



(DY) Norwegian Portal

How to use the Norwegian Air Agent Portal Last updated, November 18, 2022

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Step 1 - Starting point



No linked steps

Norwegian Portal

1. Access Step 13
2. Rebooking Step 7
3. Cancellation Step 4
4. Split the passenger Step 11
5. Authorization Step 10
6. Naco/Nach Step 16
7. Adding ancillaries and requests Step 3
8. Error : Unable to find your booking. Step 15
9. Corporate card/van fee Step 8

10. Flight Irregularities (FM/SC)

Step 2

Step 2

Question

Parent step: 1

Flight Irregularities

1. SC - Schedule change

Step 9

Step 3

Solution

Parent step: 1

Adding ancillaries and requests

Adding ancillaries and requests

Seating

1. Retrieve the PNR in DY Portal. More info can be found [here](#).

2. Select "Reserve a seat" :

Choose your extras

[Book hotel](#) [Find your rental car](#) [Order baggage](#) [Order excess luggage](#) [Order special baggage](#)
[Register special need](#) [Purchase Fast Track](#) [Reserve a seat](#) [Add Reward number](#) [Book your airport transfer](#)

- Choose a specific seat from the seat map:

Change seat

Oslo-Gardermoen → London-Gatwick
Trip leg 1 of 1 (DY1302)

Outbound
✈ Oslo-Gardermoen – London-Gatwick
Sunday 11. Aug 2024 07:10
Flight DY1302 - LowFare

Total price:
0 NOK
(incl. taxes and charges)

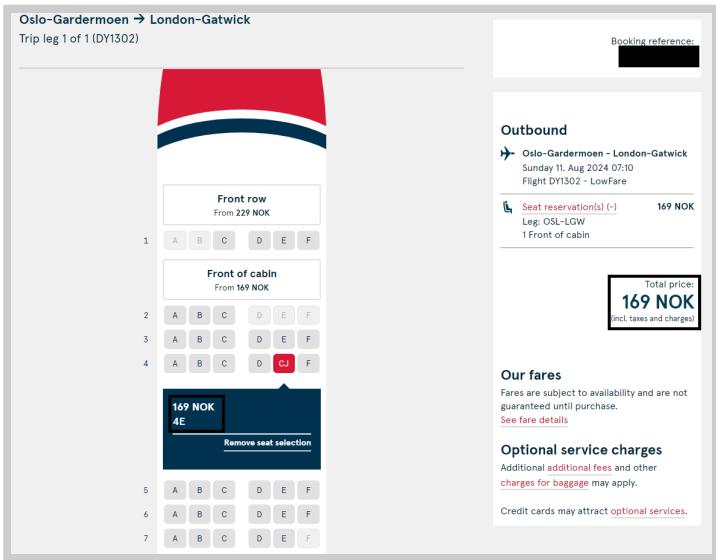
Our fares
Fares are subject to availability and are not guaranteed until purchase.
[See fare details](#)

Optional service charges
Additional [additional fees](#) and other [charges for baggage](#) may apply.

Credit cards may attract [optional services](#).

Row	Seat	Front row	Front of cabin	Standard, front
1	A	From 229 NOK	From 169 NOK	From 129 NOK
2	A			
3	A			
4	A			
5	A			
6	A			
7	A			

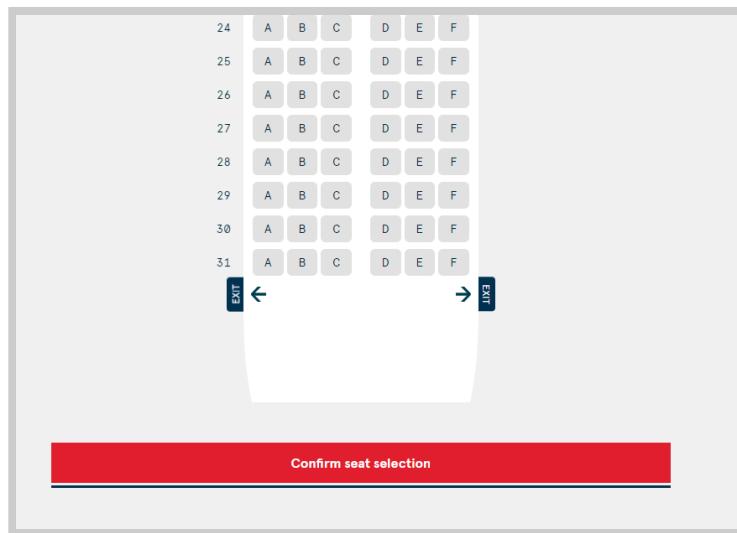
3. Check the seat's cost and advise the passenger accordingly:



4. Send MOTO/payment link to the passenger.

5. If the customer proceeds with payment, create a VAN and insert VAN details.

6. Click on "Confirm seat selection" and proceed with the payment:

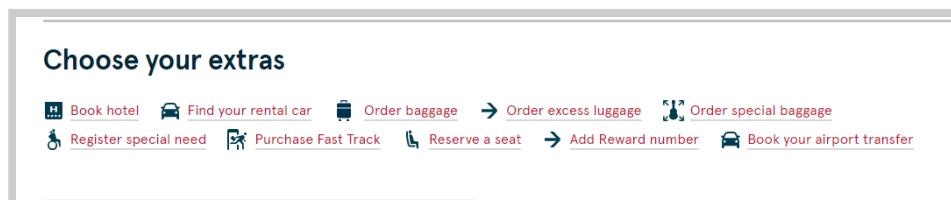


7. Send seating confirmation to passengers and register an errand.

Baggage

1. Retrieve the PNR in DY Portal. More info can be found [here](#).

2. Select "Order baggage":



3. Check the baggage's cost and advise the passenger accordingly.

The screenshot shows a flight booking interface for Camilla Jastrzebski (adult) from Oslo-Gardermoen to London-Gatwick on Sunday 11. Aug 2024 at 07:10. The flight is LowFare (Flight DY1302). The total price is 0 NOK (incl. taxes and charges).

Outbound:

- Booking reference:** [REDACTED]
- Outbound:** Oslo-Gardermoen - London-Gatwick, Sunday 11. Aug 2024 07:10, Flight DY1302 - LowFare
- Checked baggage:** 1 bag(s) (-) 0 NOK (1 Checked baggage (purchased))
- Total price:** 0 NOK (incl. taxes and charges)

Add hand baggage:

- Underseat bag: Included (✓)
- Overhead cabin bag: 149 NOK (checkbox)
- Incl.: Priority Boarding (value 85 NOK) (checkbox)

Add checked baggage:

- 1x checked bag: Included (✓)
- 2x checked bags: 299 NOK (checkbox)

Optional service charges:

- Additional **additional fees** and other **charges for baggage** may apply.
- Credit cards may attract **optional services**.

Buttons: cancel or Proceed to payment

4. Send MOTO/payment link to the passenger.

5. If the customer proceeds with payment, create a VAN and insert VAN details.

6. Proceed with the payment.

7. Send baggage confirmation to passengers and register an errand.

Step 4



Question

Parent step: 1

Cancellation

The claim task has been moved to the SL team as of November 5, 2024.

Attention! - To make sure which of the steps you need to follow, please follow the guidelines as mentioned [here](#), where the exceptions and the rest of the general handling are mentioned.

- Check first if the cancellation request is part of the "[exceptions](#)", if not then please proceed with modifying the order and sending the appropriate cancellation confirmation email.

Cancellation	
1. General Instruction	Step 12
2. Dupe	Step 14
3. Cancellation within 4 hours	Step 17
4. Cancellation after 4 h / void	Step 6
5. Apply for taxes	Step 5

Step 5



Solution

Parent step: 4

Apply for taxes

- Cancel the ticket in the portal, then send an email to: agentrefund@norwegian.com.
- Enter "refund taxes" or "refund unused taxes" in the subject line.
- Remember to place the booking on a refund queue in Edvin.

Norwegian usually replies with the following message:

Response (04/02/2020 14:14)

Good morning
Thanks for contacting Norwegian.
Refunded amount 1,355.00 nok.
Med vennlig hilsen / Kind Regards,
Pilar
Norwegian Agent Support

Date created: 04/02/2020 14:04
Date Last Updated: 04/02/2020 14:14

Step 6



Solution

Parent step: 4

Cancellation after 4 h / void

We must call Norwegian, no guarantee that the airline will refund.

Step 7



Solution

Parent step: 1

Rebooking

1. Log in to the portal and retrieve the booking.
2. Click on "Change Trip":

Trip details

One-way trip 30 July 2022 from Algarve-Faro (FAO) to Oslo-Gardermoen (OSL). Booking reference:

[Change trip](#)

[Cancel booking](#)

3. Select the new itinerary and the new travel date. Then select the new preferred flight:

Choose new flight

Fly from [Algarve-Faro \(FAO\)](#)

Show direct only

Fly to [Oslo-Gardermoen \(OSL\)](#)

Outbound [27](#) [Jul 2022](#)

My Travels

Outbound Algarve-Faro - Oslo-Gardermoen

30. Jul 2022 11:30 - 16:30

Flight DY1781

Outbound: Algarve-Faro - Oslo-Gardermoen Wednesday 27. Jul 2022

All fares per person in NOK

LowFare Flex

Departure	Arrival	Details		
11:05 Algarve-Faro	20:30 Oslo-Gardermoen	1 stop Duration: 8h 25m	-	<input checked="" type="radio"/> 1,171 (A, A)

① WiFi included (*)

② 1 stop (3h 5m) in Stockholm (16:25-19:30)

Operated by Norwegian Air Sweden AOC, Norwegian Air Shuttle AOC

[< < Show previous day](#)

[Show next day > >](#)

4. Once you select the new flight, at the right side of the page, you will be able to see the total cost of rebooking.

ATTENTION



Norwegian charges +3% of the cost for payments with VAN. Make sure to calculate this cost as well before informing the customer.

For example, $650\text{SEK} * 0.03 = 19.5 \text{ SEK}$ this amount should be charged in addition to the airline's cost.
Therefore, the total cost to the customer for the above example will be $650 + 19.5 = 670 \text{ SEK}$.

Booking reference: [REDACTED]

My Travel Selections

Outbound

Algarve-Faro - Stockholm-Arlanda
Wednesday 27. Jul 2022 11:05
Flight D84276 - Flex
Operated by Norwegian Air Sweden AOC

Stockholm-Arlanda - Oslo-Gardermoen
Wednesday 27. Jul 2022 19:30
Flight DY823 - Flex
Operated by Norwegian Air Shuttle AOC

1 Adult	1,171 NOK
<input checked="" type="checkbox"/> Trip includes	
<input type="checkbox"/> New seat reservation(s)	0 NOK

Passengers

[REDACTED]

Travel documents will be sent to
[REDACTED]

Total price incl. all taxes and surcharges	1,171 NOK
Taxes account for	84 NOK
Passenger Charge (YA)	84 NOK
Carrier imposed surcharges	150 NOK

5. Proceed with charging the customer along with our fees (if applicable).

6. Once the Customer pays, issue a VAN card and click on the "Continue change" button.
7. On the next page, you will be able to reconfirm the changes. You can see the original and the new flights. Insert the customer's details and again click on the "Continue change" button:

My booking - Original

Outbound	Algarve-Faro - Oslo-Gardermoen	30. Jul 2022 11:30 - 16:30	Flight DY1781
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My booking - Changed

Outbound*	Algarve-Faro - Stockholm-Arlanda	27. Jul 2022 11:05 - 16:25	Flight D84276
Outbound*	Stockholm-Arlanda - Oslo-Gardermoen	27. Jul 2022 19:30 - 20:30	Flight DY823

Passengers

[REDACTED]

Contact Information

Contact phone number makes it easier for us to reach you if necessary

Telephone (mobile)

Greece	<input type="text"/>
--------	----------------------

Telephone (home)

United K	<input type="text"/>
----------	----------------------

Email address for travel documents

- Your email addresses -

I wish to receive a receipt via SMS. This service is free of charge.

< Go back Cancel Continue change

8. Confirm the terms and conditions and proceed to the payment page:

Confirm reservation

1. Select flight 2. Passengers 3. Payment

My booking - Original

Outbound Algarve-Faro - Oslo-Gardermoen 30. Jul 2022 11:30 - 16:30 Flight DY1781

My booking - Changed

Outbound* Algarve-Faro - Stockholm-Arlanda 27. Jul 2022 11:05 - 16:25 Flight D84276
Outbound* Stockholm-Arlanda - Oslo-Gardermoen 27. Jul 2022 19:30 - 20:30 Flight DY823

Additional Information

Customer reference

Terms

IMPORTANT!

I have read and accept the [General Conditions of Carriage](#), [Fare rules](#), [Baggage rules](#) and [Dangerous Goods Policy](#), and confirm that the details of my booking, including all services selected, are correct.

< Go back

Cancel

Confirm and pay

Booking reference: [REDACTED]

My Travel Selections

Outbound

Algarve-Faro - Stockholm-Arlanda

Wednesday 27. Jul 2022 11:05

Flight D84276 - Flex

Operated by Norwegian Air Sweden AOC

Stockholm-Arlanda - Oslo-Gardermoen

Wednesday 27. Jul 2022 19:30

Flight DY823 - Flex

Operated by Norwegian Air Shuttle AOC

1 Adult 1,171 NOK

Trip includes

New seat reservation(s) 0 NOK

Passengers

Travel documents will be sent to [REDACTED]

Total price
incl. all taxes and
surcharges

1,171 NOK

Taxes account for 84 NOK

Passenger Charge (YA) 84 NOK

Carrier imposed surcharges 150 NOK

9. Proceed with the payment on the portal. Once the rebooking is confirmed, proceed with the rest actions in Edvin as per our normal routines as per this Shelf page: [Sync Trip button, under customer trip field](#). If this is not possible, use the old routine: Send email confirmation to the customer from Edvin. Use the template titled "*External portal booking details*" located under folder First Line Other.

Step 8

Solution

Parent step: 1

Norwegian Airlines (DY) Corporate card fee

Whenever you are using a corporate debit/credit card on the Norwegian website (DY), regardless of the request type (ex. name change, ancillary, etc), there is an extra fee of 3% which is added to the total price and appears in the last step of payment.

Therefore, we need to charge the customers 3% as an additional fee in the total price when we are using our corporate cards, otherwise, the price we collect from the passenger will be less than the price we are paying to the airlines.

You are able to see the policy mentioned by choosing the LCC-Norwegian tab in '[Edvin Documents](#)':

Norwegian Norwegian Air International Ltd Show All

Airline Contact - Norwegian COVID-19 NORWEGIAN (DY) Cancellations and Refund Extra service and Assistance LCC - Norwegian Name - Norwegian
Rebooking - Norwegian Schedule Change information - LCC - Norwegian Schedule Change information - Norwegian Ticketing - Norwegian Check In - Norwegian Show All

Changes - LCC | Veronica 24jan20

REBOOKING

Three option to change the ticket:

1. If you **are able** to log in on agent portal - please change the ticket there.
2. If you are **not able** to retrieve the booking on agent portal, please check if possible to log in on DY website with booking number and lastname to order one-time code - it is then possible to change ticket.
3. If passenger has flexible ticket and you **are not able** to retrieve booking in agent portal or get a one-time code - please make a new booking right away.

Use card choice Corporate if Mastercard does not work.

Norwegian airlines LCC charge us a card fee of 3% when we pay with our van cards
This fee is valid for all kind of payment like Name change , Ancillaries , etc
Exp: Nach 650SEK (650x1,03= 669,5SEK)

Step 9

Solution

Parent step: 2

SC - Schedule change

Check Changes on the portal

You can find more information regarding the schedule changes in the booking by clicking on below:

The screenshot shows the Norwegian Airlines My Travels portal. At the top, there's a red header bar with a menu icon, 'Menu', and a 'Log out' button. Below the header, a dark blue bar contains a 'COVID-19 latest updates - important information about bookings and cancelled flights' link. The main content area starts with a 'My Travels' link. Below it, the text 'Booking reference: [REDACTED]' is displayed. A yellow callout box contains the message: 'Your booking has changed. We're sorry to inform you that there has been a change to your booking. There could be a number of reasons why this has happened, but we really hope it doesn't cause too much inconvenience to your travel plans. Please check the changes and see what options are available to you.' A 'View changes' button is located at the bottom of this box.

ATTENTION



"Original" is one that the passenger confirmed last, not when he bought the ticket. For example, if two SC occurred, the "Original" will show the last segment confirmed by the passenger.

Schedule change for ME8KHB

One or more of your flights have changed the departure time. Please give feedback.

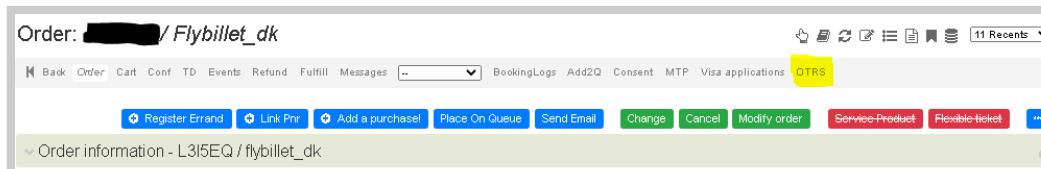
My reservation - Original		Booking reference: ME8KHB	
Outbound	Copenhagen - Majorca-Palma	7. Jul 2020 06:05 - 09:06	Flight D83664
Return	Majorca-Palma - Copenhagen	16. Jul 2020 12:30 - 16:30	Flight D83667

My reservation - Changed (changes marked with *)			
Outbound*	Copenhagen - Majorca-Palma	8. Jul 2020 09:10 - 12:10	Flight DY3668
Return*	Majorca-Palma - Copenhagen	16. Jul 2020 12:56 - 16:56	Flight DY3669

Passengers	
Mads Long Skaanning	
Nicolai Skaanning	
Pia Malmgren Skaanning	
Thomas Skaanning	

Check OTRS

Always check for emails in Edvin - OTRS, if a passenger misses receiving one of them you can ask for the "Ancillary team" in the slack room to forward it again.



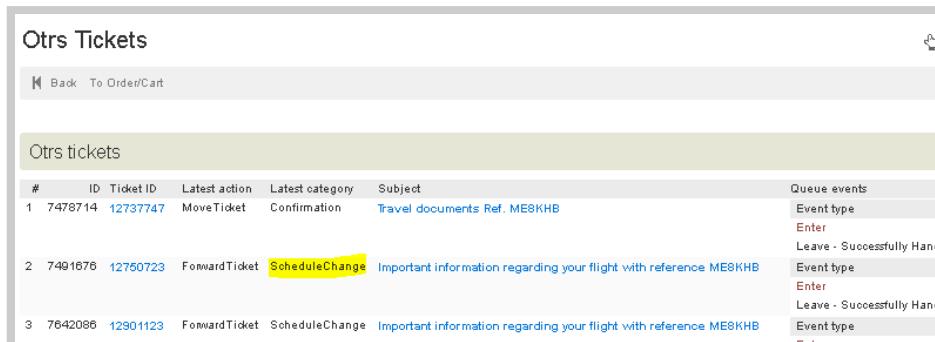
Order: [REDACTED] / Flybillet_dk

Back Order Cart Conf TD Events Refund Fulfill Messages BookingLogs Add2Q Consent MTP Visa applications **OTRS**

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

Order information - L3I5EQ / flybillet_dk

All schedule changes mail are forwarded to the passengers via a script:



Otrs Tickets

Back To Order/Cart

Otrs tickets

#	ID	Ticket ID	Latest action	Latest category	Subject	Queue events
1	7478714	12737747	MoveTicket	Confirmation	Travel documents Ref. ME8KHB	Event type Enter Leave - Successfully Handled
2	7491676	12750723	ForwardTicket	ScheduleChange	Important information regarding your flight with reference ME8KHB	Event type Enter Leave - Successfully Handled
3	7642086	12901123	ForwardTicket	ScheduleChange	Important information regarding your flight with reference ME8KHB	Event type Enter Leave - Successfully Handled

Confirm new flights/ Rebooking

While you are on the Norwegian Portal -View changes, you are able to proceed as per passenger request with confirmation of the flights or finding other alternatives:

Choose from the following options:

- I accept the change*
 I wish to change the departure time on one or more flights*

* Applies to all passengers.

Cancel

Confirm your selection

Cancellation

If the schedule change is not accepted by the customer and meets the criteria for a full refund, cancel the booking in the Norwegian Portal:

Cancel reservation

Cancel reservation

You have selected to cancel your reservation. Please confirm

 Please note that the reservation you are about to cancel is **non-refundable**.
Please see the fare rules for our ticket types.

My reservation

Booking reference: [REDACTED]

Outbound Copenhagen - Bangkok

13. Feb 2020 15:50 - 07:55

Flight DY7209

Cancel

Confirm cancellation

Send a refund request to agentrefund@norwegian.com, by using the below template:

Subject: PNR number - Cancellation Authority

Main Body:

Dear partners,

I am contacting you regarding booking number PNR. Passenger is asking for a full refund due to schedule change of the flight: flight number.

Please proceed with refund to the original form of payment.

Best regards,

xxx

Passengers can cancel departure trips, return trips, or both. Do not forget to use Modify Order in Edvin to send it to SL.

ATTENTION



No need to put PNRs on Support for awaiting supplier reply.

Step 10



Solution

Parent step: 1

Authorization

Cancellations where the rule says non-ref, but according to Norwegian it is possible to get a refund.

First call Norwegian to check this, then cancel through the portal.

Queue to BO, send a cancellation confirmation to the customer and an email to the airline:

agentrefund@norwegian.com

Step 11



Solution

Parent step: 1

Split a passenger

If you want to split a passenger from the PNR we have to call the airline.

It's not possible to make a split in the portal.

Save in Edvin errand notes with passenger preferences and put the PNR on Support.

Step 12



Solution

Parent step: 4

General Instruction

To check cancellation rules, press on cancel:

Trip details

Direct flight 13 February 2020 from Copenhagen (CPH) to Bangkok (BKK). Booking reference: [REDACTED]

Change trip

Cancel booking

To confirm the cancellation, press the button "Confirm cancellation".

If the airline allows a refund, remember to put the booking on the queue to BO, send cancellation confirmation to the passenger, and send an email to the airline regarding refund to:

agentrefund@norwegian.com

Cancel reservation

Cancel reservation

You have selected to cancel your reservation. Please confirm

Info: Please note that the reservation you are about to cancel is **non-refundable**.
Please see the fare rules for our ticket types.

My reservation Booking reference: [REDACTED]

Outbound	Copenhagen - Bangkok	13. Feb 2020 15:50 - 07:55	Flight DY7209
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Cancel Confirm cancellation

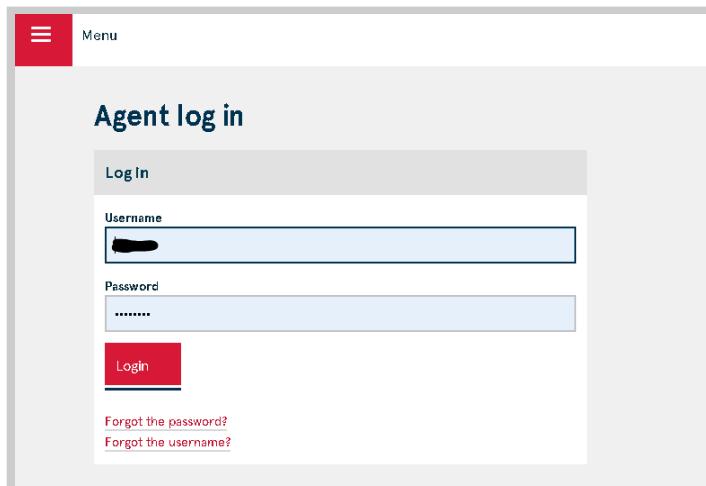
Step 13

Solution

Parent step: 1

Access

DY portal login: <https://agent.norwegian.com/uk/ipc/profile/login>



The screenshot shows a login interface titled "Agent log in". It includes a "Log In" button at the top, followed by fields for "Username" and "Password". Below the password field is a "Login" button. At the bottom, there are links for "Forgot the password?" and "Forgot the username?". A "Menu" icon is visible in the top left corner.

The credentials are per area, in Edvin - Documents.

Find Bookings on the portal

Write the booking number in the box below and click on search:

Quick access

What would you like to do?

- Show reservation
- Reserve seat
- Order excess baggage
- Order special baggage
- Get travel document
- Get travel receipt

Enter booking reference

Example: 6QFQPN

Search



Step 14

Solution

Parent step: 4

Dupe

We need to call the airline if it's a DUPE booking. If the airline accepts the DUPE, we need to follow the steps for cancellation.

Step 15

Solution

Parent step: 1

Error message : Unable to find your booking.

In case you receive the below message :

 COVID-19 latest updates - important information about entry requirements, bookings and cancelled flights

Log in

[Log in to continue](#)

We apologise

-  Unable to find your booking. If booking has been cancelled, follow the link below
- Go to [Show Complete Booking History](#) for trip details and available operations.

Email (username)

DYATH

Password

.....

[Sign In](#)

Forgot your [password](#) or [username](#)?

Please click to: [Show Complete Booking History](#):

[← Go back](#)

Reservation details – detailed view

Reservation details

Booking reference: TH8DFC

Outbound **[REFUNDED]**

Chargestatus Refunded: 4/4

Chargetime (scheduled): Monday 15. Jun 2020 21:55

Cancelled

18:05 Malaga
21:40 Copenhagen

29. Jul 2020

DY3673 – LowFare (R)

Duration: 3:35

Operated by Norwegian Air Sweden

Seat reservation

(Not reserved)

Meal Order

(Not available on this flight)

Created: Monday 15. Jun 2020 21:55

Updated: Monday 20. Jul 2020 08:58

Bolette Sejersen Lund (female) – Cancelled

Nicoline Sejersen Lund (female) – Cancelled

Ulrich Matzen Lund (male) – Cancelled

Victor Sejersen Lund (child (2-11 years)) – Cancelled

Return (Cancelled)

Chargestatus Charged: 4/4

Chargetime (scheduled): Thursday 6. Feb 2020 21:53

Unable to deliver

07:00 Malaga
10:35 Copenhagen

31. Jul 2020

D85070 – LowFare (R)

Duration: 3:35

Operated by Norwegian Air International

Seat reservation

(Not reserved)

Created: Thursday 6. Feb 2020 21:53

Updated: Monday 15. Jun 2020 21:55

Bolette Sejersen Lund (female) – Cancelled

Nicoline Sejersen Lund (female) – Cancelled

Ulrich Matzen Lund (male) – Cancelled

Victor Sejersen Lund (child (2-11 years)) – Cancelled

Then you will be able to find a full history of the PNR and the current status.

Step 16

 Solution

Parent step: 1

Naco / Nach

Name Corrections

We can try to do the name correction in the portal, sometimes the change will be FOC (minor correction), if not, we need to call Norwegian to make the name correction.

PS: this is only for minor errors/adding a middle name.

Norwegian changes directly in the system and no other action needs to be taken on our part. Ask Norwegian to send a new travel document to the customer.

The customer must pay our applicable fees.

Name changes

It is possible to change names through the portal. To see what fee Norwegian charges, press the "Name change" button. Price and currency will be displayed.

The customer must also pay our name change fee.



On the next page, we enter the new name. To complete the name change, we need to issue a VAN card, so we can pay Norwegian's fee.

See how to create a VAN under "Naco/Nach folder" or "Payments".

Step 17

 Solution

Parent step: 4

Cancellation within 4 hours

Norwegian has a rule, which allows a full refund within 4 hours after the ticket has been issued.

Check the cancellation policy in the portal: if no refund is possible we must call Norwegian to get OK to refund the whole ticket.