticket costs of 31.23 USD will be charged on this card.

The credit card was successfully saved for the current booking.

Credit Card*	Card Number	Valid. Code	Valid until	
Visa		***	xx / xxxx	<input type="button" value="edit"/>

Your current selection

Flight / Airline	Date	Departure	at*	Arrival	at*	Travel Status	Class	Status
WN3584	23 May 2014	MSY	07:20	ATL	09:45	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.

Figure 12: Credit Card Verification Message

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.

After the listing is complete, you will see a confirmation screen with a summary of your itinerary as well as the listing reference code (see Figure 13). 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. We highly recommend that you print the confirmation page so you have all of the information available at a glance.

Please read the conditions of travel carefully as all airlines are different. You will also receive a confirmation email.

myIDTravel

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

Traveller Selection > Flight Schedule Query > Flight Schedule Display > Fares > Contact Information > **Confirmation**

Confirmation

for

Ticketnumbers: **5262417425947**

Booking Reference: **MMXH2Y**

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WN3584	23 May 2014	MSY	07:20	ATL	09:45	R2 Standby	Economy	listed

*all times are local.

Southwest Airlines		Charging		Price information**	
MSY - ATL		currency	amount		
Total					
	Total Fare	USD	21.00		
	Total Government taxes	USD	8.23		
	myIDTravel Fee	USD	2.00		
	Total Southwest Airlines	USD	31.23	USD	31.23

IMPORTANT NOTE:

Changes/Cancellations/Refunds: All cancellations, and refund requests must be made via myIDTravel. Modifications to an existing PNR are not possible at this time. If you need to change the date or city pair, you must cancel your PNR and then create a new reservation on myIDTravel. The myIDTravel fee is refundable on both unused and partially used tickets. Once the PNR has been cancelled via myIDTravel, it will be credited back to the original form of payment within ten business days. If you don't receive your refund after the ten day period, please contact OA_Support@wnco.com.

Direct Flights (No Plane Change): Please be aware that myIDTravel does NOT indicate which flights are nonstop or direct flights. Direct flights involve at least one stop between your origination city and your final destination city; however, the passengers do not deplane. In these instances, instead of pricing out each connecting segment (as dictated by ZED pricing structures), the nonrevenue price is based on the total distance (which is only a single mileage zone charge, instead of two or more zones). In the event that a nonrevenue passenger is pulled from a direct flight, they will be required to rebook on myIDTravel a connecting flight, and they **will not be eligible** for any refund on the "unused portion" of the flight from which they were pulled. Therefore, we **strongly** encourage you to check www.southwest.com and note the number of stops.

Please review the ID Agreement page for Southwest Airlines on myIDTravel for further details.

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.

[More myIDTravel benefits around your trip](#)

Figure 13: Confirmation Page

Existing Ticket/Book or List for Flights

Use this function if you need to change a flight. To search for an existing ticket, enter the ticket number and Passenger Last Name and click the **Next** button. Use the **add** button for additional ticket numbers. The Ticket Input page is shown in Figure 14.

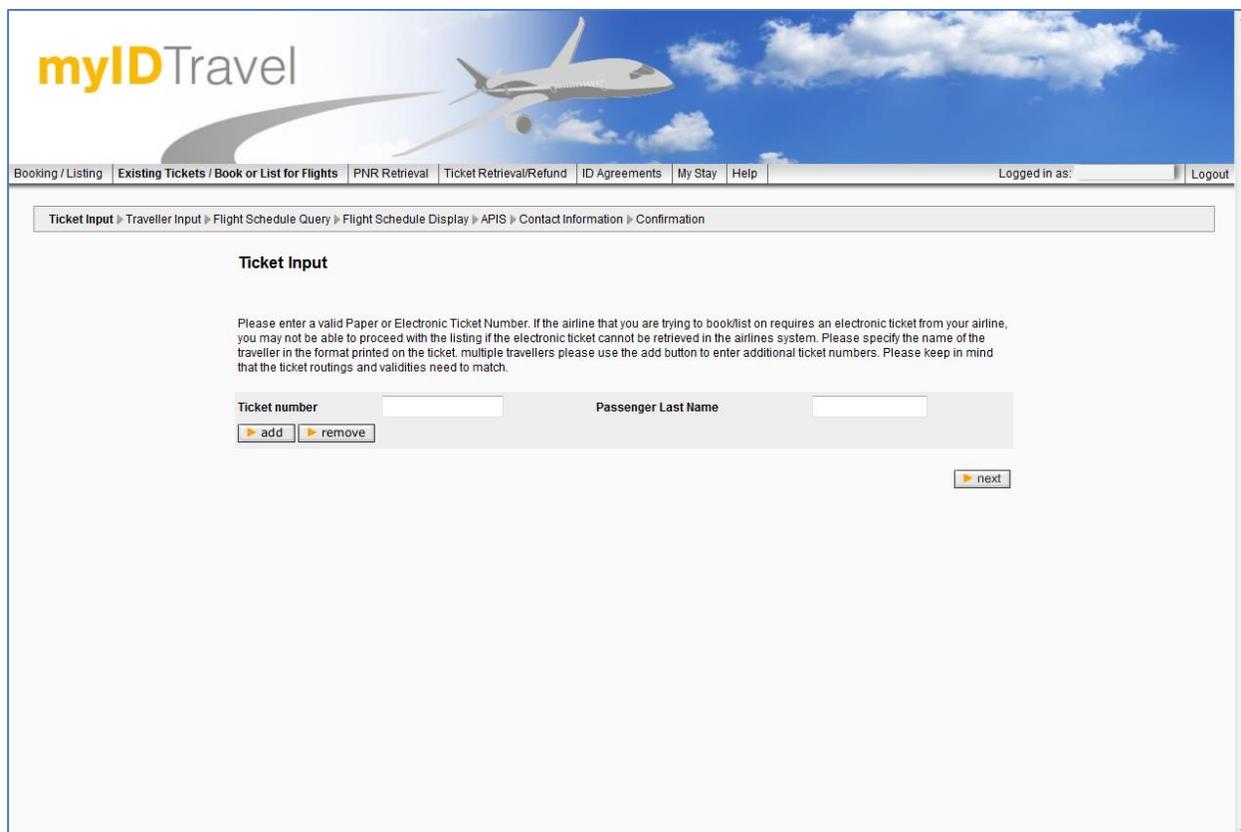


Figure 14: Ticket Input Page

A traveler confirmation screen is displayed (shown in Figure 15). Select **next** or **back** to select a different e-ticket.

Traveller Input

Employee Staff-ID Date of employ. (MM/dd/yyyy)

Ticket number:
838-2186200982

Gender* Last name* First name*
 Middle name Date of birth (MM/dd/yyyy)**

* Mandatory field
 ** Mandatory for travelling children only

Figure 15: Traveler Input Page

Enter desired travel date and select **next**, as shown in Figure 16.

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
<input checked="" type="checkbox"/>	WS	YEG	YLW	16 12	00:00 ▾	R2 Standby	Economy

Figure 16: Create Listing for an Existing Ticket

On the Flight Schedule Display page (shown in Figure 17), select the flight and click **next**.

Flight Schedule Display

for

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
<input type="radio"/>	WS617		YEG	06:45	YLV	07:03	1:18	Yes	73W	☹
<input checked="" type="radio"/>	WS181		YEG	11:25	YLV	11:36	1:11	Yes	736	☹
<input type="radio"/>	WS197		YEG	18:00	YLV	18:11	1:11	Yes	73W	☹

*all times are local.

Figure 17: Flight Schedule Display

A confirmation of your selection will appear on the Shopping Basket Page (shown in Figure 18). Click **next** to continue.

Shopping Basket

for

Ticketnumbers: 838-2186200982

Your current selection

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

*all times are local.

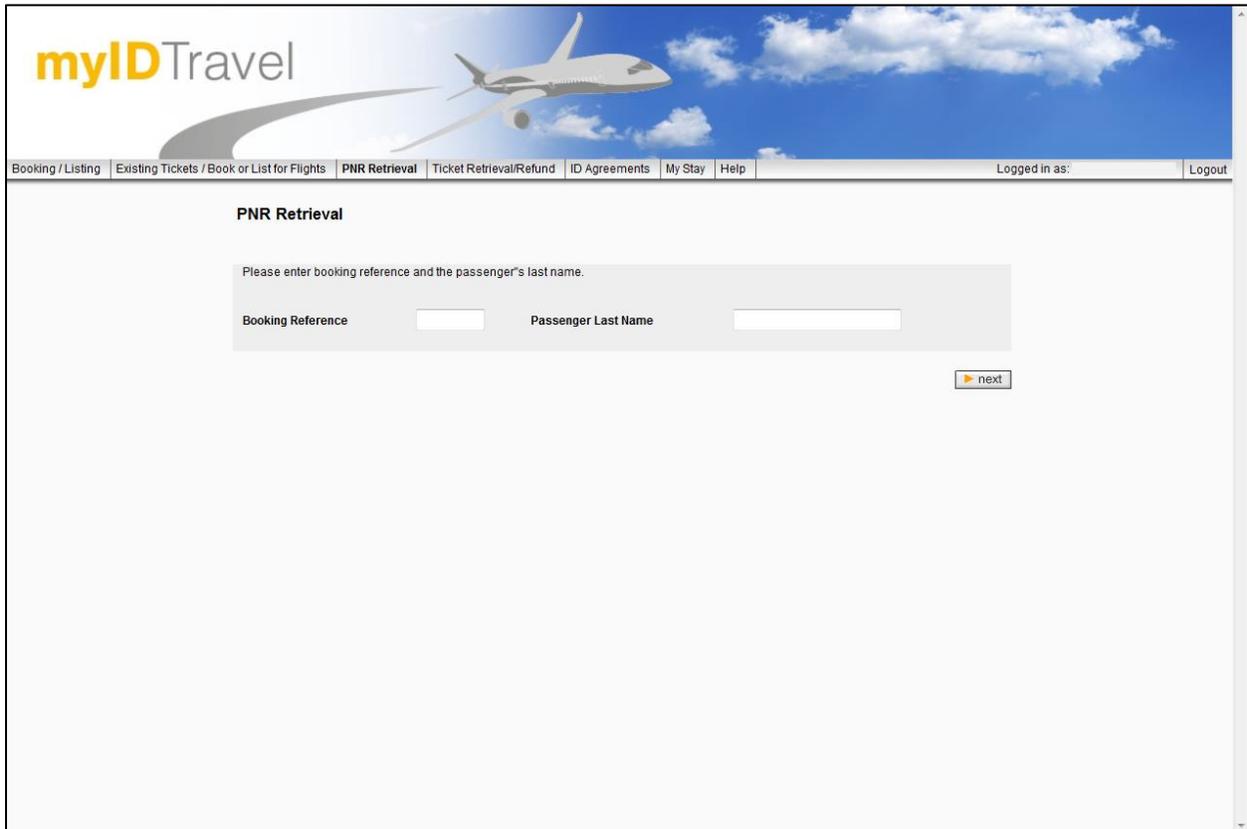
Figure 18: Shopping Basket

Confirm the information is correct and click the **next** button. On the next page enter in your contact information and complete the listing. You will receive a confirmation page as well as a confirmation email.

PNR Retrieval

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) on the PNR Retrieval Page shown in Figure 19. Click **next** to retrieve the listing from the airline's reservation system and display it.



myIDTravel

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

PNR Retrieval

Please enter booking reference and the passenger's last name.

Booking Reference Passenger Last Name

[▶ next](#)

Figure 19: PNR Retrieval Page

By selecting the radio button regarding the flight segment (shown in Figure 20), you are able to rebook or even cancel this separately. In addition you may rebook/cancel all segments by clicking the corresponding button on the bottom of the page.

If you chose to rebook one or many segment(s) you will now be able to specify an alternative flight date or time slot.

PNR Retrieval

for PTC **ZEA** Taxable dependent

Staff-ID subsidiary category

created by master user: 5T0001

Ticketnumbers: **838-2185560317**

Booking Reference: **NF38LOB**

	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
<input type="radio"/>	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.

Figure 20: PNR Retrieval - Flight Selection

Rebooking

The Rebooking Page is shown in Figure 21. Rebooking 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.

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

Rebooking

for

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.

Please perform the changes

From	To	Day/Month	Time	Travel Status	Class
YEG	YLW	28 11	00:00	R2 Standby	Economy

[back](#) [next](#)

Figure 21: Rebooking Page

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

You will then be asked to confirm the rebooking as shown in figure 22.

Please confirm the rebooking

for

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](#)

Figure 22: Rebooking Selection Confirmation Page

Click on rebook now and you will receive an email confirming the new listing (see Figure 23).

Confirmation

for

Booking Reference:	NEULOB							
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 flight 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 flight 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.

Figure 23: Rebooking Confirmation Page

Cancelling

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 Figure 24) to ensure this is what you would like to do.

PNR Retrieval

for PTC ZEA Taxable dependent

Staff-ID subsidiary category

created by master user: 5T0001

Ticketnumbers: [838-2185560317](#)

Booking Reference: **NEULOB**

	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
⊞	WS0617	28. Nov 2012	YEG	06:45	YLV	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.

Message from webpage

Are you sure you want to cancel the selected flights?

OK Cancel

Figure 24: Cancel Segment Confirmation

Click **OK** if you wish to cancel this listing. Once you click **OK**, the screen shown in Figure 25 will appear, showing that your listing has been cancelled.

PNR Retrieval

for
created by master user:

Ticketnumbers: **838-2185560317**

Booking Reference: **NEULOB**

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 itinerary 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.

Figure 25: Cancellation Confirmation

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

Ticket Retrieval/Refund

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** as shown in Figure 26.

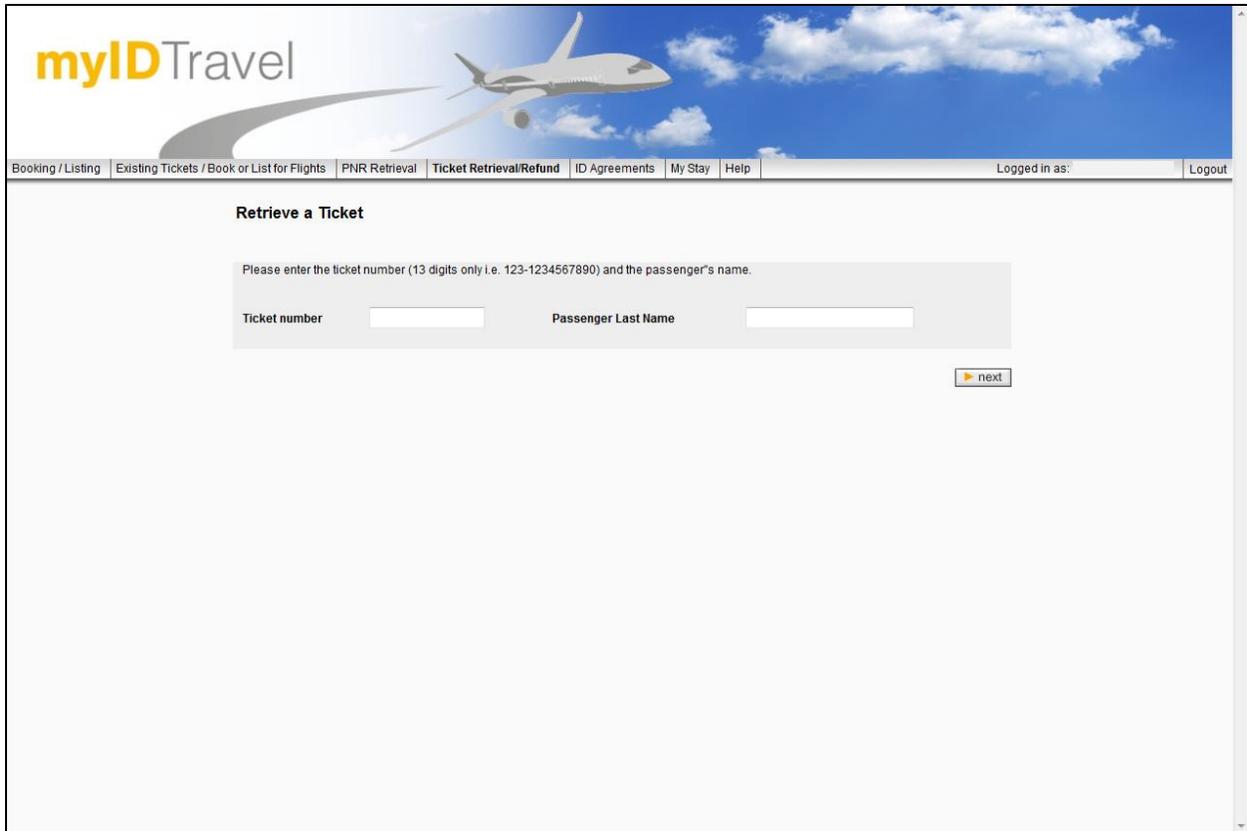


Figure 26: Retrieve a Ticket Page

Create Listing

Select Create Listing as shown in Figure 27.

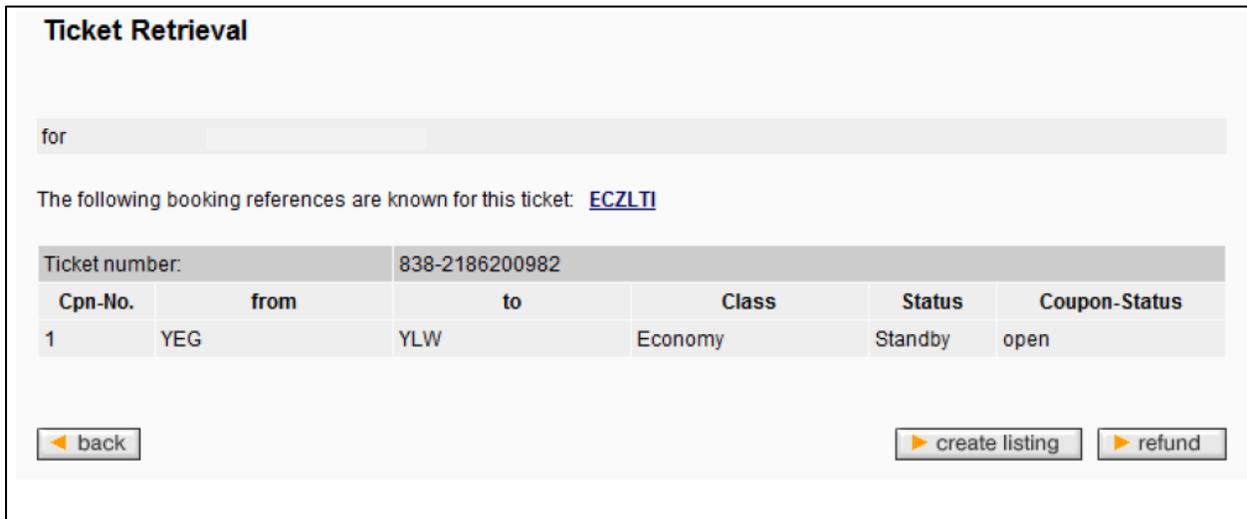


Figure 27: Ticket Retrieval - Create Listing Page

On the next screen (shown in Figure 28), 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

add remove

back next

Figure 28: Ticket and Passenger Entry Page

Continue following prompts to create a listing.

Refund

Refunds may be processed on any coupon with an "open" status. To initiate a refund, click on the **refund button**. A confirmation page will be displayed (shown in Figure 29) to make sure the refund information is correct.

Please confirm the ticket refund

for

Ticket number: 838-2185560317

Cpn.No.	from	to	Class	Status	Coupon-Status
1	YEG	YLV	Economy	Standby	open

Please notice: Refunds will be triggered by myIDTravel and performed by the ticketing carrier. myIDTravel will trigger a refund of all open segments.

E-mail address:

Contact information for refunds of WS tickets:

Duty travel: myidtravel@westjet.com

Leisure travel: Refunds on fully cancelled itineraries will appear on your credit card within 3-5 business days. Refunds on partially-flown itineraries will be processed within 30 days of cancellation. If you need further assistance please contact myidtravel@westjet.com with your Airline and employee number.

For further information please refer to WS in the ID Agreements section.

If you click 'refund now' the refund will be triggered.

Figure 29: Refund Confirmation Page

Confirm that the information is correct and click **refund now**. A confirmation of your refund will appear. A confirmation email will also be sent to your email address.

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.

ID Agreements

To get an overview of the ID travel agreements that Mesa Air Group has with other airlines, click the **ID Agreements** link in the navigation bar. Select the **airline** you want to travel with from the dropdown menu and choose to see the **leisure** travel agreement (shown in Figure 30). Click the **next** button to show the agreement.

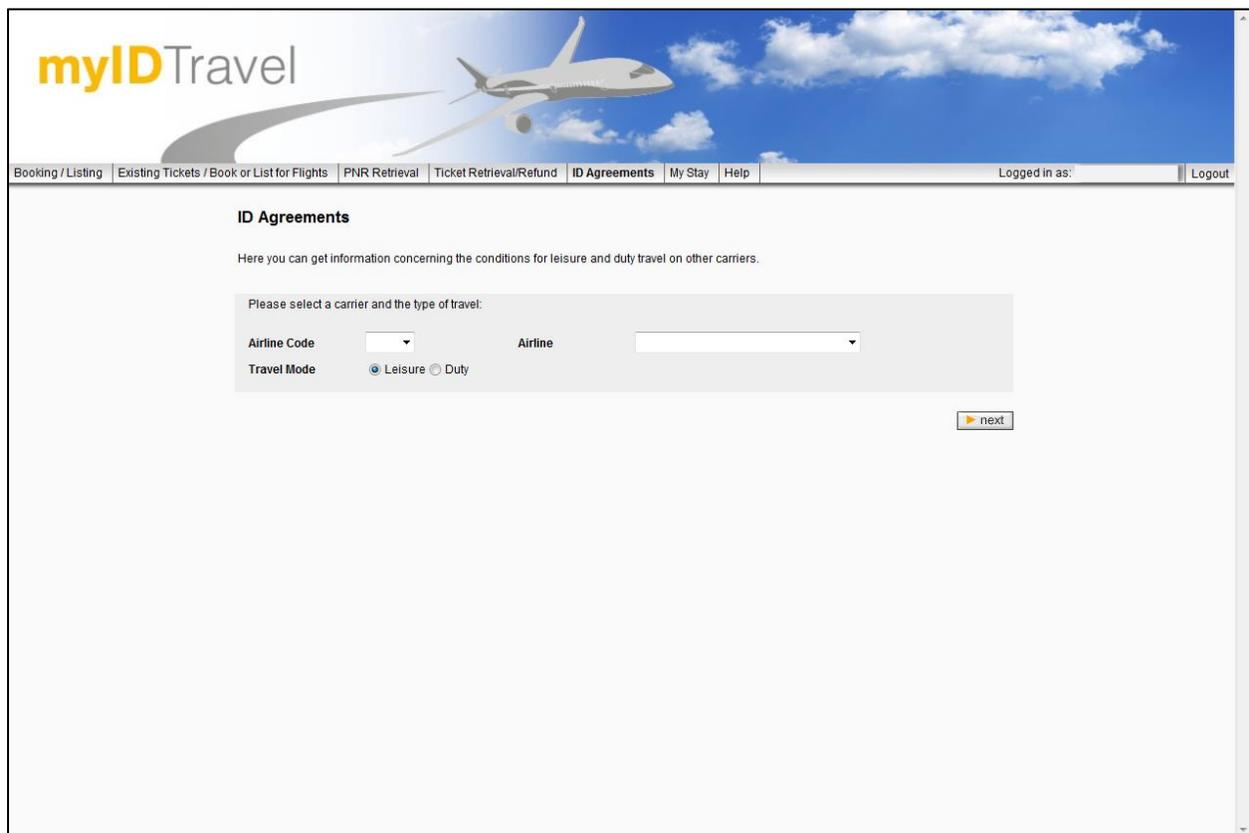


Figure 30: ID Agreements Airline Selection Page

Figure 31 shows the information displayed.



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

ID Agreement for leisure travel with Southwest Airlines (WN)

This ID agreement is valid from 05 Mar 2013 until 01 Jan 2014

Subject	Contact
Booking	All listings must be done via myIDTravel. For issues during booking send message to OA_Support@wnco.com .
Ticketing	Make certain you have your Booking Reference & e-ticket numbers for travel. If you encounter an issue during the booking process, please send a message to OA_Support@wnco.com .
Cancellation	All cancellations must be requested via myIDTravel. See above general information for additional details. If you encounter an issue during the booking process, please send a message to OA_Support@wnco.com .
Refunds	All refund requests must be made via myIDTravel. See above general information for additional details. If you encounter an issue during the refund process, please send a message to OA_Support@wnco.com .
Ticket Pickup	You may add yourself to the standby list up to two hours before your flight's scheduled departure time at the kiosk, ticket counter, or gate. You may also print or reprint a security document at the kiosk. Must show ID upon check-in.

Info

General Information:
All Southwest Airlines tickets issued via myIDTravel are e-ticketed. All nonrevenue travel on Southwest Airlines requires a listing which, is automatically generated when purchasing your nonrevenue travel on Southwest Airlines. Once the e-ticket is generated, you will automatically receive an Itinerary receipt via e-mail. If you encounter an issue during the booking process, please send a message to OA_Support@wnco.com. Hours of operation are Monday - Friday, 8:00am - 5:00pm (CST). Please be aware that telephone support is not available, and all e-mails will be replied to as quickly as possible. Travel is valid on Southwest operated flights only.

Direct Flights (No Plane Change):
Please be aware that myIDTravel does NOT indicate which flights are nonstop or direct flights. Direct flights involve at least one stop between your origination city and your final destination city; however, the passengers do not deplane. In these instances, instead of pricing out each connecting segment (as dictated by ZED pricing structures), the nonrevenue price is based on the total distance (which is only a single mileage zone charge, instead of two or more zones). In the event that a nonrevenue passenger is pulled from a direct flight, they will be required to rebook on myIDTravel a connecting flight, and they will **not be eligible** for any refund on the "unused portion" of the flight from which they were pulled. Therefore, we **strongly** encourage you to check www.southwest.com and note the number of stops.
Example: DAL - LAS (making a stop in MAF, requiring no plane change) will price out at a single Zone 3 (751-1,600 miles) charge, under your airlines reciprocal agreement (ZED Low/Medium/High: \$31/\$45/\$60 USD + applicable taxes)—this price is based on total mileage from the originating city to the final destination city (1,060 miles). Whereas the same flight routing ticketed as a connecting Itinerary (myIDTravel will display different flight numbers, indicating a change in aircraft) would be ticketed as two segments: DAL-MAF (Zone 1: 1-450 miles | ZED Low/Medium/High: \$22/\$33/\$40 USD + applicable taxes) and MAF-LAS (Zone 3: 751-1,600 miles | ZED Low/Medium/High: \$31/\$45/\$60 USD + applicable taxes).

Changes/Cancellations/Refunds:
Southwest Airlines does not allow rebooking to existing PNR; therefore, date changes or city pair changes will require that the PNR is cancelled and will require rebooking through myIDTravel. However, if you need to be moved to a later flight (same origination and destination cities) on the same day, one of our Agents can manually add you to the standby list on different flight provided that there are no other changes to the flight itinerary (switching from a nonstop flight to a connecting flight/switching from a connecting flight to a nonstop flight). All cancellations, and refund requests must be made via myIDTravel. The myIDTravel fee is fully refundable (included in the base fare) for wholly unused and partial refunds. Once the PNR has been cancelled via myIDTravel, it will automatically be credited back to the original form of payment within five business days.

Baggage Allowance:
Southwest allows two (2) free checked pieces of baggage per ticketed Customer. Size and weight limitations apply. Your 3rd through 9th bag or item will incur a charge of \$50 per piece, and any bag or item thereafter will be \$110 per piece.
Maximum weight is 50 pounds and maximum size is 62 inches (length + width + height) per checked piece of luggage. Oversized items from 50 to 100 pounds and oversized items in excess of 62 inches but not more than 80 inches (e.g.: surfboards, bicycles, vaulting poles) will be accepted for a charge of \$50 per item.

All Airports with Self-Service Checkin Kiosks:
You may add yourself to the standby list up to two hours before your flight's scheduled departure time at the kiosk, ticket counter, or gate. You may also print or reprint a security document at the kiosk.

Boarding Policy:
Boarding priority is determined by time of checkin. Southwest Airlines Employees and dependents, followed by AirTran Employees and Dependents will be accommodated prior to accommodating other airline space available pass fiders.

Dress Code:
Relaxed and casual however, you, and your eligible travelers must present a clean, well-groomed and tasteful appearance. Acceptable attire includes clean pants or walking shorts without holes, t-shirts that do not bear any offensive/ inappropriate messaging or pictures, polo/button-down shirts, sweaters, or jackets, tennis shoes, loafers, sandals, or flip-flops. Unacceptable nonrevenue attire includes tank tops, outfits with offensive or sexually oriented inscriptions or messages, low-cut, skimpy, revealing clothing, short shorts or gym shorts, torn, ragged, slashed pants/shorts; exposed midriff or halter tops, bare feet, beach or swimwear.

Unaccompanied Minors:
Children ages five through 11 traveling without an accompanying Passenger age 12 or older must travel as an Unaccompanied Minor (UM) on Southwest Airlines. Southwest Airlines will charge \$50 each way in addition to the air fare per child for UMs to travel. UMs may only travel on nonstop flights.

Infants:
Infant/tap child ticketing on Southwest Airlines cannot be processed at this time via myIDTravel. You will need to see an Agent at the Southwest Ticket Counter, on the day of travel, so that they may assist you with ticketing for an infant/tap child.

Embargoes:
Flight numbers 5001 - 6999 are operated by AirTran Airways, and will need to be booked separately under the AirTran Airways agreement.

Error Messages:
Special Characters - If the name(s) of any of your travelers or the credit card holder contains any special characters such as periods, apostrophes, or accents, this may cause a "general booking error" as special characters are not supported by Southwest Airlines' system.
Multiple Passenger Types - If you are trying to book multiple family members on the same booking and encounter issues you may need to split the group into multiple bookings. Southwest's reservation system currently only supports two distinct passenger types per booking.
Employee/Spouse/Children 12-24 Passenger Type = ZEA
Children 1-11 Passenger Type = ZEC
Parents Passenger Type = ZEP
Common Law Spouse Passenger Type = ZSO
For example: If you are creating a booking for an employee, spouse, 11 year old child, and a parent this would require two bookings because there are three distinct passenger types. However, if the group consists of an employee, spouse, 12 year old child, and a parent, the travel could be under a single booking because there are only two distinct passenger types.

Figure 31: ID Agreement Page