

Travelogue

It's all about where we're going!



Vol. 1

March 2018

Issue 1

Why the delay in myIDTravel roll out?



Technology doesn't always follow our timelines, even when we build in expected delays

Many of you have written in, asking when we are going to get access to more airlines. Unfortunately that answer isn't as easy as we hoped – linking Videcom (our new reservation system) to myIDTravel has required some updates and changes outside of our control. Other airlines had been able to use a different version of software that links Videcom and myIDTravel, howev-

er since then the requirements changed and we've had to update that software... think of it as going from Windows 95 to Windows 10. Its not always super easy and it has resulted in a delay in rolling out our flights into the production myIDTravel system.

Many larger airlines, such as Southwest, Delta, Air Canada, West-Jet, Lufthansa, and Qantas require that their staff be able to book our flights via myIDTravel before our own team members can book and list on their flights.

Please be aware that we're working closely with Videcom and Lufthansa Industrires, the owner of myIDTravel, to get our flights loaded as soon as possible once testing is complete. Unfortunately this task requires 3 parties, 3 different schedules, and 12 time zones.

What's In A Name?

Why we need to see your IDs and documents.

When most of us got hired at Tradewind Aviation, we had to do a slew of paperwork. Submit this form, fingerprints, maybe a trip to the doctor, and sign what felt like a lease on life. Sometimes the forms feel repetitive and you over look things. Your Employee Travel Profile is one of those documents where we ask for information that requires back up.

A very common error is with names. People may call your father "Rich", but his ID may say Richard. If you put down "Rich" on his travel form, there's a good chance that security won't let him through, or board the aircraft. Some of our team members may have not one, but two last names. Family and Christian names can also be sneaky, as we've had people denied boarding on international flights as their passport didn't always match another form of ID (like a drivers license or ID card).

Team members who also participate in Trusted Traveler networks, like TSA PreCheck, Nexus, and Global Entry must also have their myIDTravel profiles match their Trusted Traveler profile almost exactly, otherwise you may not be able to use your speedy benefits.

By double checking against your birth certificates, marriage licenses, and IDs we're not being nosy. We're trying to ensure a seamless and enjoyable ability for you and your eligibles to fly and experience the world.

Why Can't I Fly?

Common Errors in myIDTravel

myIDTravel is a very complex system to use, both on the front end, and the back end. This is why we try to put everyone thru training before you use the system. But, if you don't travel much or use it – you may forget some irritating things in the system. Each newsletter, we will point out new tricks and reminders to make your leisure & jumpseat travel more enjoyable.



The first issue will focus on pilot jump-seat listings versus regular non-rev.

In order to use the "Pilot Commuting" listing, we must ensure that we have you setup as a pilot in the back-end system. If you are not, you will not see the "Pilot Commuting" option from the drop down.

Not all airlines offer pilot commuting listings thru myIDTravel, some still

require you call in to the airline reservations line or may have a different number to dial. Please check "ID Agreements" of myID, select the airline (with travel type set to leisure), and look for the "Pilot Commuting" column.

Please remember that you must be employed by Air North for at least 180 days before using "R2 Standby" listings, whereas "Pilot Commuting Listing" may only require as low as 30 days from original date of hire.

Conditions and Booking Classes	Pilot Commuting Listing	R2 Standby
Advanced Booking Period	90	90
Waitlist allowed	No	No
Travel compartment Booking Class	Y	Y
Employee, retiree, legal spouse, children 12-23 years	RECIP PILOTS	ZL
children 2-11 years		CL
Spouse (includes legal and common-law)		ZL
Common-law spouse (includes same-sex and opposite sex)		ZL
Common-law spouse, registered, opposite sex		ZL
Common-law spouse, registered, same sex		ZL
Parents of employee/retiree		ZL
Travel partner/companion (child) of employee/retiree		ZL

Contact Us, Learn About Your Travel Privileges

Employee Travel website: <http://www.mivuelo.net/4n>

Employee Travel email: employeeetravel@flyairnorth.com

myIDTravel help desk: myIDTravel@flyairnorth.com