User Guide

for

myIDTravel

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1. Introduction

This user guide is created for active and former employees of SriLankan Airlines to navigate through the myIDTravel application. This application is used to avail staff travel benefits by staff eligible for ZED tickets during his/her employment or post-retirement from the Company.

2. Access myIDTravel

All staff travel applications are accessible through the following link. https://stafftravel.srilankan.com/

If you are an **active employee** of the company, click on the highlighted button and enter your username and password.

> Username – Your_staff_number@srilankan.com (eg: 12345@srilankan.com)
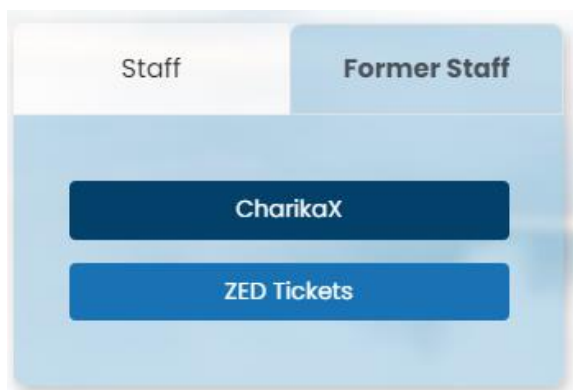
> Password – Your password

If you are a **former employee** of the company, click on the highlighted button and proceed to the login page, select the airline and enter your username and password.

> Username – Your previous staff number

> Password – The password set by you for myIDTravel

If you are a **former employee accessing the system for the first time**, please follow the steps below.
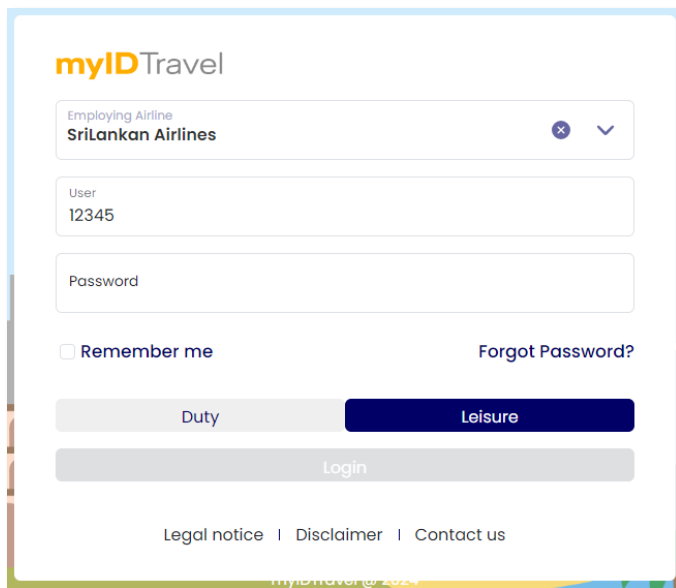
Step1: Select the airline as SriLankan Airlines

Step 2: Enter your staff number as the username

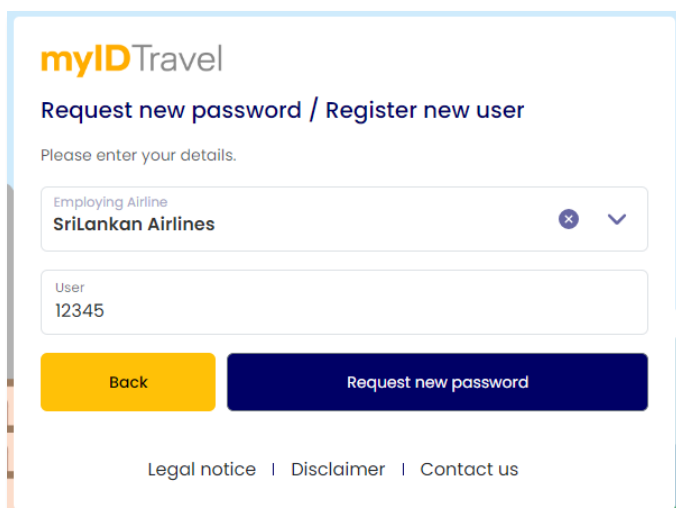Step 3: Click "Forgot Password" and proceed to the next screen. Click "Request Password".

Step 4: A link to set up your password shall be sent to your registered email address. Follow the prompts and create your password.

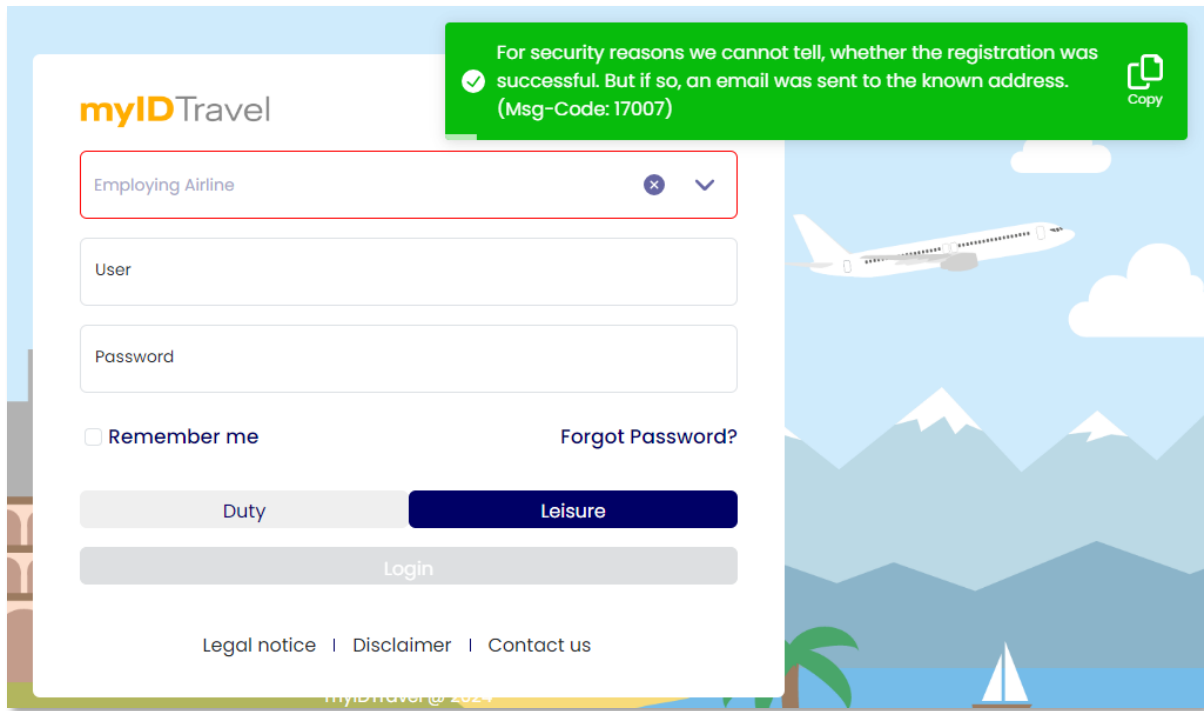Step 5: Use the created password to login to the system.

Note: Eligible former employees must ensure that your personal email address is accurately updated in the HR system. All correspondence shall be forwarded to this email address including system notifications and tickets.

3. View airline agreements and policies

ZED agreements with each airline is available in the Travel Info section. It is advised to refer to the policies and information published here prior to creating a booking for the purpose of having clarity on the policies related to the airline of your preference. The policies may include, refund process, baggage details, embargoes, and more.
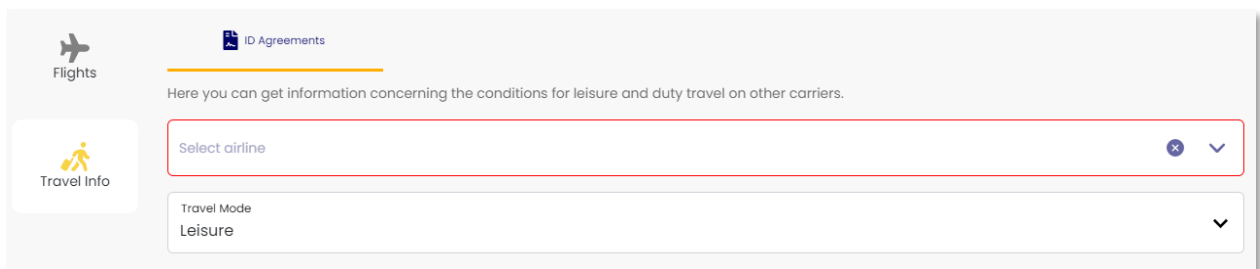
4. Create a booking

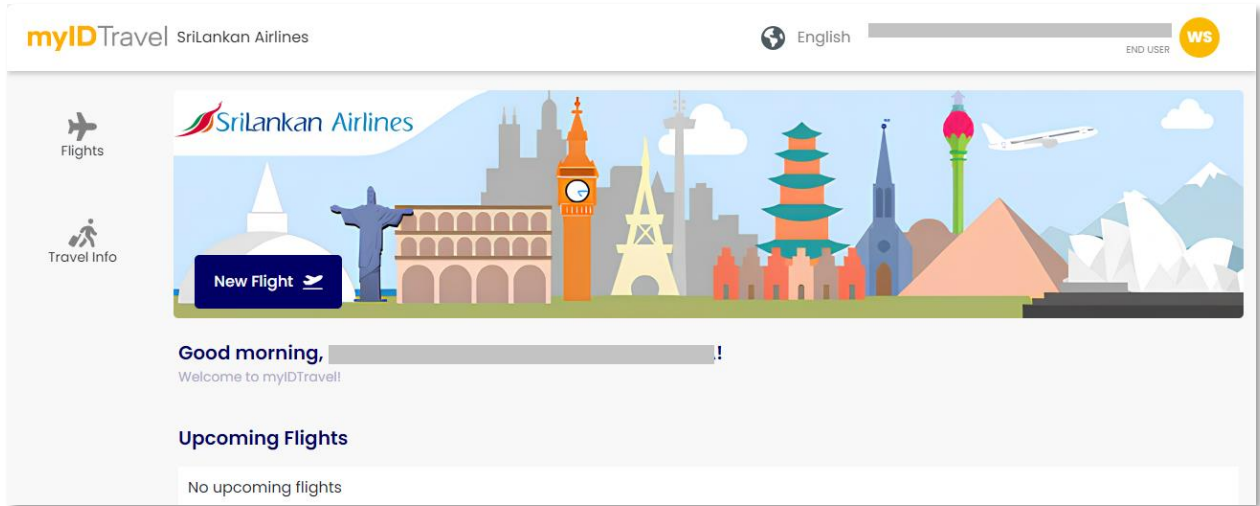**Step 1:** After logging in to the system, the following home page will be displayed. Click the "New Flight" button to create a booking.

Step 2: Select the list of travelers related to the booking. Your name and your eligible dependent names will be displayed here.

Note: If the names are not displayed as per the passport, kindly contact HR to update the HR system
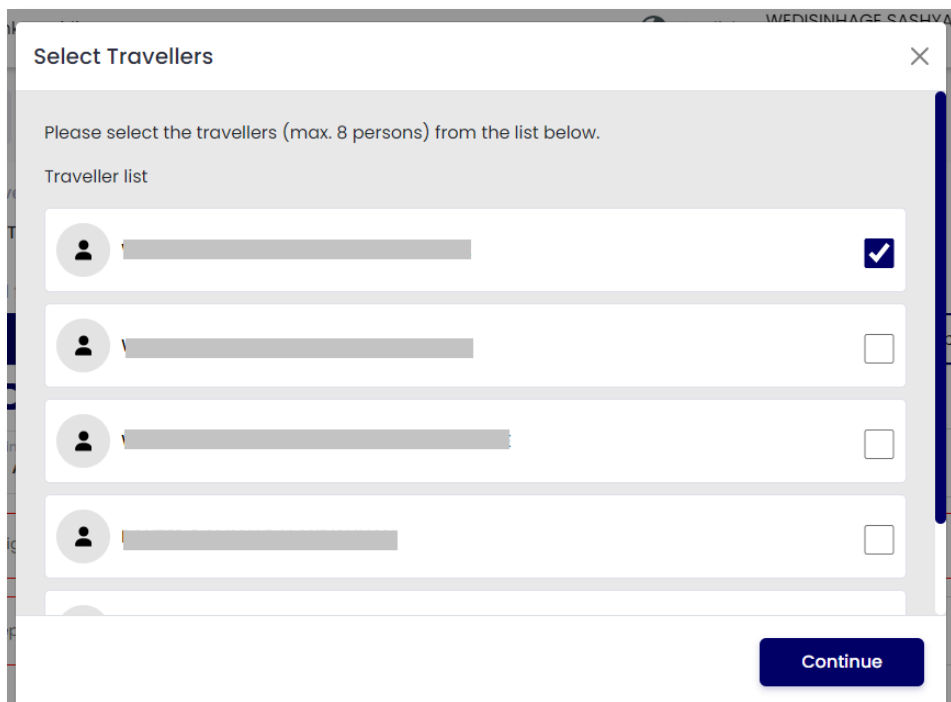
Step 3: Select the type of booking and enter the relevant details to view available flights.

Travel status 'R2 Standby' indicates sub-load travel.

Travel status 'Bookable' indicates confirmed travel which must be selected based on the requirement and only for airlines that allow same.

Step 4: Select the preferred flight.

Available flights shall be displayed according to the search criteria entered. The color code displayed in red, yellow or green provides an indication of the flight load (Green being the indication for higher availability) as a guidance to decide on a suitable flight.

Note: Flights will be displayed based on eligibility according to ID agreements with the airlines. If you do not see any available flights please verify that all selected travelers are eligible for ZED tickets on the selected airline and that flights are available on the selected date. If not, kindly go back and amend your search accordingly to view available flights.

Step 5: View fare information for the price of the entire booking and its breakdown

Fare Information

Total to be charged by Qatar Airways

(CMB) BANDARANAIKE INTL ✈ (DOH) DOHA HAMAD INTERNATIONAL

Total Fare	150.00 QAR
Total Government or Airport imposed Taxes/Fees/Charges	450.00 QAR
myIDTravel Fee	10.00 QAR
Total to be charged by Qatar Airways	610.00 QAR
Price information**	**50738 LKR**

** 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.

Step 6: Fill in the required details for each traveler according to the passport. This step will only be prompted if the selected airline requires the additional details to complete the booking. If not you may be directed to the next page to finalize the booking.

myIDTravel – APIS

Middle name	Nationality ⌄
Document Type ⌄	Document number
Document issuing country or territory ⌄	Document expiry date 🗓

⬤ Passenger holding multiple passports

Step 7: Fill your contact details and payment information. Contact details will be pre-populated with the details available in the HR System for your convenience with the facility to edit.

Contact and Payment

Your flights

| ✈ | Qatar Airways | QR663 28 Jun | CMB – DOH 03:35 – 06:05 \| 5h | | Listed | R2 Standby | Economy |

Contact Information

Phone number 1 - e.g. +00 000 0000...	Phone number 2 - e.g. +00 000 0000... (optional)
▓▓▓▓	▓▓▓▓

Mobile number - e.g. +00 000 0000... (optional)	
▓▓▓▓	

E-mail address	Repeat E-mail address
▓▓▓▓	▓▓▓▓

Payment

Payment for Qantas

Please insert your credit card information. The ticket costs of 66.50 AUD will be charged on this card.

Credit Card	Number
Select ⌄	0000 0000 0000 0000
Validation Code	**Expiry Date**
0000	MM / YY

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

Step 8: Upon successful completion of the booking process, the tickets will be sent to your registered email address.

5. Manage a booking

Step1: Go to 'Flights'

**Step 2:** Click 'Flight list'. All bookings made by you shall be displayed here.

Step 3: Select the booking you wish to modify. Upon selection you will be able to change the date of travel, cancel and request for a refund.
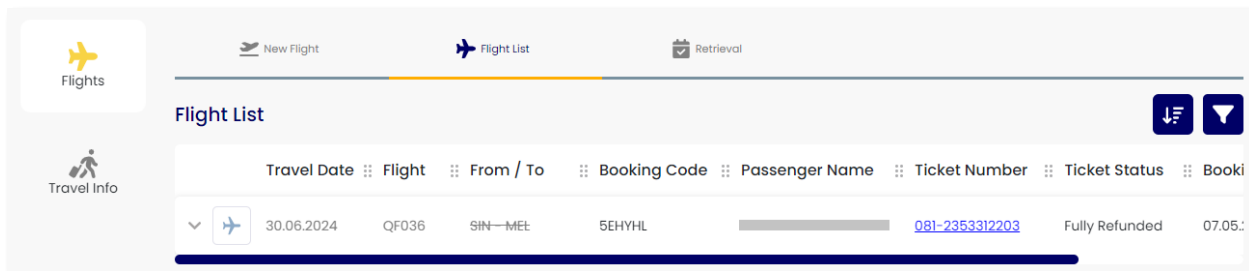
5.1.   Rebooking

Step 1: If you wish to change the dates of your booking or select a different flight, please click 'Rebook segments'.

Step 2: Select the new date of departure and click 'Continue'.
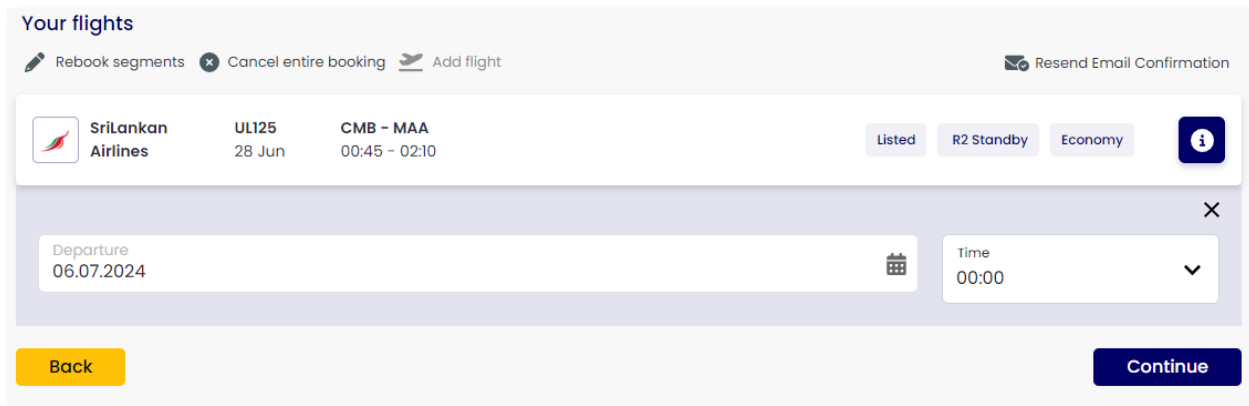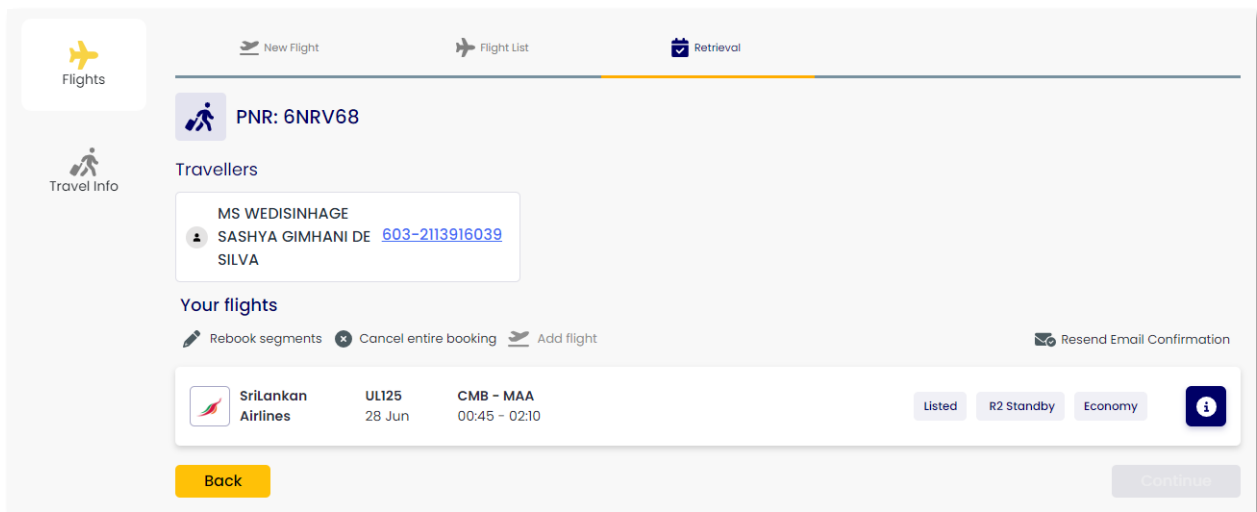

Step 3: Select the preferred flight and click 'Continue'.

Step 4: Confirm the selection. You shall receive an email upon completing the process.

5.2. Cancellation

Please make sure to cancel your booking if you are not travelling. A cancellation must be made prior to requesting a refund. For this, please click 'Cancel entire booking'.
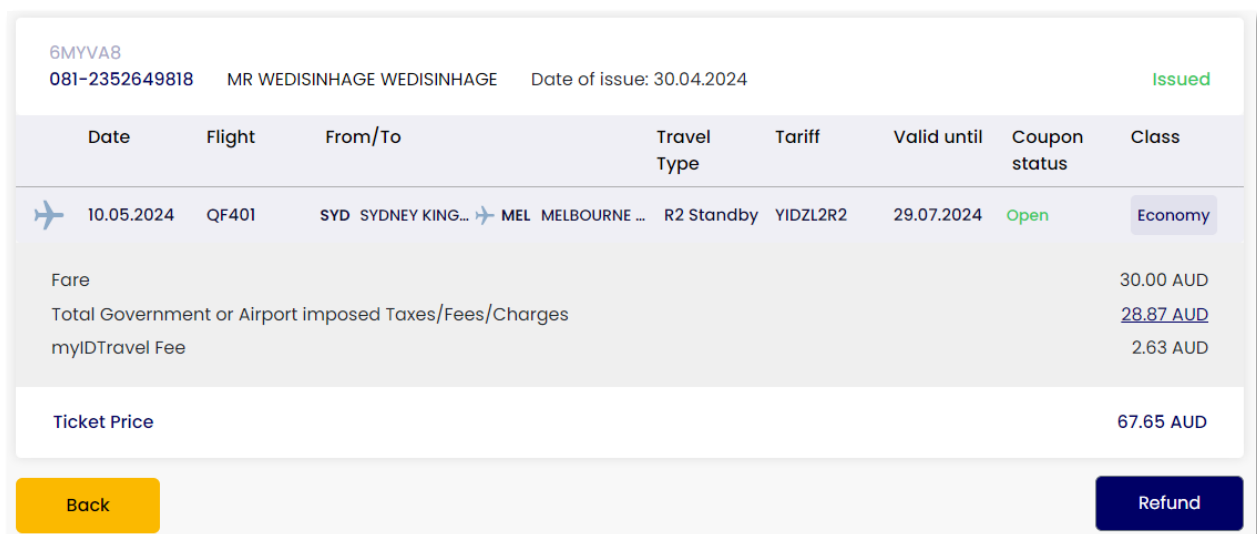

5.3. Refund

Once a booking has been cancelled, you shall be able to request for a refund.

Note: Refunds are handled by the respective ticketing airline according to its refund policy displayed in the 'Travel Info' section. Only the refunds related to UL flights shall be handled by SriLankan Airlines.

Step 1: Select the booking from the 'Flight list' and click 'Refund'.

Step 2: Follow the prompts until you see the following message. The status of your refund will be displayed in the 'Flight list'.

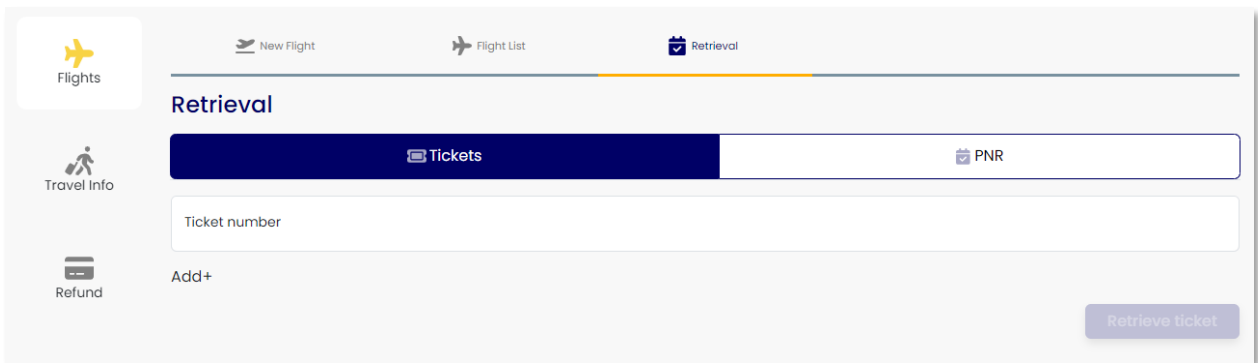SriLankan Airlines

PNR - 6MYVA8

✓ Refund has been requested.
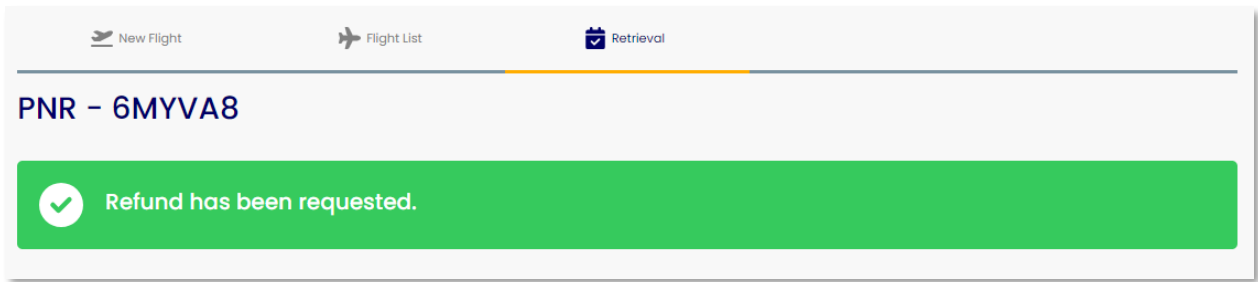
6. Listing of an existing ticket

Existing tickets can be listed for the particular flight through myIDTravel. This is not required for tickets which are obtained through myIDTravel which are automatically displayed as 'listed'.
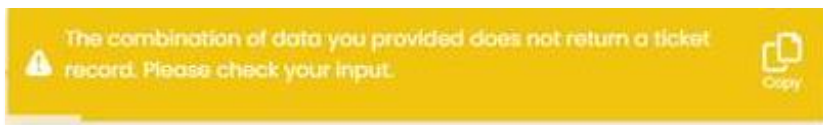
| SriLankan Airlines | UL308 \| 333 06 Jul | CMB – SIN 12:15 – 18:55 \| 4h 10m | Listed | R2 Standby | Economy |

Step 1: Go to "Flights" and click "Retrieval".

Retrieval

| 🖥 Tickets | 🗓 PNR |

Ticket number

Add+

Retrieve ticket

Step 2: Enter the ticket number and click "Retrieve ticket".

Step 3: Upon receiving the following notification, enter the passenger's last name as per the passport and select the airline. Click "Retrieve ticket".

⚠ The combination of data you provided does not return a ticket record. Please check your input.

Step 4: Follow the prompts to select the flight and complete the process.