



My Portal description

New feature in My Portal Self service cancellation - Refund by rules ETG . Updated 07 Mar, 2025

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Step 1 - Starting point

Question

No linked steps

Contents

Key stakeholder: Kristoffer Rengfors (CX), Maria Lengou (FL), Moemen El-Adawi (CX)

Product Owner: Karin Höglund

Project Manager:

Dev teams involved: [MYP team](#)

Question

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Step 17

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Step 2

Solution

Parent step: 14

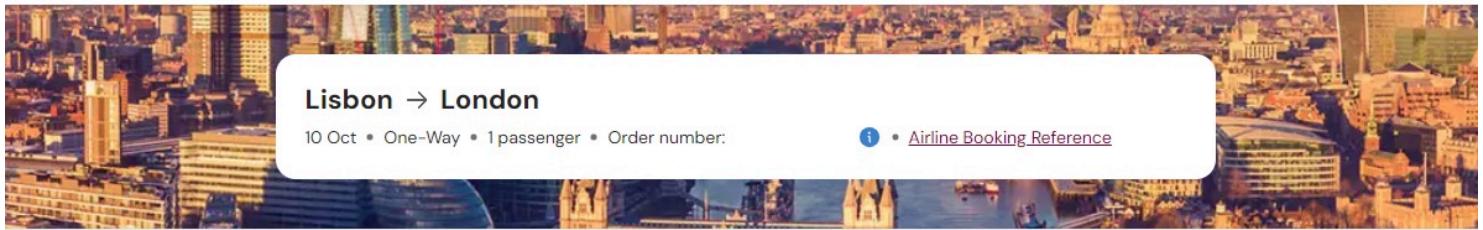
MyPortal - Self Service Void

ATT! FCR should be always followed. In case you have the customer on the phone/ chat/ email/ support you need to assist and not redirect to MyPortal/My Bookings

Customers now have an option of 'Self Service Void' for GDS bookings(Amadeus/Sabre), Tripstack bookings, Farelogix(LHG) bookings & Amadeus NDCx bookings through **MyPortal/My Bookings**.

Note : Self service void will not be available for departures within 24 hours.

An example is shown below:

**Lisbon → London**

10 Oct • One-Way • 1 passenger • Order number:

 • [Airline Booking Reference](#)[Overview](#) **Manage trip** [Check-in](#) [Travel Information](#) [Extra products](#) [Contact us](#)**Change of plans?****Cancel trip**
1 options available**Reschedule**
Changes are allowed**Upgrade your trip**

Add extra baggage, seat reservations, insurance, and more

[Upgrade trip](#)**Edit your trip**[Modify Names](#) >[Add Passengers](#) >

Change of plans?



Cancel trip

1 options available



Reschedule

Changes are allowed

Same Day Cancellation

10 hours left

Estimated refund: £78.99

For a limited time, you can cancel your ticket without airline fees, as per airline rules. After this, cancellations will follow your ticket's fare rules, which may include fees or make the ticket non-refundable.

Lisbon - London

10 Oct • One-Way • 1 passenger

Cancel my trip

The void requests will be picked up by automation which will void the tickets, cancel the segments and queue the order for payout.

This will be visible in Edvin with the below errands:

2021-12-08 16:34		3: Backend / 16: Backend UPA	1:Vol rfd / 1: Refund pending Automatic voiding of tickets was done successfully Automatic cancellation of segments done successfully Automatic addition of ghost line was done successfully
------------------	--	------------------------------	---

Register Errand				Display:	<input type="checkbox"/> Reference	<input checked="" type="checkbox"/> Department	<input checked="" type="checkbox"/> Title
Created	Department	Title	Note				
2024-06-17 11:35 [REDACTED] [REDACTED] Göteborg	[REDACTED]	[REDACTED]	<p>CANCEL</p> <p>1: Ask about cxnl rules / 1: Cnxl reservation 51: Self Service by Customer 2: Cancellation / refund The order has been cancelled: void Reason: void</p> <p>Confirmed by: [REDACTED]</p> <p>Travelers: [REDACTED]</p> <p>Segments: KU673 KWI - DXB 2024-06-17 EK853 DXB - KWI 2024-06-19</p> <p>Authorization: [REDACTED]</p>				

Please note, the customer has already been informed during the self-service void of our handling fees prior to the void confirmation.

Step 3



Parent step: 14

Check in tab

Updated 23Feb, 2023

Feature Overview: Live date: 26 Jan, 2023

Markets: ALL

This feature provides the passengers with information about the Check-in product. There are two scenarios here:

1. not purchased check-in

The passengers haven't purchased the Check-in product. In that case, inside the Check-in tab there will be available information on how to purchase the product (if it is possible) and how to check-in themselves manually:

Check-in**Online vs Airport check-in**

Online check-in usually opens **24-48** hours before departure and closes a few hours before take-off. Please visit the airline's website for details as policies may differ. Most of the time, it's also possible to check-in at the airport. However, please keep in mind that some airlines charge extra fees for this option, and you will be required to be at the airport well in advance before departure.

Boarding passes

Will be available after check-in is completed. If you proceed with online check-in, please print your boarding passes or save them on your mobile device before going to the airport as some airlines may charge for this service at the airport.

Check-in options:

-  **App check-in** Recommended ▾
-  **Check-in Service** ▾
-  **Self check-in guidelines** ▾

Travelling with baggage? **Cabin Baggage**

If you have cabin baggage included in your trip that you wish to take on board, please keep in mind that each airline has its own size and weight allowance and there are items that are not allowed to be taken on board. You can find the rules of the cabin baggage on the airlines website.

 **Checked Baggage** **No checked baggage itinerary**

To give you as low a price as possible, we have put together Self-transfer trips with short connection times. In your trip one or more of the Self-transfer connections are under 2 hours and this may not be enough time to transfer with checked baggage.

So, if anyone on your booking travels with checked baggage, you will no longer be protected by our Self-transfer Guarantee.

- [App Check-in](#): Here the passengers can find information on how to request the check-in product via App. The App check-in is a cost free service.
- [Check-in Service](#): Here the passengers can find information on how to purchase the check-in product via the Web site.
- [Self check-in](#): Here the passengers can find information on how to check-in themselves manually. There is an itinerary of the trip showing the reference number (booking number), the airline and the email address that should be used per flight or group of flights in order to check themselves in.

2. Purchased check-in

The passengers have purchased the check-in product either via the App or the Web site. In that case the passengers should be able to see their check-in status per segment and per passenger, a section with information about their baggage and an FAQ section with common questions regarding the check-in.

Check-in

Check-in status

Check-in successfully completed! You're successfully checked in for your upcoming flight(s). Your boarding passes were sent to your email. If you haven't received any, please check your spam folder.

24 Oct

Departure This event has already happened

26 Oct

ReturnAll passengers **Checked-in**Airline ref no:
27RZZF

Travelling with baggage?

Cabin Baggage

If you have cabin baggage included in your trip that you wish to take on board, please keep in mind that each airline has its own size and weight allowance and there are items that are not allowed to be taken on board. You can find the rules of the cabin baggage on the airlines website.

Checked Baggage

If you have the checked baggage included in your trip you can still check in online but you will need to drop your baggage off at the airports special dedicated area. Depending on the airport or airline you may be requested to do it yourself or this service will be provided by the airline at the check-in desk.

FAQ

Still have questions? Find answers to some of the most common ones below

[How is the repayment made?](#)[What should I check before contacting you?](#)[Do you need help with your rebooking?](#)[Go to all FAQs topics](#)

Check-in status

1. Already checked in

Check-in status

Check-in successfully completed! You're successfully checked in for your upcoming flight(s). Your boarding passes were sent to your email. If you haven't received any, please check your spam folder.

25 Oct

DepartureAll passengers **Checked-in**Airline ref no:
27RZZF

26 Oct

ReturnAll passengers **Checked-in**

Travelling with baggage?

Cabin Baggage

If you have cabin baggage included in your trip that you wish to take on board, please keep in mind that each airline has its own size and weight allowance and there are items that are not allowed to be taken on board. You can find the rules of the cabin baggage on the airlines website.

Checked Baggage

If you have the checked baggage included in your trip you can still check in online but you will need to drop your baggage off at the airports special dedicated area. Depending on the airport or airline you may be requested to do it yourself or this service will be provided by the airline at the check-in desk.

2. Check-in status before registration in passNFly

When the passengers request the check-in service for a specific order, the system tries initially try to register this order in passNFly. In case the first attempt fails, we try to register 2 more times. This process may take up to 10 minutes. If the registration fails even after these 3 attempts the request goes to a queue and needs to be manually resolved (instructions will be shared in a different article). During this time we show the check-in status for all passengers as **Pending**.

Check-in

Check-in status

You successfully purchased our check-in service! Your check-in will be finalized and confirmed once the check-in window with the airline opens and your boarding passes will be emailed to you, no later than 24 hours before departure.

Should any additional documentation be required to finalize your check-in, we will notify you by email.

23 Nov

Departure



Montreal - Athens

Check-in window is not open yet

Airline ref no:
27RZZF

All passengers

Pending check-in



Athens - Istanbul

Airline ref no:
TDZA4E

All passengers

Pending check-in



Istanbul - Konya

Airline ref no:
TDZA4E

All passengers

Pending check-in

24 Nov

Return

Travelling with baggage?

Cabin Baggage

If you have cabin baggage included in your trip that you wish to take on board, please keep in mind that each airline has its own size and weight allowance and there are items that are not allowed to be taken on board. You can find the rules of the cabin baggage on the airlines website.

Checked Baggage

If you have the checked baggage included in your trip you can still check in online but you will need to drop your baggage off at the airports special dedicated area. Depending on the airport or airline you may be requested to do it yourself or this service will be provided by the airline at the check-in desk.

3. Failed check-in

If the registration failure has still not been resolved until the check-in window opens (e.g. 24 hours before the departure), then the check-in status is updated to **failed** and we prompt the passengers to manually check-in themselves.

Not all of the passengers were checked-in successfully. Please see below for more information.

Check-in

Check-in status

Check-in partially failed! Sorry, something went wrong and we were unable to complete your check-in for the upcoming flight(s). You will be required to check in by yourself on the airline website or at the airport. Use the information below to check in for your upcoming flights.

Please keep in mind that some airlines charge extra fees for printing boarding passes or checking in at the airport, and you will be required to be there well in advance before departure.

For your next upcoming flight(s), the check-in will be finalized when the check-in windows open, which usually happens 24-48 hours before departure and you will receive your new boarding passes no later than 24 hours before your departure. We will notify you here on the status of your check-in for the next flight(s).

24 Oct

Departure



Montreal - Ath.

Air Canada airline
Check-in failed. Please check in on the airline website or at the airport.

Airline ref no:
27RZZF

All passengers

Failed check-in



Athens - Istanbul

Airline ref no:
TDZA4E

All passengers

Failed check-in

Travelling with baggage?

Cabin Baggage

If you have cabin baggage included in your trip that you wish to take on board, please keep in mind that each airline has its own size and weight allowance and there are items that are not allowed to be taken on board. You can find the rules of the cabin baggage on the airlines website.

Checked Baggage

If you have the checked baggage included in your trip you can still check in online but you will need to drop your baggage off at the airports special dedicated area. Depending on the airport or airline you may be requested to do it yourself or this service will be provided by the airline at the check-in desk.

The check-in can fail for multiple reasons. It could be either due to passNfly internal issues etc. (FAILED status in passNfly) or some missing traveler documents for the passengers (SUSPENDED status in passNfly). On our side, for all these failures we show "Failed check-in" text as the passenger's status, but we provide more information next to it.

25 Oct

Departure



Athens - Istanbul

Pekgozlu Hakan

Turkish Airlines airline

Check-in failed. Please check in on the airline website or at the airport.

Pekgozlu Bedirhan

Failed check-in

Airline ref no:

27RZZF

4. Check-in status when temporary server error occurs

In case of communication error with passNFly (server error on their side etc), we display the itinerary of the trip but at the same time inform the passengers that their check-in status is temporarily unavailable.

Check-in

Check-in status

We are unable to retrieve the information from the server due to a system error. Please refresh the page in a few minutes.

24 Oct

Departure

This event has already happened



Athens - Istanbul

Airline ref no:
27RZZF

All passengers Information unavailable

26 Oct

Return



Istanbul - Athens

Airline ref no:
27RZZF

All passengers Information unavailable

Travelling with baggage?



Cabin Baggage

If you have cabin baggage included in your trip that you wish to take on board, please keep in mind that each airline has its own size and weight allowance and there are items that are not allowed to be taken on board. You can find the rules of the cabin baggage on the airlines website.



Checked Baggage

If you have the checked baggage included in your trip you can still check in online but you will need to drop your baggage off at the airports special dedicated area. Depending on the airport or airline you may be requested to do it yourself or this service will be provided by the airline at the check-in desk.

**** if a customer calls and requests info about the check-in , the FL agents can login to the Myportal to check the status of the check-in. In this case, there is no need to escalate the request through the op-supp-ancillaries slack channel.

Please keep in mind that :

App check-in - will be available only on 3 main brands (Mytrip, Flightnetwork and Gotogate).

Check-in Service - only for those trips where we offer the check-in service for purchase.

Self check-in guidelines - will be available for all

Step 4

Solution

Parent step: 1

What's included

We would like to inform you that a new section has been released in My Bookings, internally called 'What's included.' For customers, it's named '**Your Products Overview**'.

In this section, customers can view products, services, and their respective rules included in their order. Each product comes with a description and instructions on how to use it.

Below, you will find examples of how the Included Products section appears for the customer:

Your products overview

Services included

- ✓ Hand baggage** >
You added hand baggage to your trip, 2 × 8kg
Added for all passengers
- ✓ Seat reservations** >
You selected your favorite seats for the trip.
Added for all passengers
- ✓ Premium Support** >
You opted for Priority Support when contacting our Customer Center with no agency fees for all requests.
- ✓ AirHelp Plus flight delay compensation** >
You added Flight delay compensation to your trip. Get up to 600 EUR for flight delays or cancellation, with instant notifications of your rights and no extra fees.
- ✓ Check-in** >
You will be automatically checked in for all your flights.

[Show less](#)

[Add more](#)

Your products overview

Services included

✓ Hand baggage >

You added hand baggage to your trip, 2 × 8kg

Added for all passengers

✓ Seat reservations >

You selected your favorite seats for the trip.

Added for all passengers

✓ Premium Support >

You opted for Priority Support when contacting our Customer Center with no agency fees for all requests.

✓ AirHelp Plus flight delay compensation >

You added Flight delay compensation to your trip. Get up to 600 EUR for flight delays or cancellation, with instant notifications of your rights and no extra fees.

✓ Check-in >

You will be automatically checked in for all your flights.

[Show less](#)

[Add more](#)

If the customer clicks on the product, the drawer will open with more information.

For seats and meals, we specify the type of meal or the seat number the customer selected for each trip.

Seat reservations

X

Departure

London - Frankfurt



15F
15E

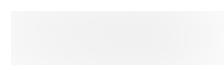
Frankfurt - Tunis



15F
15E

Return

Tunis - Frankfurt



14F
14E

Frankfurt - London



14F
14E

Please note the following apply:

- We cannot guarantee your requested seating preference will be confirmed by the airline.
- Seating requests will only be granted upon availability.
- Airlines have the right to change your pre-selected preferences at any time.
- The cost of this service covers the agency's administrative expenses - it is not refundable and cannot be transferred to a new trip in case of a schedule change.

Feedback

Special Meal

London - Bangkok



Vegetarian

Return

Bangkok - London



Vegetarian

We will forward your selected meal preference(s) to the airline.

- We cannot guarantee your preference will be confirmed by the airline(s).
- if your trip includes more than one flight, keep in mind that special meals are usually granted on longer flights, where food is served instead of snacks.
- Meal alternatives may occur depending on the airline.
- The cost of this service covers the agency's administrative expenses
- it is not refundable and cannot be transferred to a new trip in case of a schedule change.

Please note that this product is non-refundable.



As you can see in the example of the Flexible ticket, we describe to the customer the terms of the product and how he/she can use it.

Flexible Ticket

You can change the time and date of your travel once, without a fee. If the new ticket is more expensive, you will just need to pay the difference in the price.

- Rebook up to 24 hours before the original departure time.
- Choose a different departure date, or rebook your return trip.
- When rebooking your trip, please note that your new trip must be completed within one year from the original booking date.
- Change your flight to another with the same airline (subject to availability).
- Flexible Ticket cannot be used to upgrade the booking class or cabin of your ticket on the original flight.
- The route of your ticket must be the same.
- Flexible Ticket cannot be used to change names or given to another traveler.
- Flexible Ticket cannot be used to cancel your booking.
- After rebooking with Flex Ticket, the new ticket is non-refundable.

To rebook your trip using your Flexible Ticket, [please contact our customer support team by phone or chat](#).

[For further information, please see the travel terms and conditions](#).

Please note that this product is non-refundable.

Please note that the new feature has some limitations, and currently, we do not support certain scenarios:

- We do not display for which passenger the Flexible ticket product is added. Instead, it states '2 out of 3' or 'all passengers.'

Your products overview

Services included

✓ Hand baggage

You added hand baggage to your trip



Added for all passengers

✓ Checked baggage

You added checked baggage to your trip, 2 × 20kg



Added for all passengers

✓ Seat reservations

You selected your favorite seats for the trip.

Added for all passengers

✓ Flexible Ticket

Use Flexible Ticket to rebook your flight, change your departure date, or extend your stay. Trips can be rebooked up to 24 hours before departure.

Added for all passengers

[Show less](#)

- We do not display any post-booking add-on services manually sold by agents
- The section is not updated when the product is used.

Step 5

Solution

Parent step: 1

Travel information

We removed the information from the confirmation email to visas and trip-specific general notes and placed them under the new Travel Information Tab in My Bookings. Currently available on all markets, in all languages.

[Overview](#) [Manage trip](#) [Check-in](#) [Travel Information](#) [Extra products](#) [Contact us](#)

Before your trip

- ✓ Your booking has multiple single tickets, each with its own rules, all treated independently in the event of changes, cancellation and schedule changes.
- ✓ Remember to use your flight tickets in the correct order. If you skip a segment, some airlines may invalidate the rest of your trip.
- ✓ Regularly check your flight for schedule changes on the airline's website.
- ✓ Verify all your booking details, including passengers' names and your email address. Contact us promptly for any discrepancies.
- ✓ We communicate via email, so kindly review both your inbox and spam folder for any misplaced messages.
- ✓ Make sure you have read your airline's terms regarding hand and checked baggage.



Travel documents and visa requirements

International Travel Checklist

- **Check Your Required Documents:** Ensure you have the passports, visas, affidavits, and health documents required for both your destination and any transit countries.
- **Passport Validity:** Many countries require your passport to be valid for at least 6 months beyond your return date.
- **Double-Check:** Verify the document requirements with both the embassy and your airline.

For more information and contact details, [refer to your Ministry of Foreign Affairs](#).

Please note that the information on this page may change depending on the trip type.

- For multi-PNR orders with separate tickets, this information is included (bullet 1)

Before your trip

- ✓ Your booking has multiple single tickets, each with its own rules, all treated independently in the event of changes, cancellation and schedule changes.
- ✓ Remember to use your flight tickets in the correct order. If you skip a segment, some airlines may invalidate the rest of your trip.
- ✓ Regularly check your flight for schedule changes on the airline's website.
- ✓ Verify all your booking details, including passengers' names and your email address. Contact us promptly for any discrepancies.
- ✓ We communicate via email, so kindly review both your inbox and spam folder for any misplaced messages.
- ✓ Make sure you have read your airline's terms regarding hand and checked baggage.



For return trips, we included the second bullet:

Before your trip

- ✓ Your booking has multiple single tickets, each with its own rules, all treated independently in the event of changes, cancellation and schedule changes.
- ✓ Remember to use your flight tickets in the correct order. If you skip a segment, some airlines may invalidate the rest of your trip.
- ✓ Regularly check your flight for schedule changes on the airline's website.
- ✓ Verify all your booking details, including passengers' names and your email address. Contact us promptly for any discrepancies.
- ✓ We communicate via email, so kindly review both your inbox and spam folder for any misplaced messages.
- ✓ Make sure you have read your airline's terms regarding hand and checked baggage.



For Self-transfer trips there is an extra banner added. We also notify the customer when the connection between flights is short and they should not add the bag.

Before your trip

- ✓ Regularly check your flight for schedule changes on the airline's website.
- ✓ Verify all your booking details, including passengers' names and your email address. Contact us promptly for any discrepancies.
- ✓ We communicate via email, so kindly review both your inbox and spam folder for any misplaced messages.
- ✓ Make sure you have read your airline's terms regarding hand and checked baggage.



Self-transfer

This is a unique itinerary, combining separate tickets in one trip. Remember you may need to:

- Check-in between flights
- Recheck your baggage
- Provide the required Visa if you are asked to leave the transit zone



One of your connections is in less than two hours. [Note that The Self Transfer Guarantee](#) won't apply if you include additional checked baggage to your trip.

Additional banners are added for other trip types as well, such as:



Overnight stop

Your trip includes an airport layover of several hours and it continues the next day. If any accommodation is needed, it will be at your own expense.



Change to bus station

Please note that you have to transfer to the bus station to continue your journey.

The Visa check-list stays the same for all customers:

Travel documents and visa requirements

International Travel Checklist

- **Check Your Required Documents:** Ensure you have the passports, visas, affidavits, and health documents required for both your destination and any transit countries.
- **Passport Validity:** Many countries require your passport to be valid for at least 6 months beyond your return date.
- **Double-Check:** Verify the document requirements with both the embassy and your airline.

For more information and contact details, [refer to your Ministry of Foreign Affairs.](#)

But if we have the information about the specific visa requirements for some destinations, we include that as well.

Please note that it doesn't mean that we started providing visa information, we simply transferred all visa-related texts from the current confirmation to this tab and filtered them by trip types so that we only show relevant information for customers.

Traveling to/via United States



The United States requires all non-citizens entering the country, including those for transit/stopovers, to apply for a visa or an ESTA (Electronic System for Travel Authorization) at least 72 hours before departure. Moreover, as of September 2010, a tax is mandatory for all tourists who do not require a visa.

Traveling to/via Australia



Electronic visa/ETA application

When you travel to Australia, you must take with you a copy of your electronic visa.

This country requires APIS information (Advanced Passenger Information System) for passengers visiting the country. For security reasons, passport number and contact information must be given to the airline before departure. You can give the information at the airport check-in. Get your APIS form by [clicking here »](#)

Traveling to/via Canada



This country requires APIS information (Advanced Passenger Information System) for passengers visiting the country. For security reasons, passport number and contact information must be given to the airline before departure. You can give the information at the airport check-in. Get your APIS form by [clicking here »](#)

The idea here is for the customer to know everything they need before their trip.

You can get to this tab either by clicking on it or clicking on the banner on the overview page:

Departure

13:35

Amsterdam (AMS)
1 Feb7h 55min
1 Stop

03:50

Dubai (DXB)
2 Feb[Manage trip](#)

Travel Information



Discover the app

All-in-one app: free, online and automated check-in, trip info, boarding passes.

[Download Now](#)

Passenger

Step 6

 Solution

Parent step: 1

MYP/APP added login security

On Thursday, May 22, new security features were released in MYP and APP to enhance the verification process for our customers.

Please find details as well as videos in the presentation below.

Please see [MYP_APP Added login security](#)

Step 7

 Solution

Parent step: 14

MyPortal - Full order cancellation by ticket rules - ETG



FCR should be always followed. In case you have the customer on the phone/ chat/ email/ support you need to assist and not redirect to MyPortal/My Bookings.

Customers now have an option of 'Self Service Cancellation - Refund by Rules' for ETG orders under the below systems through MyPortal/My Bookings.

- Amadeus ATC
- Sabre AR
- Amadeus NDCx
- Farelogix : LHG only

Self service cancellation will not be available for departures within 24 hours.



Examples as shown below:

Example 1 : Payment done via Wallet

Edvin Refund Offer page:

Order : [REDACTED] / Gotogate_uk

Back Order Cart Conf TD Tktinfo Revenue Tracking MiscStat Refund -- Contact settings BookingLogs Add2Q Consent MTP OTRS D365 manager 31 Recents Exter ▾

Register Errand Link Pmt Add a purchase! Place On Queue Send Email Verify Email Change Cancel Modify order Service Product Flexible ticket

Order information - [REDACTED] / gotogate_uk

BaseBookings 1/1 VAN:s PNR:s Payment transactions 1 Rebooking Schedule change Communication Refund Fraud Review Tracking Events and logs 2 Documents Add on purchases 0 Send SMS Manual VANs V2 Show All

Refund offers

Source	Cancellation reason	Expires (Athens office)	Expires (GB site)	Refundable air	Refundable other	Handling fee	Refundable external markup	Total
Void	—	—	—	ErrorCode: ROE36 - Cancellation deadline 2024-10-31 14:32:18 for offer has elapsed	228.67 GBP	0.00 GBP	35.00 GBP	0.00 GBP 193.67 GBP
ATC	Ticket rules - airline fee	2024-11-22 19:05	2024-11-22 17:05	228.67 GBP	0.00 GBP	35.00 GBP	0.00 GBP 193.67 GBP	
ErrorCode: ROE13 - Bookings made with Sabre aren't supported by FARELOGIX								

My booking portal Display 1 :

GO TO GATE Flights Hotels Rental cars Support My Bookings

Bangkok → London
24 Nov • One-Way • 1 passenger • Order number: [REDACTED] • Airline Booking Reference

Overview Manage trip Check-in Travel Information Extra products Contact us

Change of plans?

- Cancel trip** 1 options available
- Reschedule** Changes are allowed

Edit your trip

- Modify Names
- Add Passengers

Upgrade your trip
Add extra baggage, seat reservations, insurance, and more
[Upgrade trip](#)

Looking for a place to stay?
Save up to 15% on selected hotels.
Provided by [Booking.com](#)

My booking portal Display 2 :


[Overview](#) [Manage trip](#) [Check-in](#) [Travel Information](#) [Extra products](#) [Contact us](#)

Change of plans?


[Cancel trip](#)
1 options available

[Reschedule](#)
Changes are allowed


Upgrade your trip

Add extra baggage, seat reservations, insurance, and more
[Upgrade trip](#)

Cancellation per Airline Rules

22 days left
Estimated refund: £193.67

You can cancel your ticket within this period following the airline's fare rules, excluding their fees and ours. After this time, more restrictive fare rules may apply.

Bangkok - London
24 Nov • One-Way • 1 passenger
[Cancel my trip](#)

Looking for a place to stay?
Save up to 15% on selected hotels.
Provided by [Booking.com](#)

Looking for a car rental?
Enjoy a hassle-free rental at a great price
Provided by [Rentalcars.com](#)

My booking portal Display 3 : Final page

Cancellation details

X

Cancellation per Airline Rules

You still have **22 days** left to cancel your booking and get a refund.

If you choose to cancel your booking now, you will be refunded for your purchase. This is only valid for a short period of time, as shown above.

Please note the following:

- Your booking will be irreversibly canceled
- A handling fee will apply
- Some Gotogate products, such as baggage and seating, could be non-refundable
- If you cancel after this time frame, your cancellation request will be processed by the airline and extra charges may apply.

Total amount paid

£365.51

Airline fee

£0.00

Gotogate Handling fee

£-35.00

Refundable

Total refund

£193.67

Wallet

 Yes, I am sure I want to cancel my booking

[Cancel my booking](#)

Example 2 : Payment done via Debit/Credit card.

Edvin Refund Offer page :

Order : [REDACTED] / Mytrip_uk

Back Order Cart Conf TD TktInfo Revenue Tracking MiscStat Refund [-] Contact settings BookingLogs Add2Q Consent MTP OTRS D365 manager [External]

Register Errand Link Pnr Add a purchase Place On Queue Send Email Verify Email Change Cancel Modify order Service-Product Flexible-ticket ...

Order information - [REDACTED] / mytrip_uk

Base/Bookings 1/1 VANs PNRs Payment transactions 1 Rebooking Schedule change Communication Refund Fraud Review Tracking Events and logs 2 Documents Add on purchases 0 Send SMS Manual VANs V2 Show All

Refund offers

Source	Cancellation reason	Expires (Athens office)	Expires (GB site)	Refundable air	Refundable other	Handling fee	Refundable external markup	Total
Void	—	—	—	ErrorCode: ROE36 - Cancellation deadline 2024-10-31 14:43:08 for offer has elapsed	96.79 GBP	0.00 GBP	35.00 GBP	0.00 GBP 61.79 GBP
ATC	Ticket rules - airline fee	2024-11-23 04:55	2024-11-23 02:55					

Show items

My booking portal Display 1 :

Osaka → Seoul
24 Nov • One-Way • 1 passenger • Order number: [REDACTED] • [Airline Booking Reference](#)

Overview Manage trip Check-in Travel Information Extra products Contact us

Change of plans?

- Cancel trip** 1 options available
- Reschedule** Changes are allowed

Edit your trip

- Modify Names
- Add Passengers

Upgrade your trip
Add extra baggage, seat reservations, insurance, and more [Upgrade trip](#)

Looking for a place to stay?
Save up to 15% on selected hotels.
Provided by [Booking.com](#)

My booking portal Display 2 :

Osaka → Seoul
24 Nov • One-Way • 1 passenger • Order number: [REDACTED] • [Airline Booking Reference](#)

Overview Manage trip Check-in Travel Information Extra products Contact us

Change of plans?

- Cancel trip** 1 options available
- Reschedule** Changes are allowed

Cancellation per Airline Rules 23 days left
Estimated refund **£61.79**
You can cancel your ticket within this period following the airline's fare rules, excluding their fees and ours. After this time, more restrictive fare rules may apply.

Osaka - Seoul
24 Nov • One-Way • 1 passenger

Cancel my trip

Upgrade your trip
Add extra baggage, seat reservations, insurance, and more [Upgrade trip](#)

Looking for a place to stay?
Save up to 15% on selected hotels.
Provided by [Booking.com](#)

Looking for a car rental?
Enjoy a hassle-free rental at a great price

My booking portal Display 3 : Final page

Cancellation details

X

Cancellation per Airline Rules

You still have **23 days** left to cancel your booking and get a refund.

If you choose to cancel your booking now, you will be refunded for your purchase.
This is only valid for a short period of time, as shown above.

Please note the following:

- Your booking will be irreversibly canceled
- A handling fee will apply
- Some Mytrip products, such as baggage and seating, could be non-refundable
- If you cancel after this time frame, your cancellation request will be processed by the airline and extra charges may apply.

Total amount paid	£161.99
Airline fee	£0.00
Non-refundable	£-13.00
Seat reservations	£-13.00
Mytrip Handling fee	£-35.00

Total refund	£61.79
Debitcard/Creditcard	

341273*****

Yes, I am sure I want to cancel my booking

Cancel my booking



The customer has already been informed during the self-service cancellation of our handling fees prior to the cancellation confirmation.

All the cases will be automatically directed to the claims team and there will be no need for any human interaction from FL agents.

ATTENTION



Important points to be noted :

In some scenarios, customers might contact us to advise on the incorrect refund amount received as compared to the one offered online.

Scenario 1 : Already cancelled orders and still active in refund dashboard

Escalate to BO - Claims

In case FL/SC agents have to escalate a case to the claims team to notify Retail loss, they will use the below Label - "ETG calculator discrepancies" with a note and appropriate register errands.

Escalate to BO

Escalation reason: ETG calculator discrepancy

Channel: 1: Phone In

Category: 2: Cancellation / refund

Type: 31: Self service cancellation

Action: Select action... (dropdown menu open)

- 1: Inf refund processed
- 2: Inf refund pending
- 3: Sent reservation for refund
- 4: Questions about refunded amount
- 5: Escalated to BO
- 6: Other

Select template: Departments

Templates: Frontline

Escalate

Register Errands:

Channel : As per customer interaction

Category : 2 : Cancellation

Type : Self service cancellation

Action : As per pax query

Also add the amount to be refunded to customer under below template.

Escalate to E: FL baggage seating claim

Escalation reason: Select... (dropdown menu open)

ESCALATE TO BO TOOL

- ETG calculator discrepancy
- B.com calculator discrepancy
- UA/RU
- Our service fee - change
- Our service fee - cancellation
- FORCE MAJEURE
- Rebooking due to FM
- New ticket with Voucher/FM
- Open ticket
- To Support
- CANCELLATION
- LCC

Select template: Templates

Escalate to BO

X

Amount to be refunded to PAX plus order currency? *

Order affected by incorrectly displayed amount on
MyPortal. Total payout to PAX: .

Use template

Cancel

Escalate

Cancel

****For detailed information regarding this type of escalation, please visit to [Internal Escalations - Escalate to SL via Edvin**](#)**

Scenario 2: Orders where refund has already been processed to the customer (payout done).

Escalate to BO - Payouts

In case customer calls to claim regarding discrepancy in the amount that was shown online(MyPortal) as compared to the refund amount they have received, FL/SC agents have to raise a case to payouts via Etrack form as the order is no longer available under the Refund Dashboard.

Under Etrack: Payouts - We need to refund the customer.

The screenshot shows a green header bar with the text 'ETG English'. Below it is a white form area. At the top left of the form, there is a small note: 'Claims - we need to request refund from the airline'. In the center of the form, there is a red rectangular box containing the text 'Payouts - we need to refund the customer'. To the right of the form, there is a small downward-pointing arrow icon.

****For detailed information regarding this type of escalation, please visit to [Internal Escalations - Escalate to SL via Etrack](#)****

Step 8

Solution

Parent step: 1

Features enabled

Login via Facebook/Google: Live on all markets except China

Refund status: Live on all markets

Order details page: Live on Pamediakopes.gr

Check in page: Live on all markets

Your products overview: Live on all markets

Manage trip page: Live on all markets

Chat bot Oriana: Live on ie (irish) sites

Step 9

Solution

Parent step: 1

Wishlist

Roadmap

- Create option to edit customer details in "My Portal" page
- Create option to add or edit passport details in "My Portal" page

Wishlist

- Reflect itinerary changes in "My Portal" page
- Expose self - service voucher in "My Portal" page

Step 10

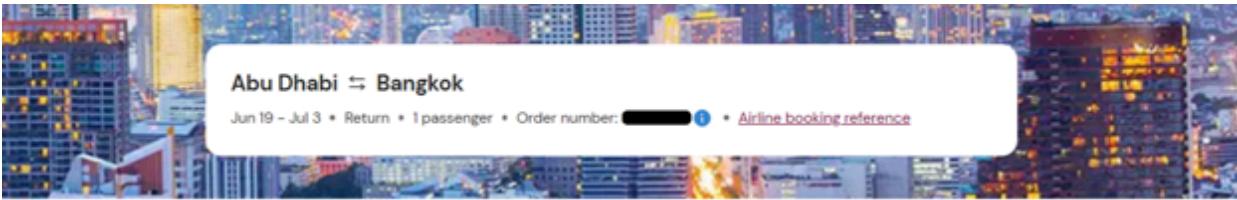
Solution

Parent step: 14

Order details page

Last update: 12 June 2023

Page overview:



Overview Manage trip Check-in Extra products Contact us

Itinerary



Mon 19 Jun
22:45 – 12:20⁺¹ (10h 35min)

AUH Abu Dhabi – BKK Bangkok

Economy

1 stop



Mon 3 Jul
08:45 – 16:15 (10h 30min)

BKK Bangkok – AUH Abu Dhabi

Economy

1 stop

Travel details

Passengers and baggage

Martin Spraggan Hernandez >

E-mail: [REDACTED]
Phone number: [REDACTED]

Payment

Amount paid >

US\$539.97

Create invoice

Print confirmation

Send confirmation

Your products overview

Services included

✓ Hand baggage

You added hand baggage to your trip

✓ Checked baggage

You added checked baggage to your trip

[Add more](#)

Seat reservations

Don't get separated from your friends and family.

Relaxing knowing you have your seat preference right away.

Choose among a selection of many seats mainly aisle and window.

[Add](#)

Special meal

Customized for you: special meals available for your dietary needs and preferences

Sit back and relax we'll forward your preferences to the airline

[Add](#)

Lost Baggage Service

Track your baggage status in real time and receive notifications via email, SMS, and instant message

Receive 500 USD for each bag that doesn't arrive within 96 hours

This service doesn't affect any refunds you may be entitled to from your airline or insurance

[Add](#)

Documents

Fare Rules

Travel Document

[Hotels & cars](#)

Staying over? Need to drive around? Check out these offers for hotels and car rentals!

Rental cars [Rentalcars.com](#)

Up to 15% discount on selected rental cars
[Book now](#)

Hotels [Booking.com](#)

Up to 20% discount on selected hotels
[Book now](#)

[See all products](#)

Step 11

Solution

Parent step: 1

Known bugs - issues

Facebook and google login fail in production

Relevant Jira: MYP-418

Status: Under investigation

Step 12

Solution

Parent step: 14

Login via Facebook/Google

When clicking on the "My Bookings" button on - site, the customer has 3 ways of viewing their bookings:

1. Via email and order number
2. Via logging in with Facebook
3. Via logging in with Google

If they log in via method 2 or 3, they will be shown with the list of orders they currently have, from where they will need to select the order of their interest.

The screenshot shows the Gotogate website's 'My Bookings' sign-in page. At the top, there is a dark blue header bar with the 'GOTOGATE' logo and links for Flights, Hotels, Rental car, Support, and About Gotogate. On the right side of the header is a 'My Bookings' button. Below the header, there is a large input field with a placeholder 'E-mail *'. Underneath it is another input field with a placeholder 'Order number *'. To the right of these fields is a grey button labeled 'Find my booking'. Below this section, there is a horizontal line with the text 'Or sign in with:' in the center. Underneath the line are two blue rectangular buttons: one for 'Facebook' with the Facebook logo, and one for 'Google' with the Google logo.

Currently live: On all markets except China, where Facebook and Google are banned.

Step 13

Solution

Parent step: 1

Feedback form

- **Your valuable feedback:** As travel agents with different experience levels in the industry. What do you think about the design, the simplicity, the products, and what we can add more? For this reason, you will need to fill this survey [HERE](#).
- **Customer Feedback:** You are the first line with our customers. We need to keep monitoring this new release and feedback we receive from our customers, and what difficulties they found in order to find any information or to proceed with any purchase. For this reason, this simple form is created to insert any feedback [HERE](#).

Step 14



Question

Parent step: 1

Current functionalities

New Question

List of all current functionalities related to "My Portal" page, last updated 10aug21

1. Login via Facebook/Google Step 12
2. Refund status Step 15
3. Order details page Step 10
4. MyPortal - Full order void Step 2
5. MyPortal - Full order cancellation by ticket rules - ETG Step 7
6. Check in tab Step 3

Step 15



Solution

Parent step: 14

Refund status

When the order has been cancelled in Edvin and the customer has requested a refund, when logging into "My Bookings", the customer will see a refund case information for the relevant order:

Applicable refund reasons:

- All cancellation reasons (voluntary & involuntary refund for VI and non-VI orders.)



My Bookings

Return
New York - Luxor
Sat 7 Mar 2020 – Sun 22 Mar 2020 Order details

1. Your refund case information Latest update: 2020-07-23 20:10

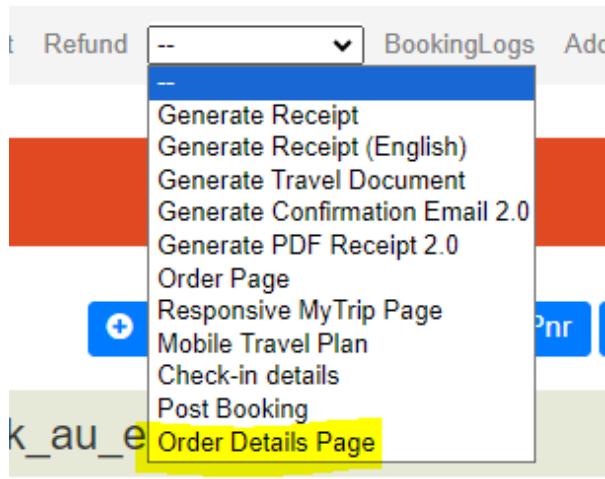
 Refund request received We have received your refund request.
 Refund application to Egyptair We have requested a refund from the airline.
 Waiting for Egyptair to process the application
 Refund request completed

Feature live: On all markets

At the same time, our agent can guide our customer, if needed, with below steps:

Open Edvin order.

Select "order details page", to be transferred to my portal page as the customer

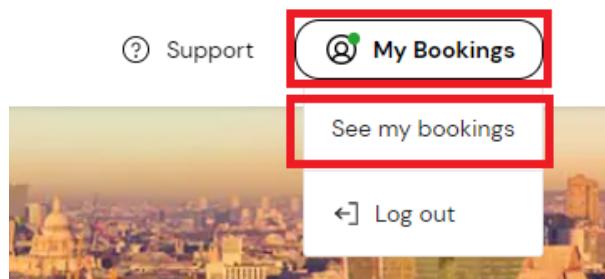


The screenshot shows a software interface with a toolbar at the top. A dropdown menu is open over a button labeled 'Refund'. The dropdown menu contains the following items:

- Generate Receipt
- Generate Receipt (English)
- Generate Travel Document
- Generate Confirmation Email 2.0
- Generate PDF Receipt 2.0
- Order Page
- Responsive MyTrip Page
- Mobile Travel Plan
- Check-in details
- Post Booking
- Order Details Page

The 'Order Details Page' option is highlighted with a yellow box.

Choose "My bookings" and then "See my bookings":



Then agent can view the information that a customer can check on his own, by login in to "My portal" with the current status of the refund:

A screenshot of the mytrip portal. At the top, there's a navigation bar with 'mytrip' logo, 'Flight', 'Hotels', 'rental car', 'Help', and 'my bookings' button. The main content area shows flight details: 'Frankfurt ✈ Bangkok' for 'May 26 - 11 Jun • Return Flight • 3 passengers • Booking number: [REDACTED]'. A message box says 'booking cancelled'. Below this, under 'Refund status:', there's a section for 'Booking reference [REDACTED]' (Last update: 2022-12-15 07:32). A timeline shows the following steps:

- 1. Refund request received: We have received your refund request.
- 2. Refund application to Saudi Arabian Airlines: We have requested a refund from the airline.
- 3. Refund processed by Saudi Arabian Airlines: Your claim has been approved by Saudi Arabian Airlines and they have sent us a full or partial refund. We will now process the withdrawal to ensure you receive the correct amount.
Unfortunately, due to the large number of cases caused by the pandemic and because many of them have to be processed manually, this may take longer. We know you've been waiting a long time so we're not saying this lightly, but ultimately it's still good news because we have your refund and will get it to you as soon as possible.
- 4. Refund application completed: We have now sent you the refund from Saudi Arabian Airlines and the money should be in your account within a few days.

Step 16

 Solution

Parent step: 1

Frequently asked questions

Question	Answer
In case of pax has provided us with wrong contact details and we correct them, will this be reflected in the 'MyBookings page' as well?	Yes it will be changed on the My portal page as well
If pax will insert date of birth or passport details, will they also be included there?	This is on the wishlist. We are working on it. The scope is also the customer to be able to change these details from My Portal
If they have made extra purchases post-booking, will they be able to download/ print an invoice that will include the rest of the costs paid?	The customer can download an invoice for this extra product. Due to financial restrictions, it must be two different invoices.
In case there has been an involuntary or voluntary change that has been completed, will this be reflected on the "MyBookings page"?	The only thing that customers can now see is that the reservation is changed. This also is on the wishlist but needs a lot of technical and development work.

Step 17

Solution

Parent step: 1

Customer target groups

Click on the link [here](#)