



Lufthansa Industry Solutions

myIDTravel

The integrated ID Travel Management Solution

Functional Description

July 1, 2021

Lufthansa Industry Solutions

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1 Booking/Listing

1.1 Introduction

This chapter specifies the booking/Listing process from the user’s point of view. The graphical user interface guides the user through the booking/Listing process. The process for leisure (private) and duty (business) travel is almost the same. The leisure travel process is the guiding example in this document. Differences between the leisure travel process and the duty travel process are pointed out where appropriate.

1.2 Process steps

The booking/Listing process consists of the steps shown in Fig. 1.

The processes for personal login and master login differ in the first process step only. Personal login is described in this document. For further information concerning master login, please see chapter 5.

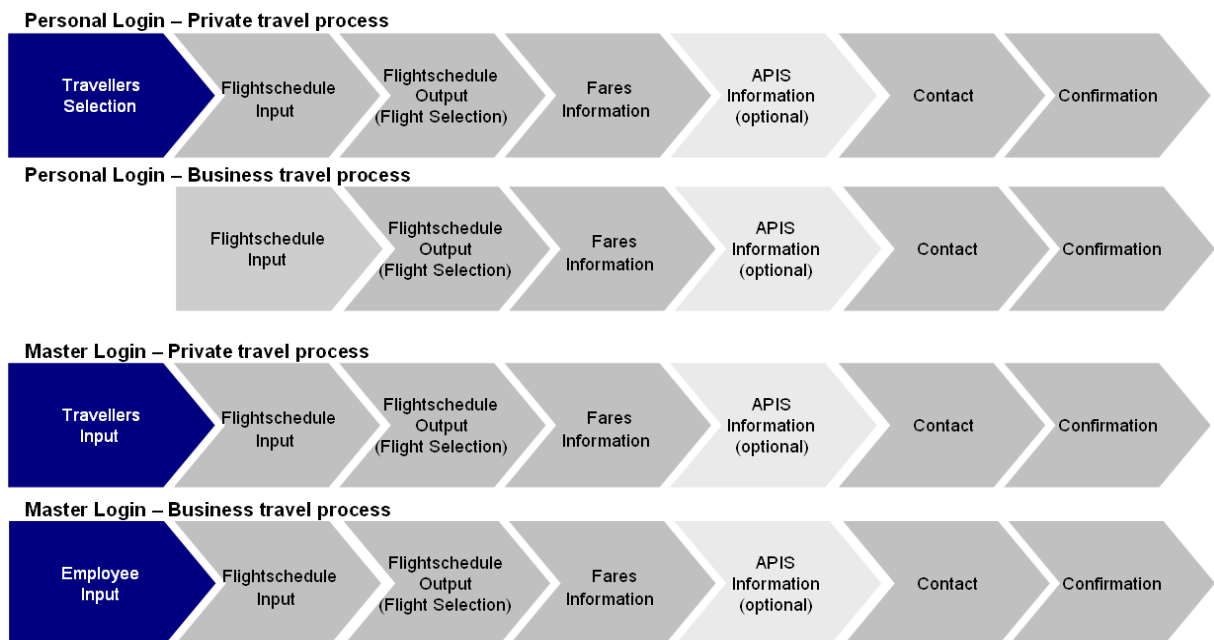


Fig. 1 - Process steps

1.3 Process starting point

A new booking/Listing process starts when the **New Flight / Ticket** link has been selected from the navigation bar (Fig. 2). The progress information bar which is included on every screen shows which step of the booking/Listing process is currently being performed (Fig. 4).

The user can always quit myIDTravel by clicking the **Logout** link in the main navigation bar. The visibility of the side-menu can be toggled by clicking on the **Menu** button at the upper-left corner (see Fig. 3).

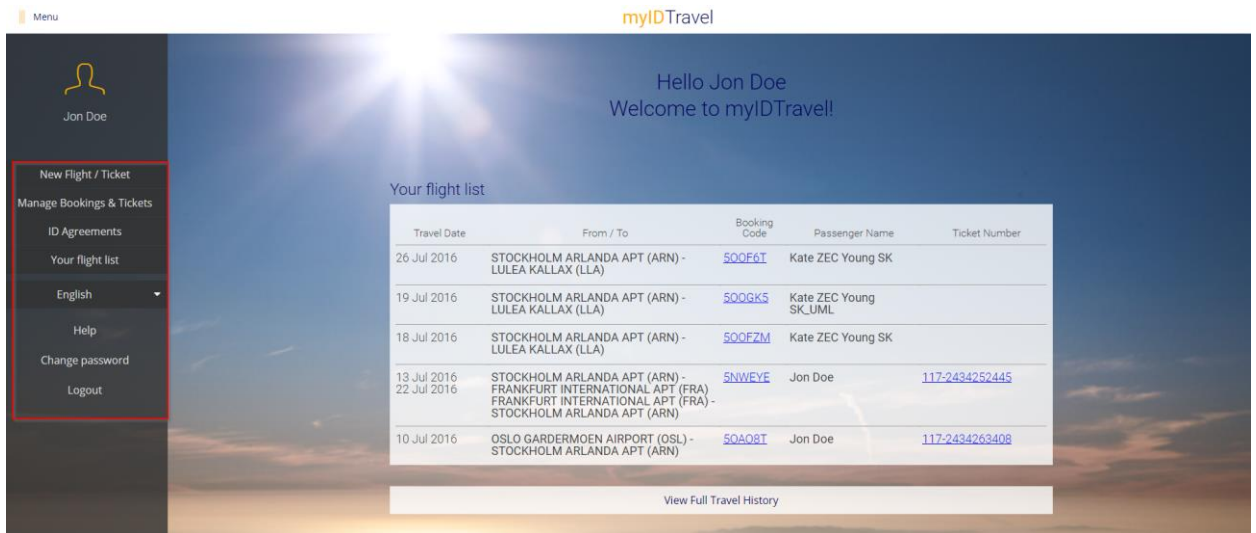


Fig. 2 - Navigation bar

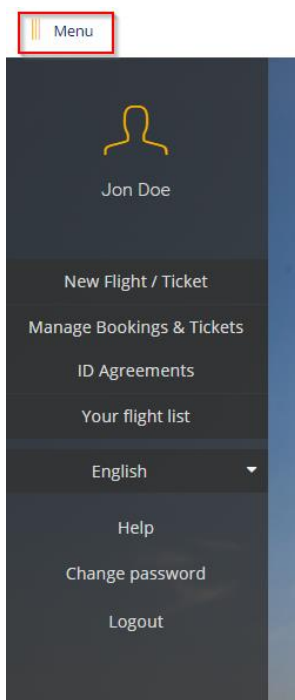


Fig. 3 - The visibility of the side-menu is controlled by the Menu toggle-button.

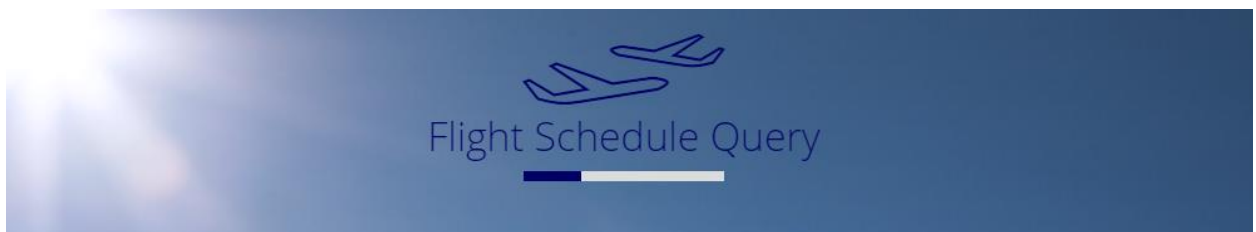


Fig. 4 - Progress information bar

Since the booking/listing process for leisure travel starts with a selection of the travellers, the first screen in this process is the **Traveller Selection** page (see chapter 1.4.1). The first screen in the duty travel process is the **Flight Schedule Query** page (see chapter 1.4.2) because a duty travel booking/listing can only be performed for the employee himself.

1.4 Process flow

1.4.1 Traveller selection page

For leisure travel the user has to select the passengers for whom the booking/listing is to be performed on the **Traveller Selection** page (Fig. 5). This page shows the list of all entitled persons created along with the employee’s profile (for further information see chapter 11). The user can select up to eight persons from the list by selecting the checkbox next to the respective name.

In case that all chosen travellers are children, the systems displays a message on the **Flight Schedule Display** page (see chapter 1.4.3) informing the user that children have to be accompanied by an adult.

For every infant selected on the **Traveller Selection** page, at least one adult has to be selected as well.

The **Continue** button on the **Traveller Selection** page leads the user to the **Flight Schedule Query** page (see chapter 1.4.2).

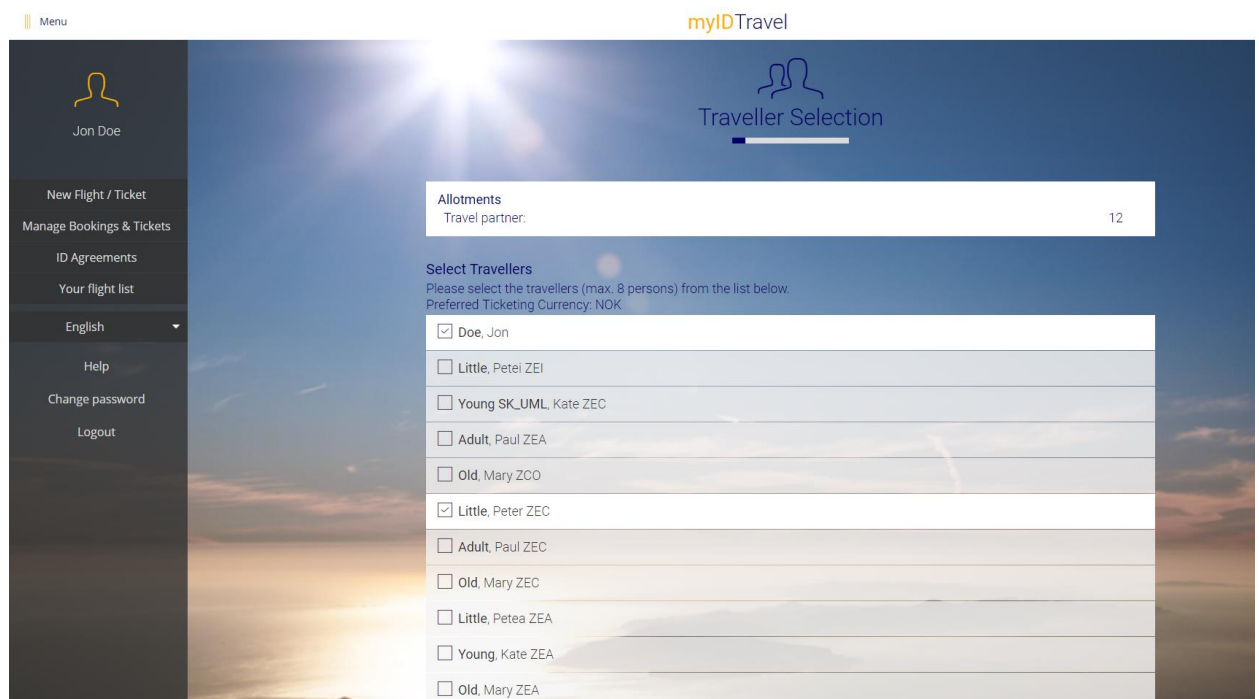


Fig. 5 - Traveller Selection page

1.4.2 Flight Schedule Query page

There are three options for the type of travel:

1. **One Way:** as a result of this choice, only one route/data row will be displayed.
2. **Return:** as a result of this choice, two route/data rows will be displayed. The value of the origin input field in the first row will be filled into the destination input field of the second row and vice versa.
3. **Multiple Legs:** as a result of this choice, up to eight route/data rows will be available.




Fig. 6 - Flight Schedule Query page

The **Airline** element enables the user to choose a specific airline for which the flight schedule will be requested. It has two options:

1. **All Airlines:** the flight schedule will be requested for all airlines.
2. A specific airline: the flight schedule will be requested for the airline chosen in **the Airline** selection box.

The user has to fill in the 3-letter-codes for origin and destination into the respective input fields for each route/data row.

If a user doesn't know the 3-letter-code, the user can just type in the city name into the field. A list with up to five possible suggestions will appear from which the user has to select one (see Fig. 7).

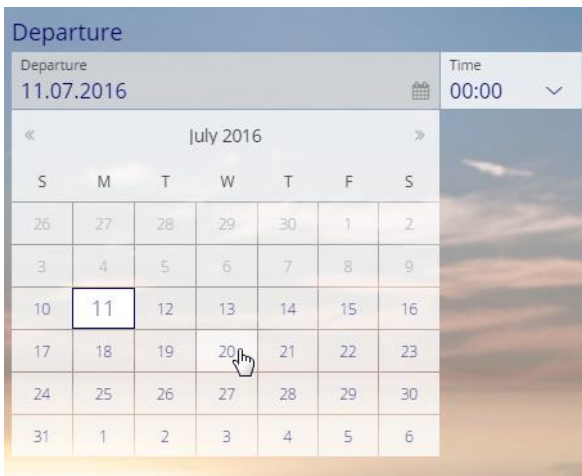


From
nice

- VCE VENICE MARCO POLO APT
- TSF VENICE TREVISO/SANT'ANGELO APT
- CND CONSTANTA MIHAIL KOGALNICEANU
- UCE EUNICE
- NCE NICE COTE D'AZUR

Fig. 7 – Searching for the 3-letter-code with a city name

The user has to enter a valid date into the **Departure** input field. The user can either type the date into the field in the presented format or access a calendar to look up the desired date by clicking on the **calendar icon** (see Fig. 8).



Departure
11.07.2016

Time
00:00

July 2016

S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Fig. 8 - The calendar helps the user to select the correct date

The **Time** dropdown menu gives the user the option to choose the desired starting time of their flight.

The **Travel Status** dropdown menu enables the user to choose the desired travel status. In the leisure travel process, the select box usually contains the values “R1 confirmed” and “R2 standby”.

In the duty travel process, it usually contains “S1 confirmed” and “S2 standby”.

Additional travel status may exist depending on the airline.

The **Class** dropdown contains the compartments that are available for the employing airline and may contain the entries “Economy”, “Premium Economy”, “Business” and “First”. The user chooses the class he would like to travel in.

By pressing the **back** button, the user returns to the **Traveller Selection** page. As the **Traveller Selection** page only exists in the leisure travel process, the **Back** button is not shown in the duty travel process.

The **Find flights** button leads the user to the **Flight Schedule Display** page.

1.4.3 Flight Schedule Display page

For each route/data row entered on the **Flight Schedule Query** page, the **Flight Schedule Display** page shows an availability information block. This block starts with a header which shows the requested date, origin and destination. The checkbox **Selectable flights only** is activated by default and hides the flights that are not available for selection.

Below this header, the page contains a flight availability block for each available flight matching the request. If no flights are available, an informational text is displayed instead.

Each flight availability block contains the following information:

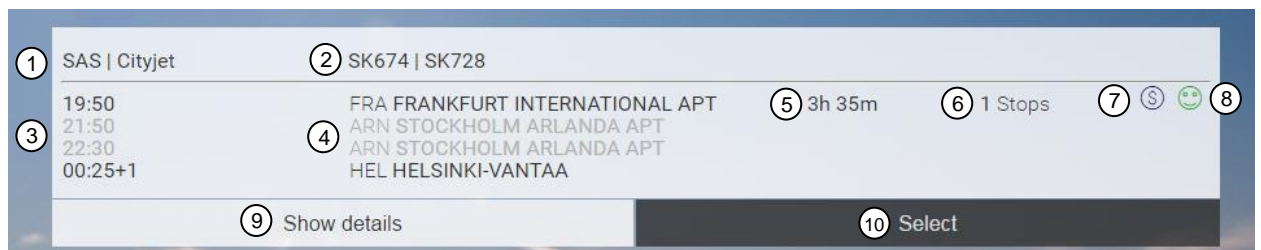


Fig. 9 – Flight availability display

1. The operating airline(s) for the flight.
2. The flight number(s).
3. The local times of first departure and final arrival are listed at the top and bottom of the time-list. If the flight contains a stop, the arrival and departure times are listed in between. The “+1” indicates that the arrival will be at the next day.
4. For each time entry (3), the corresponding airport for arrival or departure is provided.
5. Flight duration from first departure till final arrival
6. The number of stops
7. Tariff information indicator. Indicates the price level of the first traveller who mostly is the employee himself. One dollar icon presents a cheap tariff, while three dollar icons relate to a more expensive tariff.
8. Chance indicator. Indicator for the current booking situation. The following options exist:
 - ☺ (green) → good chance
 - ☹ (orange) → moderate chance
 - ☹ (red) → bad chance
9. The **Show details** button opens a new window with more information about the flight (see chapter 1.4.4).
10. The **Select** button needs to be pressed to choose the specific flight for the route.

The user chooses a flight using the **Select** button. A requested route (entered in one route/data row on the **Flight Schedule Query** page) can consist of more than one segment. In this case, all segments are shown in one flight availability box and can only be selected as a union. As soon as one flight has been selected, the other flights for that route will disappear (see Fig. 10). If the user would like to choose another flight, he can do so by pressing the **Change flight** button. In that case all queried flights for the route will be visible for selection again.

The **Back** button leads back to the **Flight Schedule Query** page.

The **Continue** button leads to the **Fare Information** page and triggers a segment sell (see chapter 8).

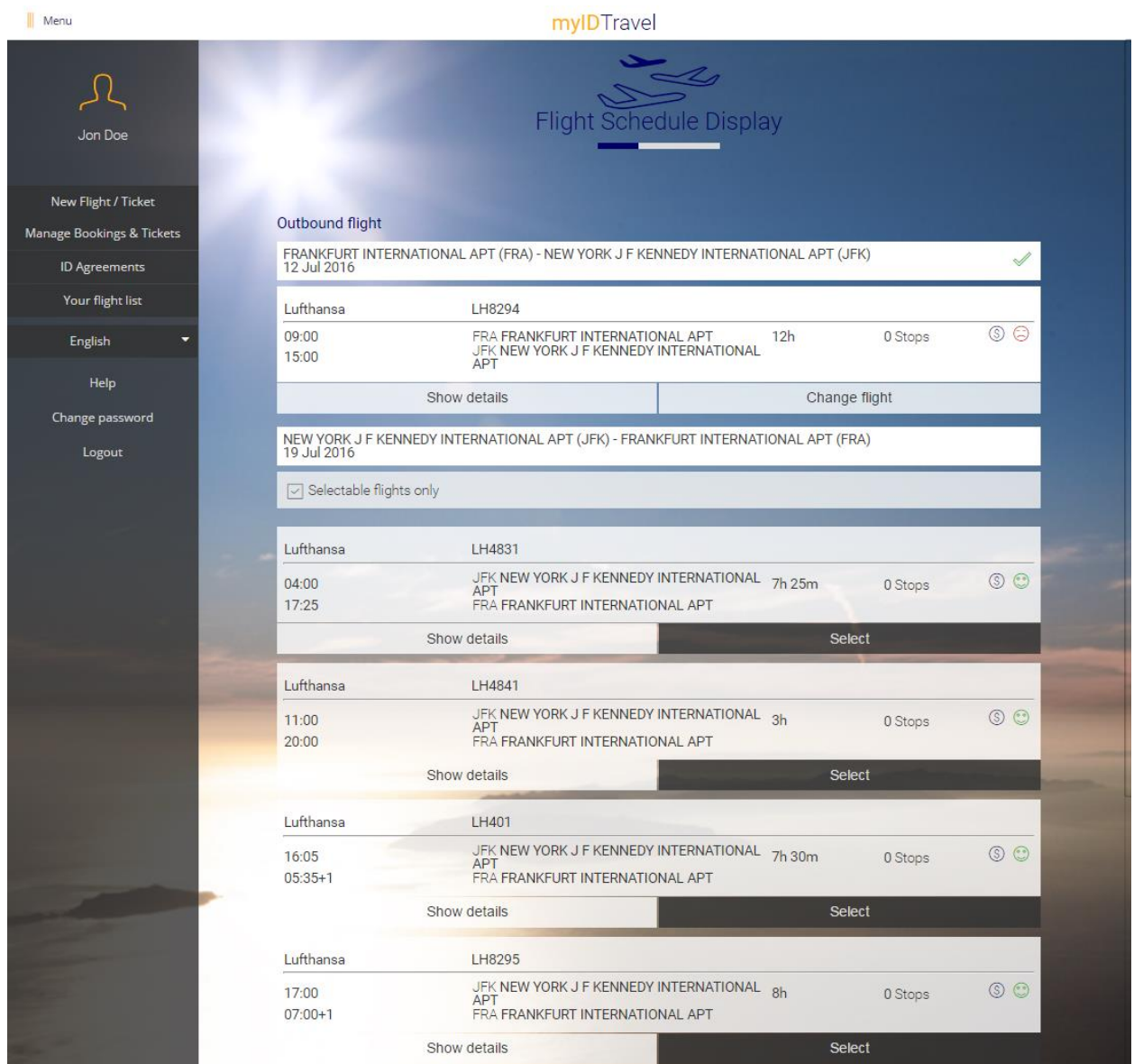


Fig. 10 - Flight Schedule Display page

1.4.4 Flight Details window

In the **Flight Details** window, further information concerning a specific flight are shown (see Fig. 11). The page can be reached from the **Flight Schedule Display** page by clicking on **Show Details** for a specific flight. The popup window can be closed by clicking the cross icon at the upper-right corner.

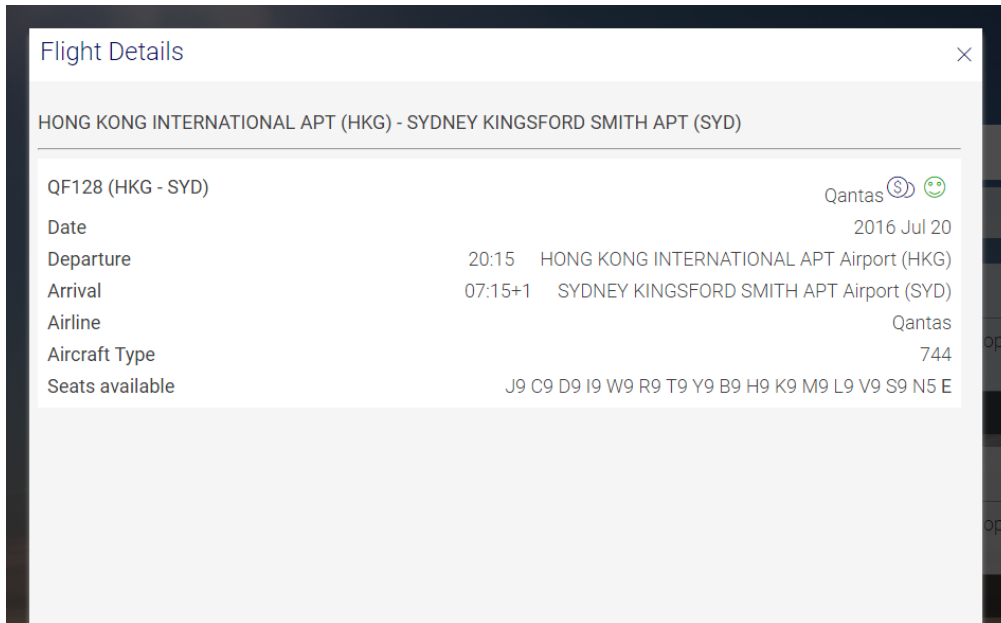


Fig. 11 - Flight Details window

1.4.5 Fare Information page

The screen layout of **Fare Information** page is shown in Fig. 12.

A price information box is shown for each ticketing airline. Below the related segments and the travellers, a price summary is presented. This includes the total fare, total government taxes and the myIDTravel fee.

If there is more than one passenger, the fees for each traveller are listed when the user presses the **Show Subtotals** button (see Fig. 13).

All values are displayed and charged in the transporting airline's currency. The **Grand Total** for all segments is converted into the currency defined by the user in his staff profile (see chapter 11) as a non-binding information.

The conversion is done either through Global Distribution System (GDS) functionality or using the currently valid IATA ROE. For further information regarding the fares calculation and currency conversion see chapter 7.

The **Back** button leads back to the **Flight Schedule Display** page.

The **Continue** button leads to the **Contact and Payment** page.

Menu myIDTravel

Jon Doe

New Flight / Ticket

Manage Bookings & Tickets

ID Agreements

Your flight list

English

Help

Change password

Logout

Fare Information

Lufthansa

FRANKFURT INTERNATIONAL APT (FRA) - HELSINKI-VANTAA (HEL)

Doe, Jon Mr.
Little, Peter ZEC

Show Subtotals

Total Fare	60.00 EUR
Total Government taxes	85.96 EUR
myIDTravel Fee	2.68 EUR
Total Lufthansa	148.64 EUR

Finnair

HELSINKI-VANTAA (HEL) - NEW YORK J F KENNEDY INTERNATIONAL APT (JFK)

Doe, Jon Mr.
Little, Peter ZEC

Show Subtotals

Total Fare	114.00 EUR
Total Government taxes	91.76 EUR
myIDTravel Fee	2.68 EUR
Total Finnair	208.44 EUR

Grand Total **3306.00 NOK**

Back Continue

Fig. 12 - Fare Information page

Lufthansa	
FRANKFURT INTERNATIONAL APT (FRA) - HELSINKI-VANTAA (HEL)	
Doe, Jon Mr.	
Total Fare	30.00 EUR
Total Government taxes	42.98 EUR
myIDTravel Fee	1.34 EUR
Ticket price	74.32 EUR
Little, Peter ZEC	
Total Fare	30.00 EUR
Total Government taxes	42.98 EUR
myIDTravel Fee	1.34 EUR
Ticket price	74.32 EUR
Hide Subtotals	
Total Fare	60.00 EUR
Total Government taxes	85.96 EUR
myIDTravel Fee	2.68 EUR
Total Lufthansa	148.64 EUR

Fig. 13 - Subtotals for each traveller

1.4.6 Contact and Payment Information page

The layout of the **Contact and Payment Information** page is shown in Fig. 14. After a headers section with the selected flights and travellers, it consists of the following input fields in the first section:

- Phone number 1
- Phone number 2
- Mobile number
- E-mail address (requested twice to prevent typing errors)

The values of the input fields **Phone number 1**, **Phone number 2**, **Mobile number** and **E-mail address** are added to the Passenger Name Record (PNR). It is mandatory to insert at least one phone number. The **Phone number 1** and **Phone number 2** fields are prepopulated with the values sent for login (see chapter 5).

The email address field is mandatory as the user will not be able to receive his booking confirmation along with the booking confirmation code in any other way than by email. The input fields for the email address are prepopulated with the user's email address which the system gets from the staff profile/login interface. In case the staff profile does not contain an email address, the fields contain an '@' sign.

Below these contact data, the following payment information is requested separately for each transporting carrier:

- Credit card type
- Credit card number
- Credit card validation code (CVC)
- Expiration date ("valid until")

Accepted credit cards are defined by the transporting airline in the master data module of the administration application. The system validates the format of the credit card information and adds the information to the PNR.

The credit card number entered on the **Contact and Payment Information** page is shown to the user in plain text to verify the number. All credit card information is encrypted for transmission to a separate myIDTravel PCI-server. It is inserted to the PNR using regular transactions. If the ticket is created using the airline specific ResAdapter, the information is encrypted for transmission to the RES system. No credit card information is stored by the myIDTravel system, therefore the user has to enter the information every time he accesses the **Contact and Payment Information** page.

The user needs to verify the credit card information by clicking on the **Verify** button inside the credit card frame. The information is validated by the myIDTravel PCI-Server. Fig. 15 shows a credit card that has been successfully validated. Fig. 16 shows the message that appears if the validation process has failed.

When the credit card has been successfully validated, the user can complete his booking by clicking on the **Finish** button.

Menu
myIDTravel

Jon Doe

New Flight / Ticket

Manage Bookings & Tickets

ID Agreements


Your flight list

English

Help

Change password

Logout



Contact and Payment Information

Your flights

FRA FRANKFURT INTERNATIONAL APT – HEL HELSINKI-VANTAA				19 Jul 2016
Finnair	AY822			Economy / R2 Standby
11:45 15:10	FRA FRANKFURT INTERNATIONAL APT HEL HELSINKI-VANTAA	2h 25m	0 Stop	LISTABLE

Travellers

Doe, Jon Mr.

Young, Kate ZEC Ms.

Contact Information

Phone number 1 123456789	Phone number 2 (optional) +00 000 000 000
Mobile number (optional) +00 000 000 000	
E-mail address myidtravel@lhind.dlh.de	Repeat E-mail address myidtravel@lhind.dlh.de

Payment for Finnair

Please insert your credit card information. The ticket costs of 139.64 EUR will be charged on this card.

Credit Card* American Express
Card Number*
Valid Code*
Valid until* 07.2017

Please press the 'Verify' button after entering your credit card details, then scroll down and select 'Next' to continue.
Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to ticketing errors.

Verify

Back
Finish

Please note
Please note: This is the last step in the request process. When you click "finish" 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.

Fig. 14 - Contact and Payment Information page

Please insert your credit card information. The ticket costs of 83.32 EUR will be charged on this card.

Credit Card*	Visa
Card Number*	*****9999
Valid. Code*	***
Valid until*	** ****

The credit card was successfully saved for the current booking.

Edit

Fig. 15 - The credit card has been successfully validated for the booking

Payment for Lufthansa

Please insert your credit card information. The ticket costs of 148.64 EUR will be charged on this card.

Credit Card*	American Express
Card Number*	
Valid. Code*	
Valid until*	07.2017

Please enter a valid credit card number and its validation code. You can obtain information on how to find these data from the context help and the tutorial.

Verify

Fig. 16 - An invalid credit card was provided

1.4.7 Confirmation page

The **Confirmation** page (see Fig. 17) contains a header section with all created PNR's and tickets.

The system does also send a confirmation email to the email address entered into the **email address** input field on the **contact** page. In case the email cannot be sent, the system shows an error message on the **confirmation** page to notify the user to print out the **confirmation** page or to write down the booking code(s).

The **Confirmation** page also provides a summary of the booking, including the travellers, the flights and the fares.

Menu myIDTravel

✓ Your booking/listing has been completed successfully.

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

Booking Reference: 503GK5
 Ticket number: [220-2453934782](#)
[220-2453934783](#)

Travelers

Doe, Jon Mr.

Adult, Paul ZEC Mr.

Your flights

FRA FRANKFURT INTERNATIONAL APT – HEL HELSINKI-VANTAA				26 Jul 2016
Lufthansa	LH848			Economy / R2 Standby
09:50 13:15	FRA FRANKFURT INTERNATIONAL APT HEL HELSINKI-VANTAA	2h 25m	0 Stop	LISTABLE

Fare Information

Lufthansa

FRANKFURT INTERNATIONAL APT (FRA) - HELSINKI-VANTAA (HEL)

Doe, Jon Mr.
Adult, Paul ZEC Mr.

[Show Subtotals](#)

Total Fare	51.00 EUR
Total Government taxes	85.96 EUR
myIDTravel Fee	2.68 EUR
Total Lufthansa	139.64 EUR
Grand Total	1293.00 NOK

Jon Doe

New Flight / Ticket

Manage Bookings & Tickets

ID Agreements

Your flight list

English ▾

Help

Change password

Logout

Fig. 17 - Confirmation page

2 Manage Bookings and Tickets

2.1 Introduction

This chapter specifies the retrieval, cancellation and refund processes. The starting point for these processes is the menu entry **Manage Bookings & Tickets** (see Fig. 18).

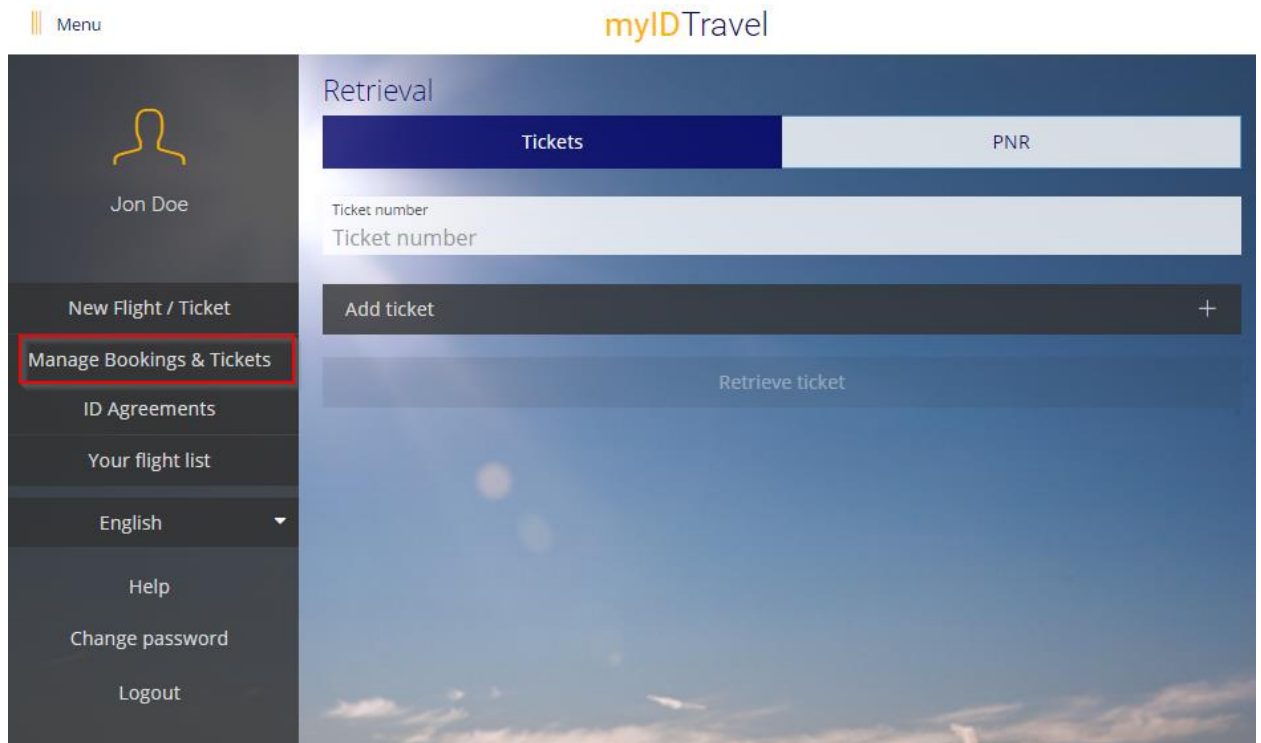


Fig. 18 - Manage Bookings & Tickets

2.2 PNR retrieval and cancellation

myIDTravel can be used to retrieve a PNR which was previously created in myIDTravel. The **PNR Retrieval input** page is shown in Fig. 19. This page is shown when a user clicks on the **PNR** button on the **Manage Bookings & Tickets** page. The user enters the **booking reference** code and retrieves the PNR with the **Retrieve PNR** button.

If a valid PNR has been found, the PNR summary page is shown. If no valid PNR was found, the user is asked to provide the operating airline and optionally his last name in addition to the record locator (see Fig. 20).

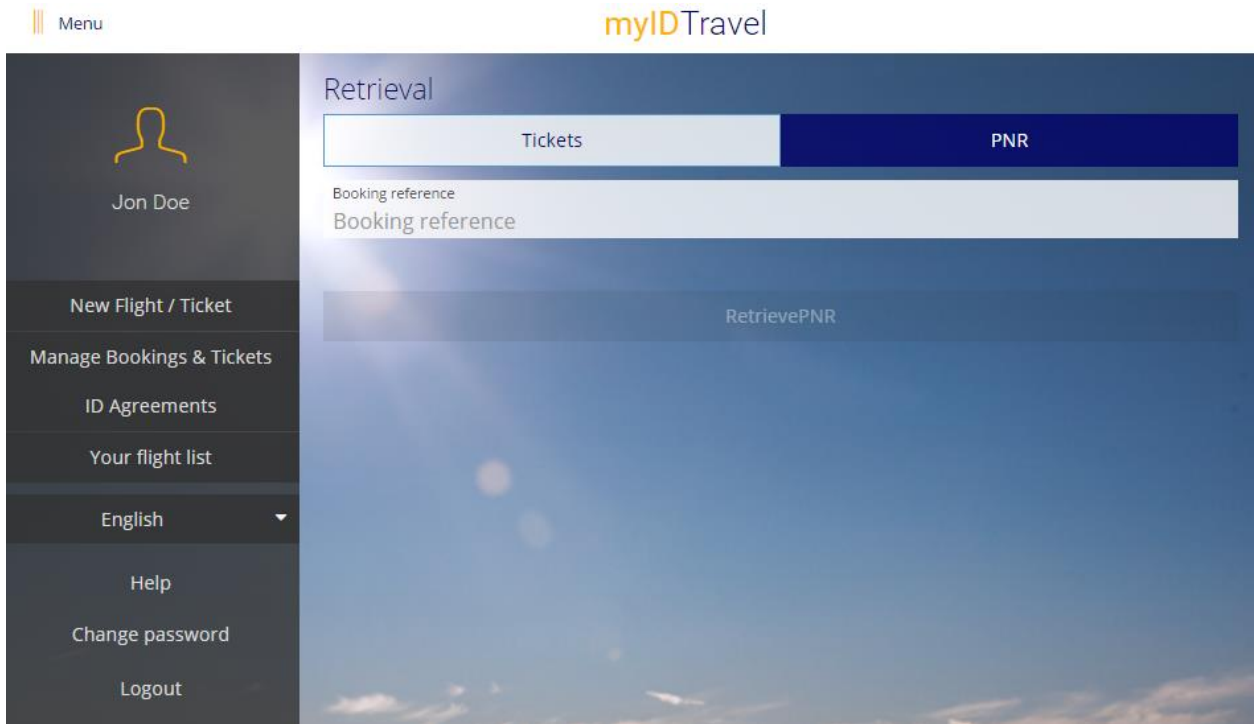


Fig. 19 - PNR Retrieval with the booking reference

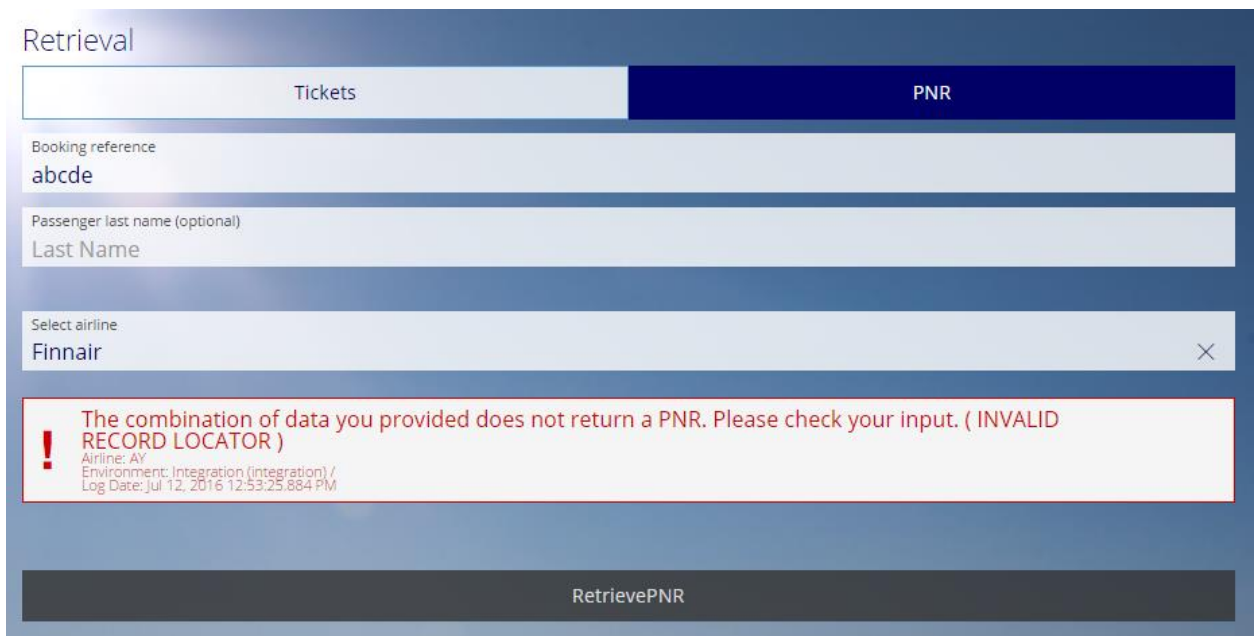


Fig. 20 - PNR retrieval with booking reference and airline

The **PNR retrieval output** page is shown in Fig. 21. On this page, the user can either choose the segment he would like to cancel and press the **Cancel** button, or he can cancel the whole PNR by pressing the **Cancel all** button.

The rebooking process is described in chapter 3.2.

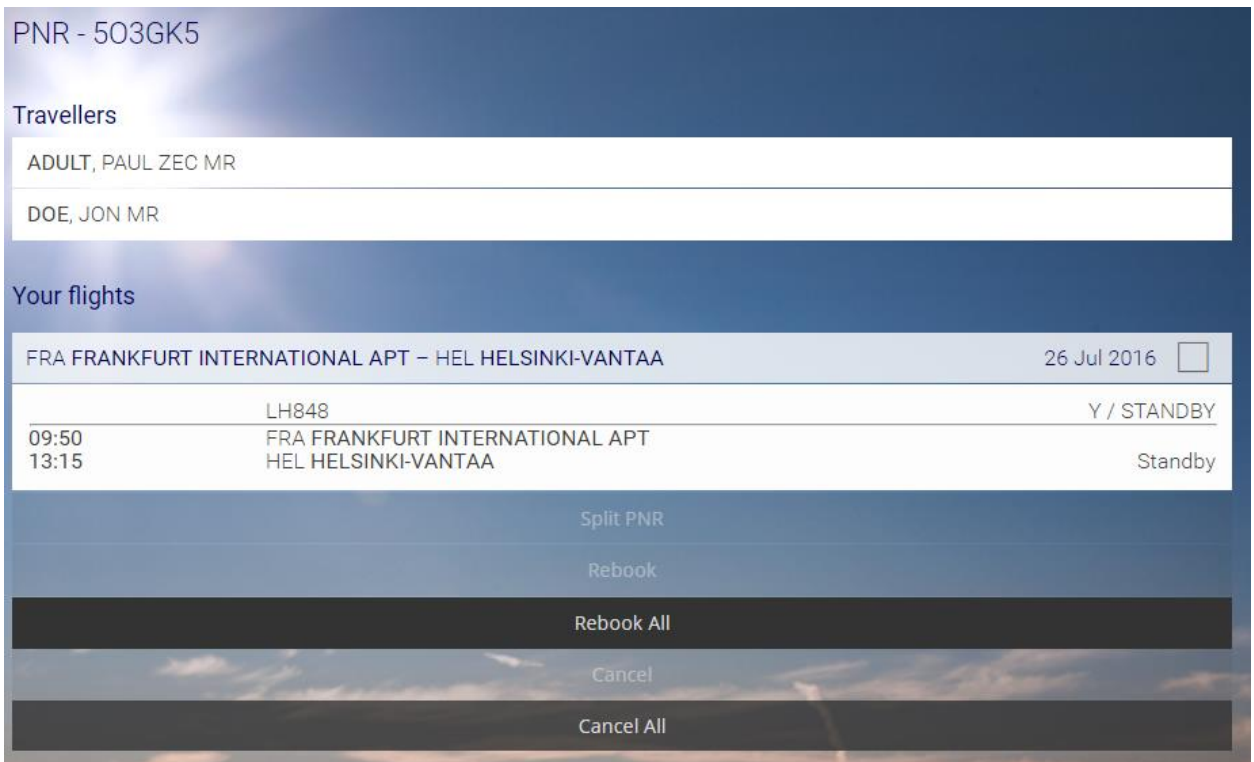


Fig. 21 - PNR retrieval output page

2.3 Ticket retrieval

myIDTravel can be used to retrieve a ticket which was previously created in myIDTravel. The **Ticket retrieval input** page is shown in Fig. 22. This page becomes visible when a user clicks on the **Tickets** button on the **Manage Bookings & Tickets** page. The user enters the **ticket number**. With the **Add ticket** button, another ticket number input field appears. This allows the simultaneous retrieval of multiple tickets. The **Retrieve ticket** button leads to the **Ticket retrieval output** page (see Fig. 23).



Fig. 22 - Ticket retrieval input page

After a ticket has been retrieved, it can be refunded or a new listing for the ticket can be created if the underlying PNR has been completely cancelled before. The refund process is described further down in this chapter; the “listing for existing ticket” process is described in chapter 4.

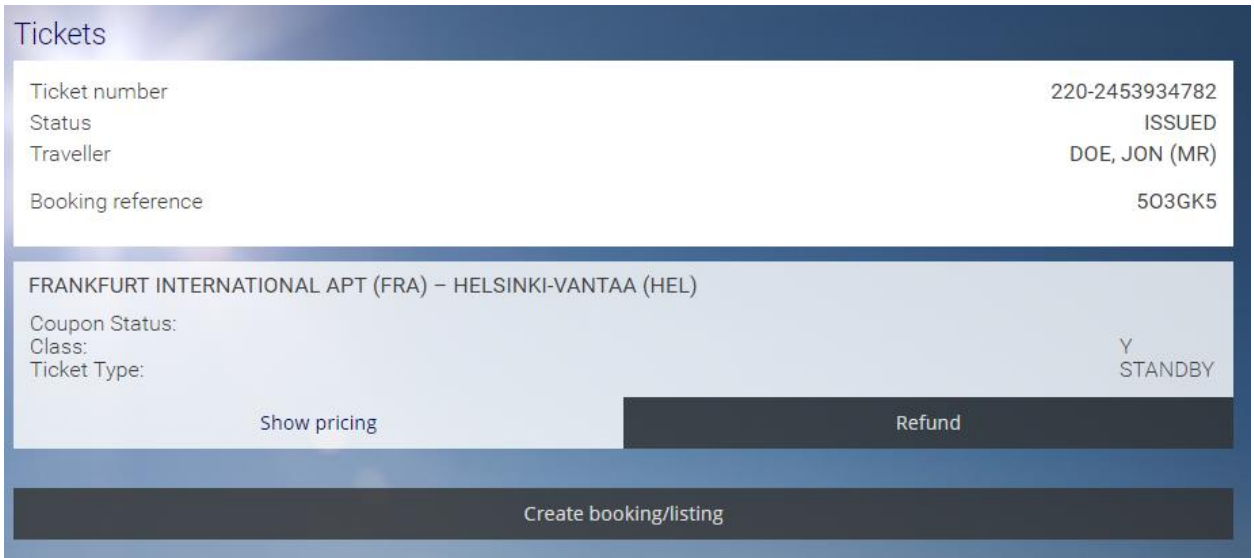


Fig. 23 - Ticket retrieval output page

2.4 Ticket refund

myIDTravel supports both full (the ticket contains unused coupons only) and partial (the ticket contains at least one used coupon) refunds. After clicking the **Refund** button on the **Ticket retrieval output** page, the user is lead to a page which requests his confirmation for the refund. If the transporting airline’s GDS supports it, myIDTravel can trigger an automatic refund in the GDS for full refunds. The refund can be fully or partial. If the GDS does not support this functionality or if the airline does not want full refunds to be performed automatically, refund requests are put into the refund queue where the airlines administrator needs to process the refunds manually.

3 Rebooking

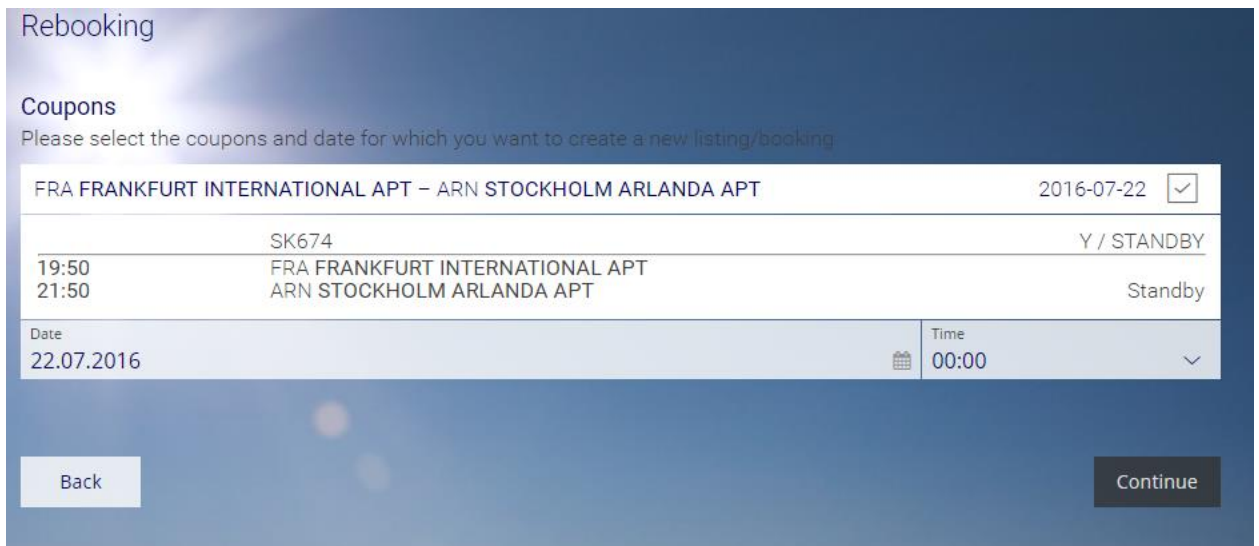
3.1 Introduction

This chapter describes the rebooking process.

3.2 Process flow

myIDTravel can be used to rebook flights for bookings on the same airline and the same routing. The rebooking process starts with a PNR retrieval that leads the user to the **PNR retrieval output** page (see chapter 2.2). On this page, the user can either choose to rebook all segments or to rebook just one particular segment.

The **Rebooking Flight Schedule Query** page is similar to the **Flight Schedule Query** page (see chapter 1.4.2) with the limitation that only the date and time can be adjusted. In Fig. 24, the **Rebooking Flight Schedule Query** page for the **Rebook all** option is shown.



Coupons		Please select the coupons and date for which you want to create a new listing/booking	
FRA FRANKFURT INTERNATIONAL APT - ARN STOCKHOLM ARLANDA APT		2016-07-22	☑
SK674		Y / STANDBY	
19:50	FRA FRANKFURT INTERNATIONAL APT		
21:50	ARN STOCKHOLM ARLANDA APT	Standby	
Date	22.07.2016	Time	00:00
Back		Continue	

Fig. 24 - Rebooking Flight Schedule Query page

In the upper section of the page the user's current selection of flights is shown.

In the section below there are input elements to change the **Date and Time** of the selected or all segments contained in the PNR. As the user is only allowed to rebook on the same airline, route and class, those two input fields are sufficient for the rebooking process.

The **Back** button leads back to the **PNR Retrieval Output** page, the **Continue** button leads to the **Rebooking Flight Schedule Display** page.

The **Rebooking Flight Schedule Display page** (see Fig. 25) is similar to the **Flight Schedule Display** page. An airline-specific availability is requested as the user is only allowed to rebook on the same airline.

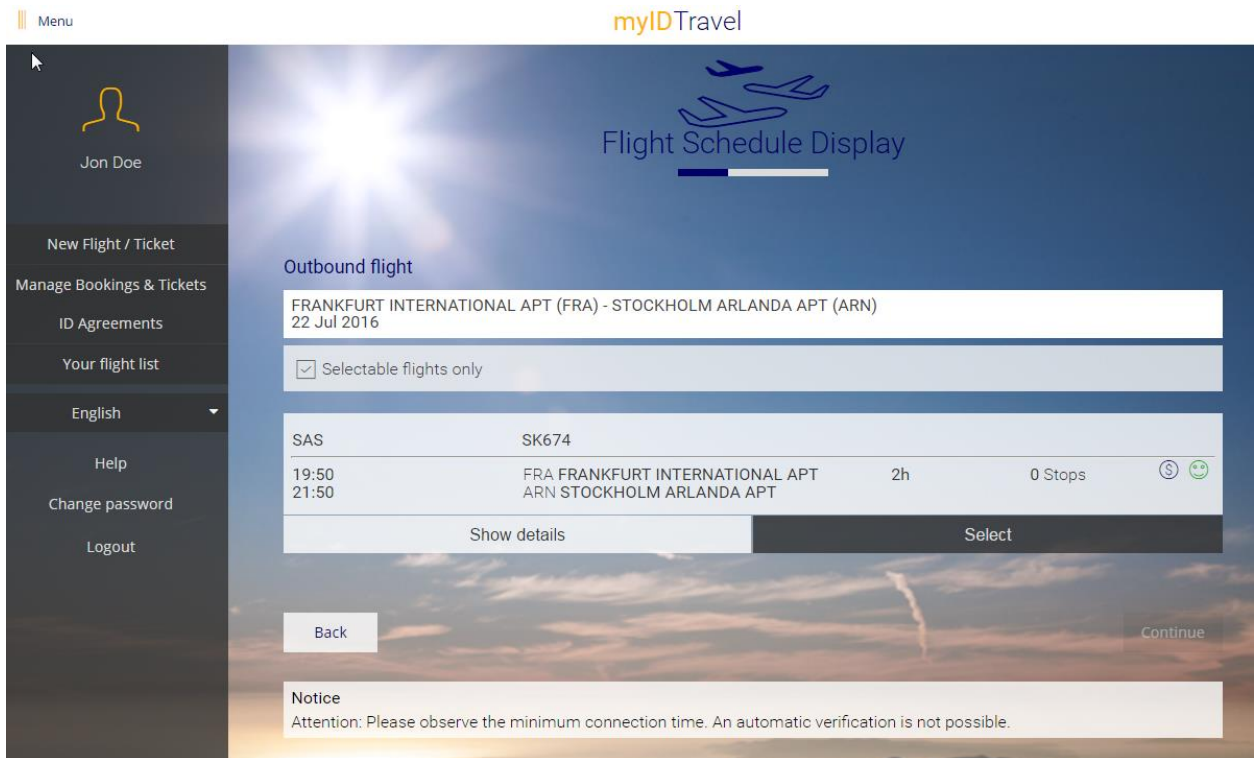


Fig. 25 - Rebooking Flight Schedule Display page

Again, in the upper section the PNR's itinerary is shown. In the section below, the available flights are shown (see chapter 1.4.3 for an explanation of the availability output).

The **Back** button leads to the **Rebooking Flight Schedule Query** page, the **Continue** button leads to the final booking page with a summary of the flights. After clicking the **Rebook Now** button, a **Rebooking Confirmation** page is shown which looks similar to the one described in chapter 1.4.7.

A confirmation email about the rebooking is sent to the E-mail address the user has entered during the original booking/listing process.

4 Listing for existing tickets

4.1 Introduction

This chapter describes the “Listing for existing ticket functionality” which offers the possibility to create listings for unused tickets which have originally been issued by myIDTravel. To create a listing for a ticket for an unused ticket, it is necessary that the underlying PNR has been completely cancelled.

4.2 Process flow

The process is called from the **Ticket retrieval output** page (see Fig. 23) by clicking the **Create booking/listing** button. This leads the user to the **Traveller Input** page (see Fig. 26).

It is also possible to create listings for multiple tickets in just one step. The multiple ticket retrieval process is described in chapter 2.3. If the itineraries of the tickets differ, the intersection of the consistent flight segments with “open” segment status are available for selection.

On the **Traveller Input** page, the traveller’s data that was provided for the original booking is listed for each ticket. If a mandatory field is missing, the user will be asked to fill in the information. The **Continue** button leads to the **Coupon Selection** page.

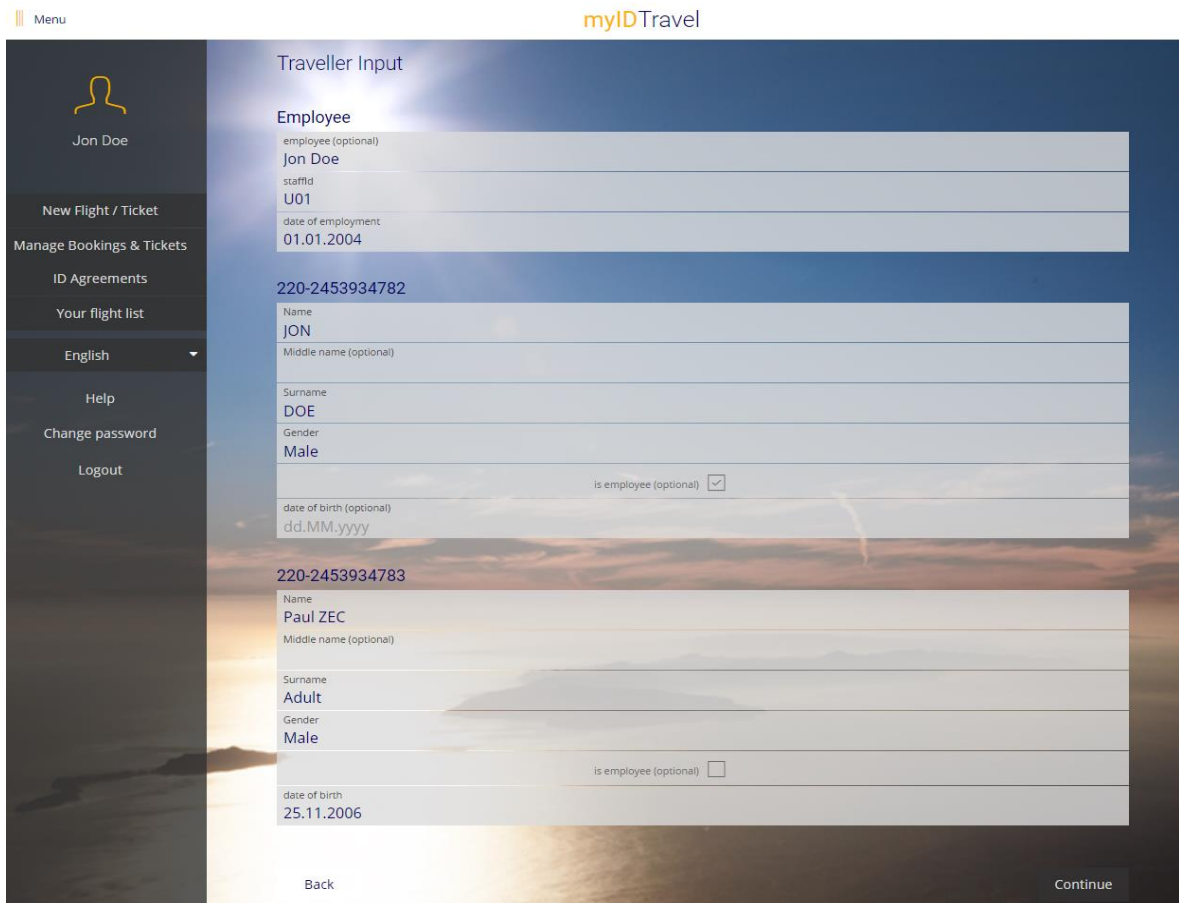


Fig.

26 - Listing for existing tickets - Traveller Input

On the **Coupons** page, the user can select the segments for which he wants to create a listing by selecting the appropriate checkboxes and entering **Date** and **Time** of the desired flights (see Fig. 27). Only flights which have an “open” segment status in the ticket are selectable.

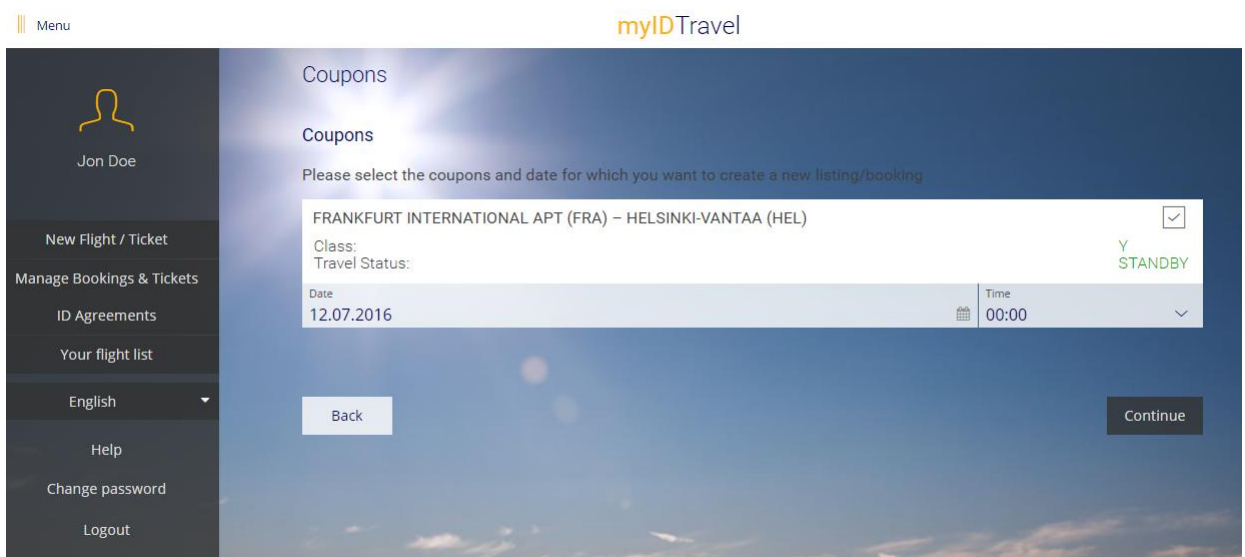


Fig. 27 - Coupons selection page

After clicking the **Continue** button, a **Flight Schedule Display** page for the requested segments is displayed. This page looks similar to the one shown in chapter 1.4.3.

The Listing **Contact and Payment Information** page (see Fig. 28) which is displayed prior to the listing confirmation does only contain input fields for contact information; payment information fields are omitted as the ticket has already been paid upon issuance.

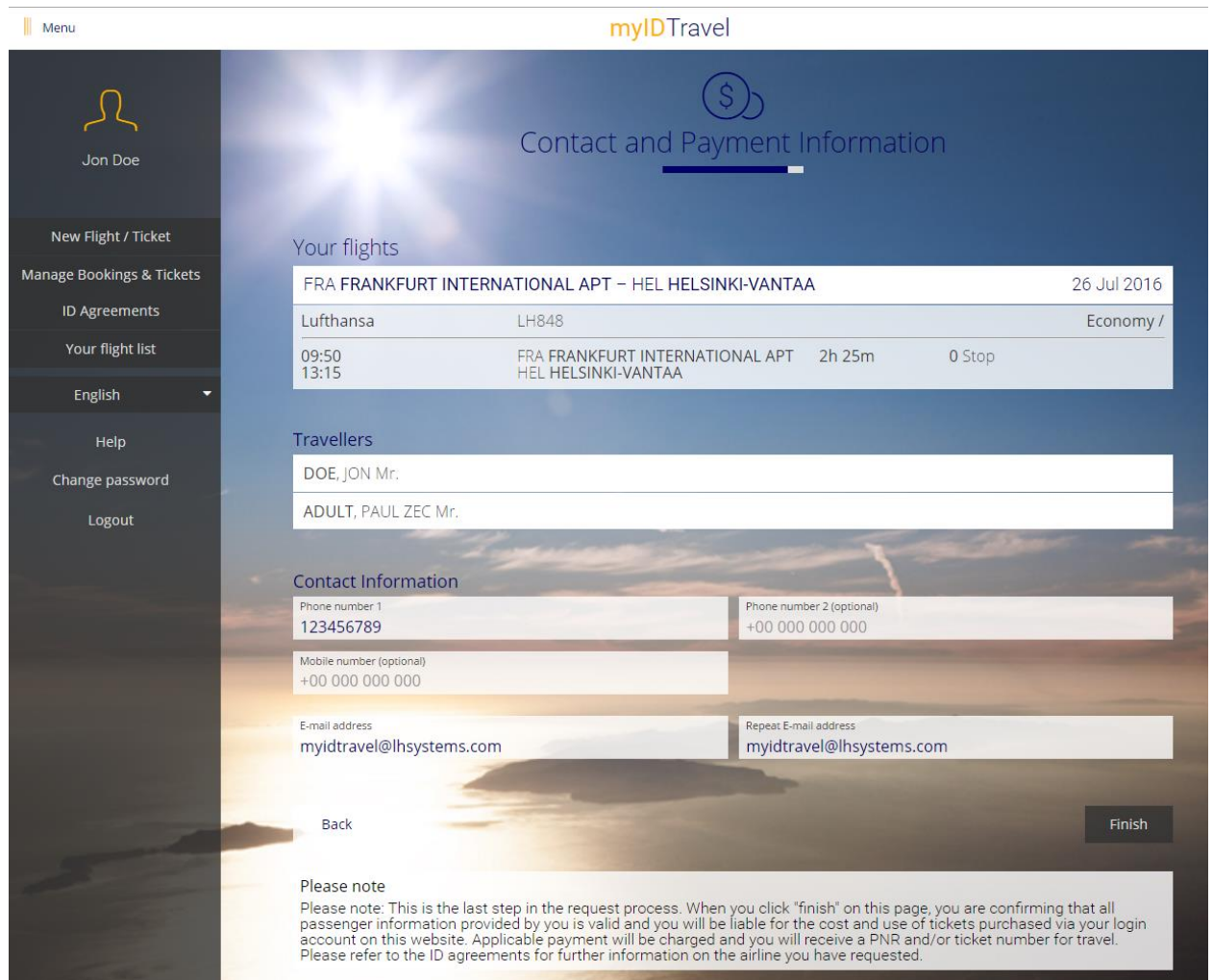


Fig. 28 - Listing Contact and Payment Information page

5 Login & Authentication

5.1 Introduction

This chapter specifies the login process with its three characteristics. myIDTravel offers the following different login options:

- Single Sign-On (SSO) through a company intranet.
- Direct login to myIDTravel for registered users within the myIDTravel staff profile module.
- Master Access for key users named by the airlines (e.g., for staff travel offices)

5.2 Login options

5.2.1 Single Sign-On (SSO) through a company intranet

Airlines having their own company intranet are able to log on to myIDTravel without directly signing in to myIDTravel. Whenever a user wants to log on to myIDTravel, the intranet creates a web service request containing the employee's profile and its eligible persons and transfers this information to myIDTravel.

myIDTravel then registers the user in the staff profiles module on a transient basis (without storing the information into a database) and forwards a login token to the carrier's intranet. The token is valid for one minute and gives the user access to the system. The intranet now opens a new browser window for myIDTravel. Fig. 32 illustrates this process.

As personal data is highly sensitive, the application allows maximum data security. Using Web Service Security Extension (WSSE), the data fields are encrypted and the complete web service message is signed digitally. These encryptions and signatures require a certificate exchange between myIDTravel and the intranet applications.

The web service call created by the carrier's intranet has to be encrypted and signed. myIDTravel validates the signature and decrypts the data fields.

5.2.2 Direct login using the staff profile module

Employees from carriers not having a company intranet log on to myIDTravel through the myIDTravel login page which can be accessed through every ordinary internet connection. For this functionality, all of the employees' personal data which are needed to create bookings and tickets via myIDTravel are stored in the myIDTravel database using the staff profile module.

All staff data are maintained by the HR staff of the employing carrier. Once an employee's profile information is available in the myIDTravel staff profile module, the user can register for a personal account. For further information about the staff profile module, see chapter 11.

Fig. 33 shows how the process of registrations works.

There is also an upload functionality available that enables the airlines to upload their full data.

5.2.3 Master access

Airlines may choose to have special master access accounts created for persons who are supposed to be able to make bookings/listings on behalf of the airline's employees. The respective usernames and passwords are provided to the carriers by Lufthansa Industry Solutions via email.

Fig. 29 shows the **master access welcome** page which is displayed after the logon. The master access user is asked to specify whether the duty or leisure travel process is to be started.

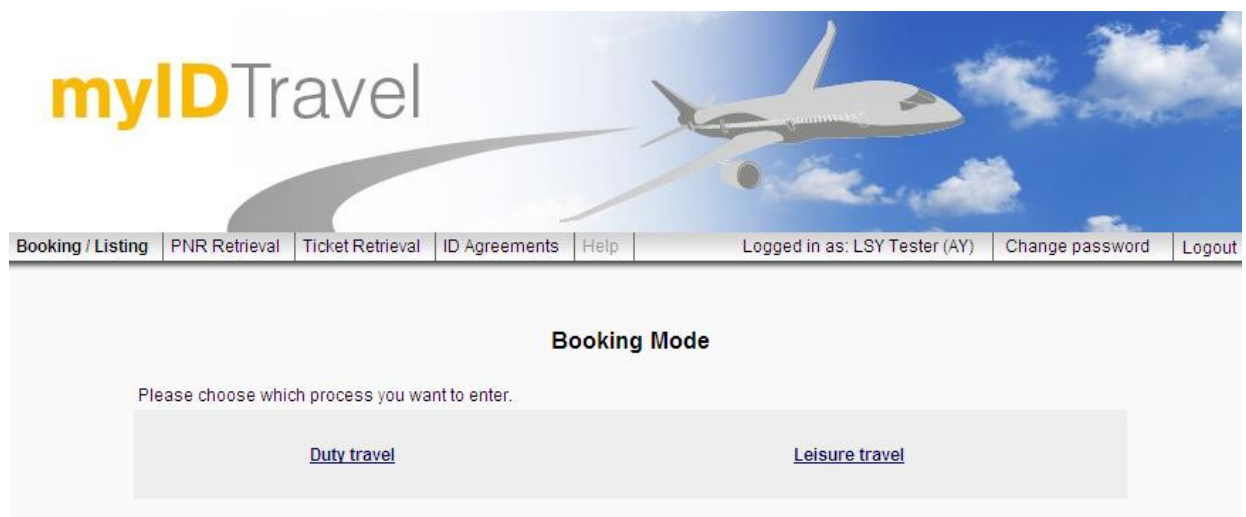


Fig. 29 - Master access welcome page

After choosing the booking mode (**duty travel** or **leisure travel**) the user is taken to the **traveler input** page. In duty travel mode, only one traveler (i.e. the employee) can be entered (see Fig. 30). In leisure travel mode, up to eight eligible travelers can be entered (see Fig. 31).

The process has to be completed for each traveler separately. Group bookings are not supported (except for accompanying eligible persons in leisure travel mode).

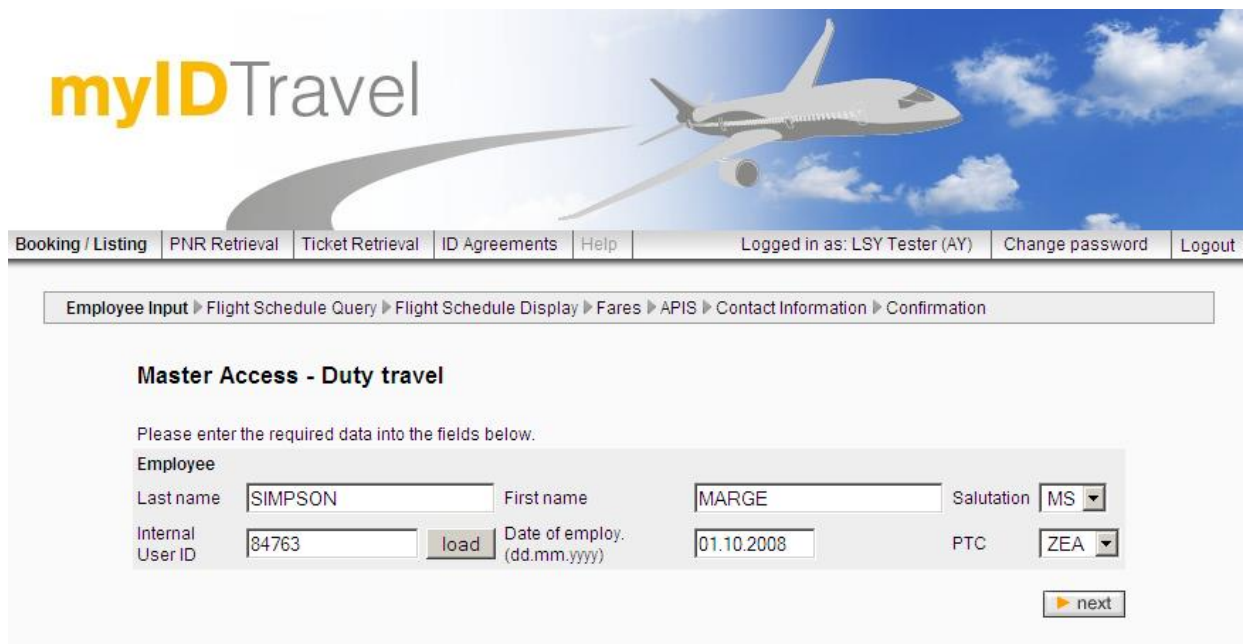
Even if the travelers are not accompanied by the employee, it is mandatory to enter the employee's staff data which consists of

- Last name
- First name
- Salutation (MR/MS/CHD)
- Internal User ID (e.g., staff ID)

- Date of employment
- Passenger type code

- For additional travelers, the following information is required:
 - Last name
 - First name
 - Salutation (MR/MS/CHD)
 - Passenger type code
 - Date of birth (for children and infants)

In leisure travel mode, checkboxes control which travelers are to be included in the following booking/listing process. In case that the booking shall include more than one additional traveler, more travelers can be added by clicking the **further person** button.



myIDTravel

Booking / Listing | PNR Retrieval | Ticket Retrieval | ID Agreements | Help | Logged in as: LSY Tester (AY) | Change password | Logout

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

Master Access - Duty travel

Please enter the required data into the fields below.

Employee

Last name: First name: Salutation:

Internal User ID: Date of employ. (dd.mm.yyyy): PTC:

Fig. 30 - Master access traveler input page (duty travel mode)

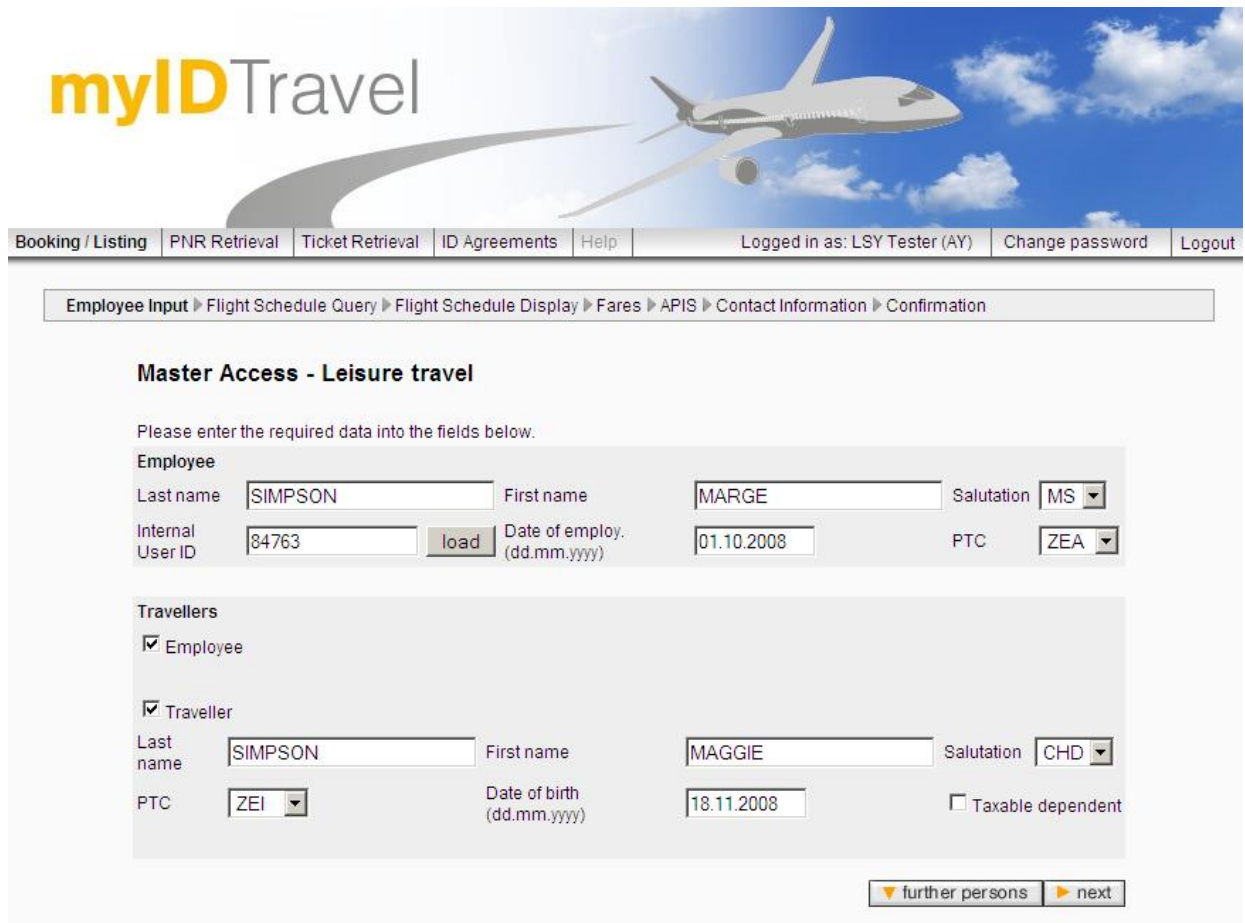


Fig. 31 - Master access traveler input page (leisure travel mode)

After the user has completed the **traveler input** page and clicked on **next**, the booking/listing process starts with the **flight schedule input** page as described in chapter 1.4.2.

5.3 Privacy statement

Once a user has logged in via one of the methods described above, the system displays a privacy statement which is required by German federal law. The user has to confirm that he has read, understood and acknowledged the privacy statement by clicking the appropriate checkbox. If this acknowledgment is not given, the user will not be able to carry out any action within myIDTravel.

5.4 Process diagrams

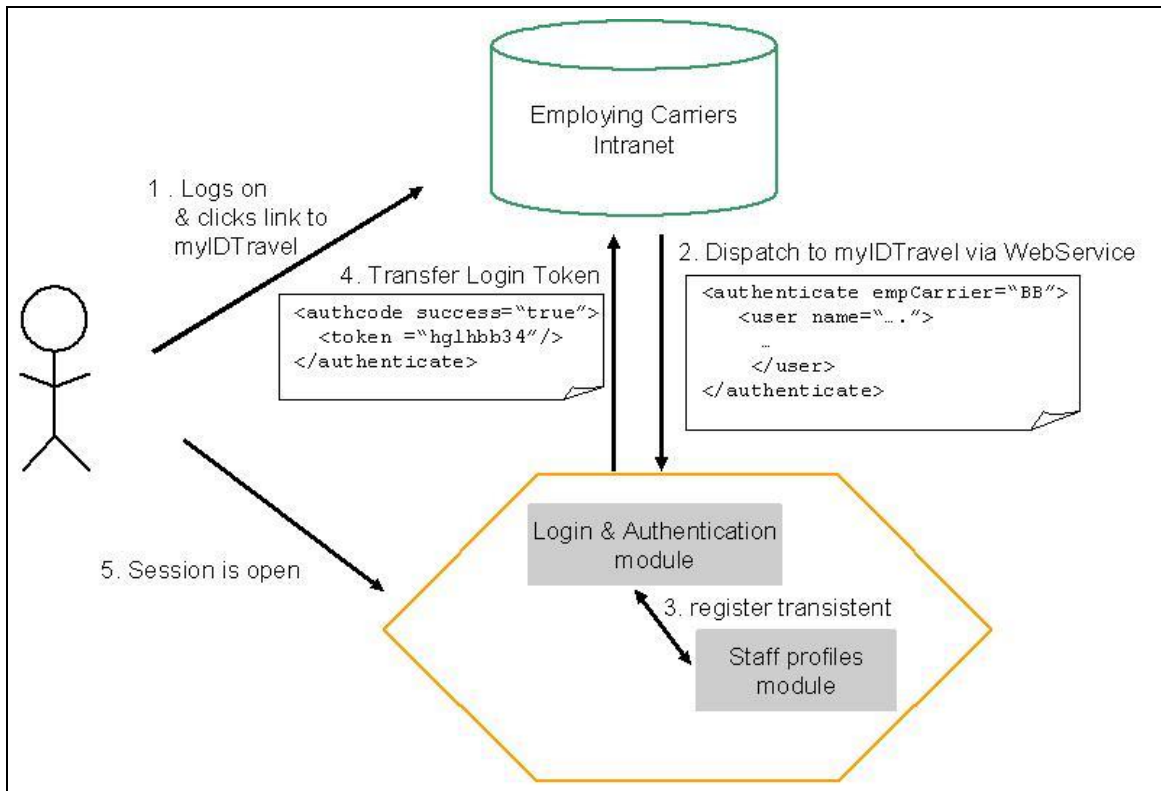


Fig. 32 - Login process overview

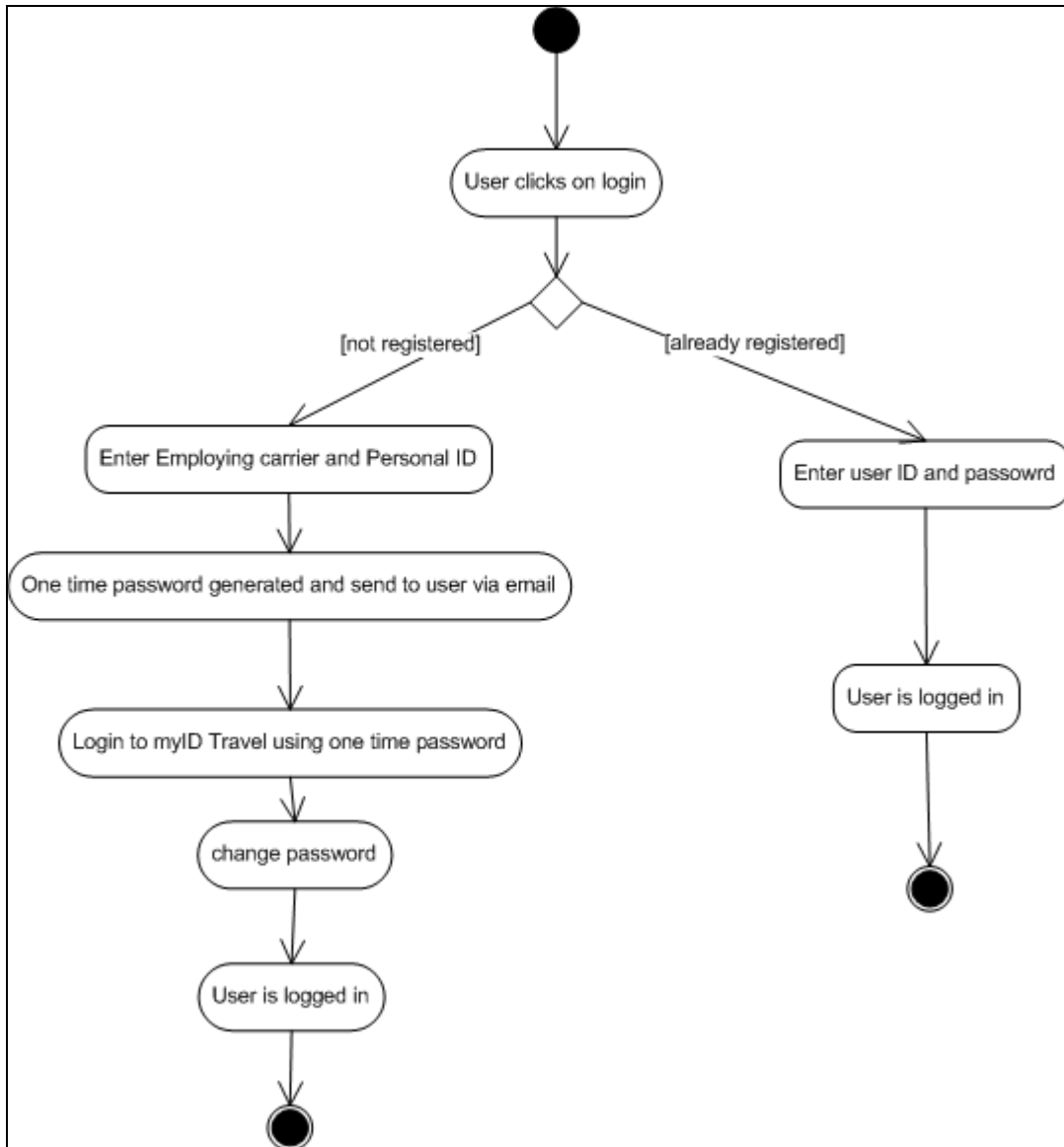


Fig. 33 - Process flow: user registration

6 Flight schedule & availability

6.1 Introduction

This chapter specifies how and from which system the availability is requested and how it is validated against the airline’s ID agreements. The end-user screen flow is described in chapter 1. The administration of ID agreements is described in chapter 9.

6.2 Process flow

Flight availability in myIDTravel is retrieved as follows:

1. myIDTravel requests a neutral availability containing the user’s routing input (origin, destination, date, time, compartment and standby/confirmed) from a GDS/airline system (see chapter 6.3).
2. The airline’s system returns a flight schedule for the specified day. The number of displayed flights depends on the available flights for the requested routing and the used GDS. The system can display up to 2 GDS pages.
3. The flight schedule is validated against the airline’s ID agreements using the ID agreements module.
4. The flight schedule is displayed. If non-bookable flights (e.g. due to non-conformance with the ID agreements) are included, the respective flights are not selectable and a detailed description is available through the **Flight Details** page (see chapter 1.4.4).

This process is illustrated in Fig. 34. In the example, flights 1, 2 and 4 are bookable, whereas flight 3 is not.

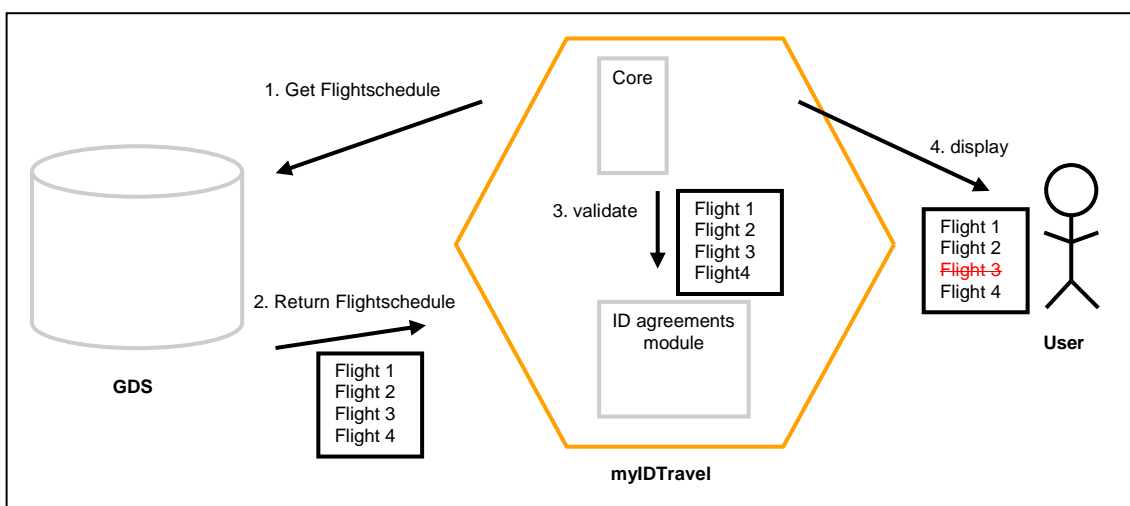


Fig. 34 - Availability retrieval process

6.3 Usage of GDS/airline system sessions

myIDTravel uses GDS/airline system sessions for each transporting airline. For every employing airline there will be a definition which GDS or airline system has to be used for availability requests. In

most cases the employing airline will also be a transporting airline. If so, the standard system to be used is the airline's own GDS/airline system.

If a transporting airline uses the myIDTravel standard interface for airline system integration, but the underlying system does not support the availability functionality, the airline has to define which system (this includes which GDS session) has to be used instead. This assumes an agreement with the airline owning the GDS session.

6.3.1 Availability display

If the user selects an availability for **all airlines** on the **flight schedule input** page, neutral availability is requested from the session specified in the master data (see chapter 10). If the user selects a specific airline, the request will be performed on the selected airline's GDS session and the availability will be provided for the selected airline only.

6.3.2 Availability data

The transporting airline that provides the GDS/airline system session has to display the travel classes eligible for ID travel in the availability display. For confirmed travel, myIDTravel verifies whether the requested number of seats is available in these travel classes. For standby (space available) travel, myIDTravel acts as if the requested number of seats was available.

If the availability data is not visible, the process can be continued and the seat status after the segment sell is displayed on the next page. This is described in chapter 8.

6.3.3 Code share

myIDTravel only shows code share flights as selectable if it can identify the operating airline. If the operating airline cannot be identified, the flight is not selectable and an appropriate explanation is shown on the **flight detail information** page.

6.3.4 Validation of ID agreements

Flight schedules are always checked against the ID agreements before being displayed on the **flight schedule output** page. Booking is only possible if all selected travelers are allowed to travel on the given segment.

ID agreements and travel rules are defined by the transporting airline (see chapter 9).

7 Pricing & taxes

7.1 Introduction

This chapter explains the calculation of fares and taxes for the transporting airline. Generally, there are two ways to calculate fares and taxes for a booking:

- Fare calculation via the transporting airline's system's auto-pricing functionality
- Fare calculation via the myIDTravel fares module

It is also described how the price is displayed to the user and which currency conversions are performed.

If a routing contains several transporting airlines, the process results in creating one PNR for each transporting airline and one ticket for each transporting airline per traveler. For details please see chapter 8.3. Pricing for each ticket is done separately.

7.2 Passenger type codes

The pricing depends on passenger type codes (PTCs). These codes define the relation between the employee and the traveler (e.g., spouse, child).

7.3 Point of sale (POS) and Point of ticketing (POT)

The transporting airline defines in which way the ticket is issued (electronic ticket or ticketless travel). The POS and POT are defined by the default settings of the transporting airline's GDS session or airline adapter configuration. Therefore these values are independent of the departure segment and of the user's location.

The ticket's currency also depends on the transporting airline. In case the transporting airline uses the myIDTravel pricing module, the transporting airline's administrator has to define the preferred currency within the Master Data module of the Administration application (see chapter 10).

The price must be identical for the myIDTravel price display, the ticket and credit card debit.

If the transporting airline does not provide an online link (no GDS and no airline RES online adapter), myIDTravel does not know in which location the ticket will be issued. In case the ticket is issued in another currency than the one defined by the transporting airline, the currency in the myIDTravel price display might be different to the tickets currency.

7.4 Auto-pricing via GDS or airline system

A calculation using a GDS is based on an existing PNR. The process of creating a PNR is described in chapter 8.

For myIDTravel, it is irrelevant whether a GDS or an airline-specific system calculates the price. Analogue to the booking process, the airline-specific adapter implements the standard myIDTravel interface and behaves exactly like a GDS. Therefore, all references to GDSs within this paragraph also apply to airline-specific systems.

The fare calculation in the transporting airline's system requires that the transporting airline has filed their fares in the GDS. myIDTravel uses the transporting airline's GDS session. The fare calculation process is based on the ZED PTCs (ZEA, ZEC, ...). These PTCs are attached to the ticket's fare base (e.g., YIDZM2R2/ZEA).

Taxes are calculated based on the given fare in the transporting airline’s system. The tax exclusion is handled by the GDS

As a result of the pricing process, the auto-pricing of the GDS creates a temporary ticket and inserts all relevant fares and applicable taxes.

For tax exclusions please refer to chapter 7.10.

7.5 Pricing via myIDTravel pricing module

In the myIDTravel pricing module, all fares are calculated based on

- ZED/MIBA standard zone fares or
- fares defined by the transporting airline’s administrator.

A price calculation performed by the myIDTravel pricing module consists of the following process steps:

1. calculate the mileage for each segment using the GDS
2. identify the applicable distance zone* according to the calculated mileage
3. identify the applicable fare base for each traveler using the ID agreements
4. read fare base entry from airline-specific fare base table, or, if no airline specific fare base exists, read fare base entry from standard ZED/MIBA fare base table for each traveler
5. read applicable fare from fare base.
6. read transporting airline’s preferred currency from master data
7. convert fare amount for each traveler and segment to the transporting airline’s preferred currency using the IATA ROE
8. calculate taxes using the transporting airline’s GDS’
9. exclude the taxes exempted in the myIDTravel *tax exclusion* table
10. calculate taxes based on a specific percentage according to the myIDTravel *percentage taxes* table
11. calculate the total amount for each transporting airline
12. convert total amount to the users preferred currency for a non-binding informative price display, either by using the GDS’ currency conversion functions or the respective IATA ROE

*ZED/MIBA zones are defined as follows:

Zone ID	Minimum mileage	Maximum mileage
1	1	450
2	451	750
3	751	1600
4	1601	3200
5	3201	4080

6	4081	5000
7	5001	6100
8	6101	7100
9	7101	9999

Zone 0 is used for infants.

7.6 Airline-specific fare bases

Airline-specific fare bases can be defined by the airline administrator. Each specific fare base is created for a combination of the following attributes:

- leisure/duty travel
- PTC
- compartment
- travel type (standby/confirmed)

7.7 Standard ZED/MIBA fare bases

The standard ZED and MIBA fare bases are maintained by Lufthansa Industry Solutions and cannot be changed by the airlines. Lufthansa Industry Solutions updates the fares once per year with data provided in an electronic format by the MSC.

To handle fare reductions for children (ZEC) and infants (ZEI), separate fare bases are defined in myIDTravel according to the child and infant fares from the ZED fares filing guide. Child fares are defined for all compartment/zone combinations. Infant fares are defined for zone 0 only as they always have a value of 0 NUC regardless of the applicable mileage.

7.8 Rate of exchange (ROE)

Fares are converted from NUC to the transporting (which is the issuing) airline’s currency. The transporting airline’s administrator has to specify this currency in the master data (see chapter 10.2.1). The list of ROEs is maintained by Lufthansa Industry Solutions based on information provided by the IATA. If no ROE is defined, an error condition will result.

7.9 Taxes

Taxes are calculated using the transporting airline’s informative pricing functionality (e.g., in Amadeus an FQP transaction). The airline can specify the discount code that has to be used for the pricing. For tax exclusions please refer to chapter 7.10.

For an airline that has neither a GDS nor an airline-specific system connected through the ResAdapter, a different carrier’s GDS session has to be used (analogue to the availability request).

Transfer taxes for the same transporting airline are considered. Transfer taxes for different transporting airlines cannot be considered. This is because each airline is issuing separate tickets that must be valid stand-alone.

Additionally, myIDTravel supports taxes based on a specific percentage of the fare alone or of the sum of fare and taxes. Fix-amount taxes are supported as well and are converted using the ROE.

The total price of a ticket is calculated by adding the fares, the taxes and the myIDTravel fee. It is displayed in each transporting airline's currency and separately for each traveler on the *fares* page (see chapter 1.4.5). As an information for the traveler, the grand total amount is converted to the user's preferred currency and displayed as non-binding price information at the bottom of the *fares* page. myIDTravel uses the GDS session of the transporting airline for currency conversion. If there is no GDS session available, currency conversion is performed using the appropriate ROEs.

7.10 Tax exclusions

The tax exclusion list is defined in a global table and therefore is not airline-specific. Taxes that are specified in the tax exclusion list can be excluded either generally or country-specific. Country-specific exclusions apply if one of the itinerary's segments departs in the respective country. Excluded taxes are not shown in the pricing display and are not added to the temporary ticket..

The tax exclusion list is maintained by Lufthansa Industry Solutions. Updates have to be requested by the Customer Maintenance Working Group.

7.11 Tax advantage

myIDTravel stores the routing data for the non-cash benefit calculation of the employing airline. They are provided in the reporting. In case the airline link is not synchronously (online), the airline has issued paper tickets or is working ticketless, there will be problems transferring the correct data. The user request at ticket issuance is reported in the statistics. If the airline cannot issue a ticket, the data might not be correct. The refund, especially the paper ticket refund, is done by the ticket issuing airline. It is up to the airline to transmit this data to the employing airline.

8 Booking, listing & ticketing

8.1 Introduction

This chapter specifies the booking, listing and ticketing processes. Listing is very similar to the booking process. The booking process and its differences to the listing process are described in chapter 8.2.

The standard workflow contains the following steps:

- The user selects a flight from the flight schedule
- myIDTravel initiates the booking with a segment sell in the transporting airline's system
- myIDTravel calculates and displays the price (see chapter 7)
- The user adds contact details and payment information
- myIDTravel adds the following items to the booking and finalizes the PNR:
 - travelers' names
 - contact details
 - payment information
 - booking elements from the ID agreements module, e.g., OSI, SSR
 - additional ticketing elements from the ID agreement module, e.g., endorsement information
- The system triggers the ticket generation in the transporting airline's system or moves the PNR to a pre-defined queue for manual/robotic ticketing by the airline.
The transporting airline generates the ticket

8.2 Differences between listing and booking

Listing and booking vary particularly in their segment status. Instead of a confirmed status for a booking, listing uses the SA (seat available) status code. The segment sell is successful if the standby booking/listing class exists. The seat's status is not important at this stage.

The standard way is to create a listing and a ticket in one step. Alternatively it is possible to create a listing for an existing ticket. In this case, the ticket number has to be entered by the user and is subsequently added to the PNR (see chapter 4).

8.3 Split bookings for different transporting airlines

Segment sell and any other PNR or ticketing activities are performed in the transporting airline's system. If there is more than one transporting airline, myIDTravel splits the booking. It makes no difference if the transporting airline's system is hosted on the same GDS or a different GDS/ airline system.

As a consequence, myIDTravel creates a new PNR with its own file key for each transporting airline. Due to the fact that myIDTravel does not store any customer data within the booking process, myIDTravel cannot identify which PNRs have been created together. The PNRs are therefore independent and do not refer to each other.

8.4 Segment sell

After a user has selected a flight on the **flight schedule output** page, a segment sell is performed in the transporting airline's system. In case the segments sell results in an error, the user will be informed and the flight schedule will be redisplayed with the corresponding error message. If the segments sell is successful, the seat status will be displayed afterwards. In case of standby bookings, the seat status is always "listable".

The transporting airline defines the segment sell format within the **Master Data Module** of the Administration Application.

8.5 Booking and ticketing format

myIDTravel supports one booking format per GDS. Booking elements like OSI and SSR can be flexibly configured per ID agreement in the Administration Application (see chapter 9).

8.6 Supported ways of booking

myIDTravel supports the following ways of booking:

- Booking via GDS
- Booking via the myIDTravel standard interface for integrating airline-specific reservation and ticketing systems (ResAdapter)

The method of booking for each airline is defined in the master data (see chapter 10).

8.7 Payment and accounting

The user pays the ticket price consisting of the fare, the taxes and the myIDTravel fee by credit card. The transporting airline debits the user's credit card at the time of ticketing. Lufthansa Industry Solutions generates and provides the reportings described in chapter 12. These reportings are the basis for revenue accounting.

9 Administration of ID Agreements

9.1 Introduction

This chapter is intended to give a brief overview over the administration of ID agreements in the **ID agreements module** of the myIDTravel Administration Application. For a detailed explanation of the Administration Application, please refer to the myIDTravel Administration Handbook.

9.2 Contents of ID agreements

myIDTravel's **ID agreements module** allows airline administrators to maintain their NIET ID agreements online. Agreements are always entered from the transporting carrier's point of view, i.e. the transporting airline decides under which conditions employees of other airlines are allowed to create bookings/listings for its services.

An ID agreement for a certain airline may for example

- be valid for duty or leisure travel only
- be restricted to certain subsidiaries of a partner airline's company
- contain restrictions regarding the minimum age of travelers for certain compartments
- contain special conditions, e.g. for neighborhood traffic
- require bookings in different booking classes for standby, confirmed, duty and leisure travel and flights covered by special conditions
- require different fare bases for standby, confirmed, duty, leisure and special condition travel and for different PTCs
- require different advance booking periods
- require different dynamic booking elements (e.g., OSI, SSR, SK, endorsements) according to the employing airline of the traveler, the compartment and the type of travel (duty, leisure, standby, confirmed)
- contain certain embargos regarding geographical regions, flight number ranges or certain O&D combinations

All those specialties and many more are covered by the myIDTravel Administration Application. Each flight availability request from an employee is automatically validated against the respective ID agreement so that employees are only able to create bookings/listings on appropriate flights.

10 Master Data

10.1 Introduction

This chapter is intended to give a brief overview over the administration of the master data in the **Master Data Module** of the myIDTravel Administration Application. The term “master data” refers to airline specific configuration settings which are not related to specific ID agreements. For a detailed explanation of the Administration Application, please refer to the myIDTravel Administration Handbook.

10.2 Master data groups

The master data can be divided into four groups which can be reached by clicking the appropriate option in the **Master Data Module’s** navigation bar:

- Ticketing and payment options
- Accessibility Information
- Statistics and reporting
- Information pages

10.2.1 Ticketing and payment information

Information about ticketing and payment can be maintained in this part of the master data. The airline’s ticketing currency is specified as well as whether functionality such as rebooking or ticket revalidation is enabled, which segment sell action codes are to be used and which credit cards are accepted.

10.2.2 Accessibility information

Airline administrators can specify whether own employees can use myIDTravel for the creation of leisure and/or duty bookings/listings and if the login procedure is done via the LoginService (see chapter 5.2.1) or using the Staff Profiles Module (see chapter 5.2.2).

10.2.3 Statistics and reporting

The airline administrator can define which kind of reports (transporting/employing carrier reporting) is delivered in which intervals to which email addresses. Reports are sent out in XML format to simplify subsequent automatic processing.

10.2.4 User information

At different points of the myIDTravel application, airline-specific texts can be displayed (e.g., information about special travel conditions, contact details etc.). These messages can be maintained in this part of the master data.

11 Staff Profiles

11.1 Introduction

This chapter describes the functionality of myIDTravel's **staff profiles module**. This module is used to maintain the employees' profiles of airlines which either do not have an own company intranet or are unable to transmit their data online.

It also shows how transient data for carriers, having their own intranet using the SSO integration, is handled.

11.2 Data storage and security

Carriers that do not have an own intranet are able to maintain their staff profiles in myIDTravel. Lufthansa Industry Solutions will provide appropriate user accounts for designated users of the respective airlines in myIDTravel.

The HR departments can enter their employees' profiles into myIDTravel's **staff profiles module**. myIDTravel stores the information in its database. Access to the database is secured with regular mechanisms. The system is located in a demilitarized zone between the Lufthansa Industry Solutions network. Access from both sides is secured with firewalls.

11.3 Data maintenance

11.3.1 Data Maintenance via web

The employees' profiles can be created, edited and deleted in the **staff profiles module**. A profile needs to be created for each user which shall be allowed to use myIDTravel.

11.3.2 Data maintenance via automated upload

myIDTravel also provides an XML upload functionality. All relevant staff data can be exported from an HR system and then be transferred to myIDTravel. In myIDTravel, the system will delete all existing employee data for the specific carrier and reimport the entire new data. Delta imports will not be supported as an in-scope feature.

11.4 Transient data handling for "Single Sign On" users

Airlines using the myIDTravel LoginService transfer the employee's profile data along with all information about eligible travelers etc. from their intranet to myIDTravel. It is then stored temporarily in the staff profiles database to allow the employee to use myIDTravel. The personal data is only available as long as the respective session is alive and is deleted from the transient memory upon logout.

12 Reporting & Statistics

12.1 Introduction

This chapter describes the reporting & statistics functions of myIDTravel. myIDTravel offers three kinds of reports:

- Issued tickets as transporting carrier (transporting carrier reporting)
- Issued tickets for own employees (employing carrier reporting)
- Financial reporting (sent out in paper format as invoice attachment)

The following sections give an overview over the different types of reports.

Reporting can be switched on and off in the master data (see chapter 10.2.3). To allow myIDTravel to send out reports in specified intervals, it is necessary to enter at least one email address to which the reports are to be sent to. A maximum of 10 recipient email addresses can be entered each for the transporting carrier reporting and for the employing carrier reporting.

12.2 Report types

12.2.1 Transporting carrier reporting

These reports allow the transporting airlines to check which tickets have been created on their behalf. The reports can subsequently be crosschecked for example with GDS reports.

For each created booking/listing, the following information is reported:

- Booking reference code (PNR filekey)
- Travel mode (leisure or duty travel)
- Type of reporting entry (issuance/cancellation/refund)
- traveler's employing carrier
- traveler's transporting carrier
- date and time of reporting entry
- segments (origin and destination)
- traveler's PTC(s)
- amount of myIDTravel fee
- amount of taxes (with taxcode(s))
- used fare base (e.g., YIDZL3R2)

12.2.2 Employing carrier reporting

These reports allow the employing airlines to check which tickets were issued for its employees. It can be used for example for fraud prevention and allotment updates.

For each created booking/listing, the following information is reported:

- Booking reference code (PNR filekey)
- Travel mode (leisure or duty travel)
- Type of reporting entry (issuance/cancellation/refund)
- traveler's employing carrier
- traveler's transporting carrier
- date and time of reporting entry
- employee ID
- segments (origin and destination, compartment, travel status (standby/confirmed))
- traveler's name(s)
- traveler's PTC(s)
- related ticket number
- fare amount
- amount of myIDTravel fee
- amount of taxes (with taxcode(s))
- "taxable dependant" flag (can be set in the employee's profile)

12.2.3 Financial reporting

Financial reports are delivered as a supplement to the monthly invoice by Lufthansa Industry Solutions. They contain information about the number of coupons issued, fully cancelled and fully refunded for the transporting carrier and are used as calculation base for the invoice.

13 Connectivity

myIDTravel currently offers a connection interface for the following GDS:

- Amadeus
- Navitaire New Skies
- Sabre
- SITA

For setting up the interface between myIDTravel and the corresponding GDS additional costs may come up.

Additional GDSs can be connected upon a customer's request.

Furthermore, it is possible to connect to any existing airline reservation system using the myIDTravel ResAdapter interface. If the customer chooses this way of connecting to myIDTravel, Lufthansa Industry Solutions provides the technical specification of the ResAdapter at no additional cost to the customer. The connection of the airline's system to the ResAdapter interface has to be realized by the respective customer. Lufthansa Industry Solutions offers support for the implementation for additional costs.

14 Glossary

Term/Abbreviation	Explanation
Airline System	Airline-specific reservation or ticketing system
Airline System Session	Session within an airline system to create booking/listings and tickets
APIS	Advance Passenger Information System
Employing Airline	Role in myIDTravel, representing the airline which employs a user of myIDTravel
Fares Filing	Distribution of airfares in a GDS
Filekey	Record locator within a GDS or a reservation system
FOID	Form Of Identification
GDS	Global Distribution System
HR	Human Resources
IATA	International Air Transport Association
ID Travel	Industry Discount Travel
Listing	A booking with "seat available" segment status
MIBA	Multilateral Interline Business Agreement
NUC	Neutral Unit of Currency, 1 NUC = 1 USD
O&D	Origin & Destination
OSI	Other Service Information (type of booking element)
OTHS	Others (type of booking element)
PCI	Payment Card Industry
PNR	Passenger name record
PTC	Passenger Type Code , e.g., ADT (standard PTC for adult) or ZEA (ZED PTC for adult)
RES	Reservation
ROE	Rate of exchange
SA	Space available
Single Sign On	Handshake authentication between the employing carrier's intranet and myIDTravel
SSR	Special Service Request (type of booking element)
SSO	See "Single Sign On"
Token	WebService response of myIDTravel after successfully registering a user; used to access a myIDTravel session
Transporting Airline	Airline that operates a specific flight
WebService	Technical way to establish system-to-system communication. Based on XML transmitted via HTTP.
ZED	Zonal Employee Discount
ZED PTC	ZED Passenger Type Code - defines the relation of a person to the employee