

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. <u>https://stafftravel.srilankan.com/</u>

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

Staff	Former Staff
Cł	narika
ZED	Tickets

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

Staff	Former Staff		
Ch	arikaX		
ZED	Tickets		



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.

Employing Airline SriLankan Airlines	⊗ ~
User 12345	
Password	
Remember me	Forgot Password
Duty	Leisure



myID Travel	For security reasons we cannot tell, whether the registration was successful. But if so, an email was sent to the known address. (Msg-Code: 17007)
Employing Airline	
User	
Password	
Remember me	Forgot Password?
Duty	Leisure
Legal notice Disclai	ner Contact us

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.

Flights	LD Agreements			
	Here you can get information concerning the conditions for leisure and duty travel on other carriers.			
, A	Select airline	8	~]
Travel Into	Travel Mode		~	

💋 Srilankan Airlines 🥯



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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.

myID Trav	⊖ SriLankan Airlines	S English	END USER
Flights Travel Info	Srilankan Airlines		
	Good morning, Welcome to myIDIravel!	1	
	Upcoming Flights		
	No upcoming flights		

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

d	
Select Travellers	×
Please select the travellers (max. 8 persons) from the list l	below.
Traveller list	
.	
•	
•	
	Continue

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.

✤ Flight Schedule Query		
Travellers		
Find flights 🗶 One Way	🖓 Round Trip	≓ Multiple Legs
Codeshare Flight Filter () Arrine All Airlines	Travel Status R2 Standby	~
Origin	C Destination	
Departure	Time 00:00	Class

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.

< 🚬 CMB - M 28 Apr 202	LE R2 Standby Economy	<	25 April Thursday	26 April Friday	27 April Saturday	28 April Sunday	29 April Monday	30 April Tuesday	01 May Wednesday	>	▼
SriLankan Airlines	UL101 333 28 Apr	CMB - MLE 07:20 - 08:15	1h 25m								6
SriLankan Airlines	UL115 320 28 Apr	CMB - MLE 13:30 - 14:25	1h 25m								0
SriLankan Airlines	UL103 320 28 Apr	CMB - MLE 18:55 - 19:50	1h 25m								6
Etihad	EY7153 320 28 Apr	CMB - AUH 18:50 - 22:00	B								8
Airways	EY278 789 28 Apr	AUH - MLE 23:55 - 05:10+	+1								6
Japan	JL5705 320 28 Apr	СМВ - ВКК (01:10 - 06:15	3								6

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

0	Fare Information	
Total	to be charged by Qatar Airways	
	(CMB) BANDARANAIKE INTL — $ ightarrow$ — (DOH) DOHA HAMAD INTERNATIONAL	
To To M To	otal Fare Ital Government or Airport imposed Taxes/Fees/Charges yIDTravel Fee Ital to be charged by Qatar Airways	150.00 QAR 450.00 QAR 10.00 QAR 610.00 QAR
Pr	ice information**	50738 LKR
** th	Price information: The amount charged for your journey will be in the issuing carriers currency. The price informat is page is for your convenience only and non-binding.	ion shown on

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.

wyIDTravel - 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.

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Contact and Payment	
Your flights	
Qatar QR663 CMB - DOH Airways 28 Jun 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 A	UD will be charged on this card.					
Credit Card Select	Number 0000 0000 0000 0000					
Validation Code 0000	Expiry Date 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.

>	Mew Flight	Flight List	Retrieval		
Flights	Flight List				UT V
Travel Info	Travel Date 💠 Fligh	t 💠 From / To	🔢 Booking Code 🔡 Passenger Name	II Ticket Number II 1	Ticket Status 💠 Booki
	→ → 30.06.2024 QF03	6 SIN MEL	5EHYHL	<u>081-2353312203</u> F	Fully Refunded 07.05.:

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'.

Your flights							
🖋 Rebook segments 🔞 Cancel entire booking 👱 Add flight					Resend Email Confirmation		
SriLankan Airlines	UL125 28 Jun	CMB - MAA 00:45 - 02:10		Listed	R2 Standby	Economy	
						×	
Departure 06.07.2024				曲	Time 00:00	~	
Back						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'.

Flights	Mew Flight List Retrieval	
• •	PNR: 6NRV68	
Travel Info	Travellers	
	MS WEDISINHAGE SASHYA GIMHANI DE <u>603-2113916039</u> SILVA	
	Your flights Rebook segments 🔇 Cancel entire booking 🜌 Add flight	Resend Email Confirmation
	SriLankan UL125 CMB - MAA Airlines 28 Jun 00:45 - 02:10	Listed R2 Standby Economy
	Back	

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'.

6MYVA8 081-2352649818	MR WEE	DISINHAGE WEDISINHAGE	Date of issue:	30.04.2024				Issued
Date	Flight	From/To		Travel Type	Tariff	Valid until	Coupon status	Class
┝ 10.05.2024	QF401	SYD SYDNEY KING 🥍 M	EL MELBOURNE	R2 Standby	YIDZL2R2	29.07.2024	Open	Economy
Fare Total Governme myIDTravel Fee	nt or Airpor	t imposed Taxes/Fees/Ch	arges					30.00 AUD <u>28.87 AUD</u> 2.63 AUD
Ticket Price								67.65 AUD
Back								Refund

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



Mew Flight	Flight List	Retrieval	
PNR - 6MYVA8			
Refund has be	en 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'.

Annes of sur 12.10 10.00 (411011

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

Flights	Mew Flight	Flight List	💙 Retrieval		
	Retrieval				
Travellafo		Tickets		PNR	
navennio	Ticket number				
 Refund	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".



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