



**HAWAIIAN**  
— AIRLINES. —

*Pass Travel*  
*with*  
*ID90T*



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Information in this booklet is subject to change without notice.



## Chapter 1 INTRODUCTION

### 1.1 The HA Pass Travel Experience

Pass travel on Hawaiian Airlines has just become a lot easier. That's because we've partnered with ID90T to enable you, a Hawaiian Airlines employee, retiree or qualified individual, to book travel for yourself, eligible dependents and friends using the Interline Fare Calculator® (IFC) on [www.ifc.id90.com](http://www.ifc.id90.com).

The IFC gives you the ability to list for a flight and/or purchase a ticket without the hassle of going to the airport ticket counter or sending in paper requests. You will be able to flight list and purchase tickets for yourself and your family, your FTPs, your parents and your domestic partners—all on one web site. In addition, you'll be able to check flight loads and the standby list, manage and store personal and payment information, manage your travel plans, and view a list of past and future travel.

All ticketing is electronic and instant. That means the moment you complete the transaction, the ticket is live in the system and can be used immediately. No more paper tickets and no more wait time.

All of which translates into a more convenient pass travel experience for you.

NOTE: This booklet will provide you with information on how to use the IFC for pass travel. For pass travel policies, procedures and other airline information, please refer to the Pass Travel Guide currently available on [www.HApeople.com](http://www.HApeople.com).

## 1.2 Pass Travel Do's and Don'ts

### **DO get a computer and email account.**

Because all pass travel transactions are now done online, a computer with internet access is a must. If you don't have a computer, use an available computer at work during your free time, the computer of a family or friend, or an internet café.

An email account is also important in order to receive and send information. If you don't have one, sign up for a free email account (i.e., hotmail, yahoo, gmail).

### **DO check in on line before you go to the airport or at the airport self-service device (SSD).**

No pass traveler needs to go to the airport to check in with an agent anymore. You can check in 3 different ways: use web check; go to one of the Outrigger Hotels (Reef, Ohana East or Waikiki) or Ala Moana Hotel to use the Hawaiian SSD to check in; or use the airport to check in at the SSD.

### **DO refer to this manual and HApeople.com for pass travel information.**

Your best resources for questions about pass travel can be found in this manual or online currently at HApeople.com under the Pass Travel Center tab.

### **DO contact ID90T if you have encounter any problems when you are attempting to list for a flight.**

The quickest way to get assistance is when you are actually experiencing the problem. The ID90T Customer Support Center can determine what the problem is, if any, and assist you on the spot. Contact them at 877-933-9233 or email them at [support@id90T.com](mailto:support@id90T.com).

**DON'T go to the airport ticket counter or Pass Travel Center to purchase tickets.**

They cannot perform any ticketing or purchasing transactions for HA pass travel. They will simply direct you to the IFC.

**DON'T call Reservations to list for your flight.**

All pass travel listings and ticketing must be done through the IFC. Reservations no longer is able to assist with any HA pass travel listing for employees and their eligible dependents.

**DON'T call any other department to list for your flight.**

All pass travel listings and ticketing must be done through the IFC. Asking another department to make a listing and/or ticketing is not permitted. Do not jeopardize anyone's pass travel privileges by circumventing the procedures in place.

**DON'T go to the airport to list for your flight.**

All pass travel listings and ticketing must be done through the IFC. Arriving at the airport without a listing and asking them to make a listing and/or ticketing is not permitted. The airport will not be able to assist you if you do not have a listing for a flight.

**DON'T call the Pass Travel Center if you are experiencing problems with the web site.**

Instead, contact ID90T at [support@id90t.com](mailto:support@id90t.com) or by phone at 877-933-9233.

**Chapter 2**  
**THE INTERLINE FARE CALCULATOR®**

**2.1 The Interline Fare Calculator®**

All pass travel transactions, including flight listings, ticket purchases, refunds, and cancellations are available on the ID90T web site via the **Interline Fare Calculator®** or **IFC**.

To access the site, go to the [HApeople.com](http://HApeople.com) homepage and click on this image:



It will take you directly to the IFC.



- [i TAKE A TOUR: Learn how to use ID90.COM's new Interline Fare Calculator®](#)
- [Printable PDF Instructions](#)
- [HA Pass Travel Information](#)
- [Help](#)

If you need help or information, select any of the links on this page.

## Chapter 3 HOW TO USE THE IFC

### 3.1 Setup

Before completing *any* pass travel transaction, you must set up your online profile first. This process will take a few minutes.

1. Go to HApeople.com and click on the "Pass Travel" icon:



2. Log in by typing your employee number (with leading zeros so your number is six digits) for the User Name. If you are a first time user, where it asks for your password, enter your first initial and full last name. (e.g., jsmith). For hyphenated names or names with suffixes, follow the examples below:

Robert Jones-Smith:	rjones-smith
Albert Jones, Jr.:	rjones
Mary-Ellen Smith:	msmith
John Baker, II:	jbaker

3. When you log in for the first time only, IFC will prompt you to change your password to a unique password of your choice, which you will use going forward. You will also be asked to supply an email address, so make sure you have one available. Follow the instructions on the screen.

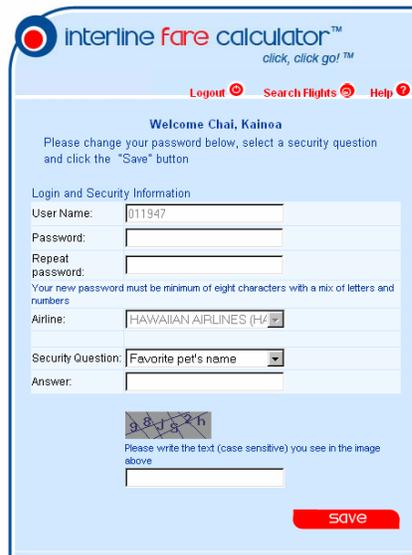


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## How to Use the IFC

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- Once you've completed this process, your profile has been saved. You can always change your profile information later on if you need to.



The screenshot shows the 'interline fare calculator' login page. At the top, there are links for 'Logout', 'Search Flights', and 'Help'. Below the header, a welcome message reads 'Welcome Chai, Kainoa' and instructs the user to change their password and select a security question. The 'Login and Security Information' section contains the following fields:

- User Name: 011947
- Password: [Empty]
- Repeat password: [Empty]
- Airline: HAWAIIAN AIRLINES (HI)
- Security Question: Favorite pet's name
- Answer: [Empty]

Below the security question is a CAPTCHA image with the text 'Please write the text (case sensitive) you see in the image above' and an empty input field. A red 'save' button is located at the bottom right of the form.

- Make sure you remember your login information and security question in case you forget your password.

By default, subsequent logins will take you directly to the "Search Flights" screen. To access your profile, click on "My Profile" on the upper right of the screen.



The screenshot shows the 'search flights' page. At the top, there are links for 'Search Flights', 'Select Flights', 'Purchase', and 'Confirm'. Below the header, there are links for 'Logout', 'My Profile', and 'Help'. The 'My Profile' link is highlighted with a red arrow. The search form includes the following options and fields:

- Type Of Trip:  Round Trip,  One Way,  Multi-city
- Type Of Flight:  Non Stop,  One Stop
- From: [Empty], To: [Empty], Date: 01/04/2008
- Time: [Empty], Anytime

The IFC® is composed of:

1. **My Profile.**
2. **Help.**
3. **Search Flights**
4. **Logout**

### 3.2 My Profile

This sections contains information about you, eligible travelers, payment, past and future travel information. Here you perform administrative transactions such as store credit card information, review past and future travel, cancel or modify reservations, etc.

The screenshot displays the Interline fare calculator interface. At the top, a progress bar shows four steps: Search Flights, Select Flights, Purchase, and Confirm. The main header includes the logo and the slogan "click, click go!". Below the header, a navigation bar contains links for "Search flights", "Logout", "My Profile", and "Help". The "Search flights" link is circled in red. The main content area includes sections for "Type Of Trip", "Type Of Flight", "From/To" fields, "Time" dropdowns, "Limit flight results to" (set to 10), "passengers" (listing Janette Freeman, Harue Freeman, and FTP Passengers), and "connection times" (with input fields for "Minimum Connection Time" and "Maximum Wait Time"). At the bottom, a "my profile" section contains links for "Logout", "Search Flights", and "Help", with "Logout" and "Search Flights" circled in red. A red arrow points from the text "You may access other sections by clicking on the links at the top right portion of the screen." to the "Logout", "My Profile", and "Help" links. Another red arrow points from the "Logout" and "Search Flights" links in the "my profile" section to the same text.

*You may access other sections by clicking on the links at the top right portion of the screen.*

[Employee Info](#) | [Eligible Travelers](#) | [Payment Info](#) | [Future Travel](#) | [Travel History](#)

### 3.3 Employee Information

This is where all of your personal information is stored. The information is for your convenience and is optional and available on the IFC only. You may change or update this information at any time.

The screenshot shows the 'my profile' interface with the 'Employee Information' section. The 'Employee Info' tab is selected. The form includes fields for: Passport Nationality (United States), Birth Date, Passport Number, Wheelchair Assistance, Address, City, State/US Territory / Province, Zip/Postal Code, Country, Home, Office, Mobile, Personal Email (test@test.com), Email Preference (Text/HTML), Work Email, Date of Hire (01/01/2007), Employee Type (Full Time), Travel Status (Yes), Emergency Contract Name, Emergency Contact Country, and Emergency Contact Phone. The 'Date of Hire', 'Employee Type', and 'Travel Status' fields are grayed out and enclosed in a red box. A red arrow points from the text below to this box. An 'update' button is located at the bottom right of the form.

However, you will not be able to change any information that is grayed-out. This is information that is fed directly from the Human Resources database and cannot be updated here. If you see any errors here, contact Human Resources to make the change.

- Ensure that your email address is correct so that you receive your confirmation page whenever you book a flight.
- Ensure that the address you input here is where you want any correspondence from ID90T to go.

### 3.4 Eligible Travelers

This is where the information of the employee's eligible dependents is stored. You may change the editable fields. You cannot change the grayed out fields. If the information is wrong, you must contact the Pass Travel Center.



eligible travelers

Last Name	First Name	Date of Birth	Relationship	Action
Smith	John	NA	Parent	<a href="#">edit</a>
Smith	Jane	NA	Spouse	<a href="#">edit</a>
Smith	John	NA	Parent	<a href="#">edit</a>
Smith	Jane	NA	Sister / Brother	<a href="#">edit</a>
Smith	John	NA	Domestic Partner	<a href="#">edit</a>
Smith	John	NA	Child	<a href="#">edit</a>
Smith	Jane	NA	Spouse	<a href="#">edit</a>
Smith	John	NA	Child	<a href="#">edit</a>

First Name:  Birth Date:  mm/dd/yyyy

Last Name:  Disabled:

Middle Name:  Student:

Name Suffix:  Gender:

Travel Status:  Relationship:

Passport Number:  Passport Nationality:

Emergency Contact Phone:  -  -

Emergency Contact Country:

Emergency Contact Name:

Home Address:  Same as employee address  Add new address

### 3.5 Payment Info

In this section, you are able to store credit card information which you can use for future travel. You may enter multiple Visa, MasterCard, AMEX or Discovery credit or debit cards.

credit card on file

Alias	Card Type	CC Number	Expiration Date	Action
Test Card	AMERICAN EXPRESS	*****0002	01/2009	<a href="#">edit</a> <a href="#">delete</a>
Amex 01	AMERICAN EXPRESS	*****0002	12/2007	<a href="#">edit</a> <a href="#">delete</a>

new credit card information

Credit Card Type:

Credit Card Number:

Card Holder's Name:

Card Verification Code:  [What is this?](#)

Expiration:  /

Alias:  (Ex.: Parents Credit Card)

Billing Card Information:  Same As Employee Mailing Address  Add New Address

add

At the bottom of the screen, you can also view your eCredit\* balance, which is the amount you can use toward the purchase of future travel.

eCredit

eCredit Balance: \$391.35

Confirmation Code	Payment	Date Credited	Expiration Date	Amount	eCredit Balance
MSBOII	Credit Card	04/05/2007	07/03/2007	\$777.34	\$777.34
MSBOII	Credit Card	04/05/2007	07/03/2007	\$448.50	\$1,225.84
-	eCredit	04/05/2007	-	\$-602.85	\$622.99
-	eCredit	04/05/2007	-	\$0.00	\$622.99
MSFLUL	Credit Card	04/05/2007	07/03/2007	\$11.80	\$634.79
MSFLUL	Credit Card	04/05/2007	07/03/2007	\$11.80	\$646.59
-	eCredit	04/09/2007	-	\$-154.34	\$492.25
-	eCredit	04/09/2007	-	\$-20.15	\$472.10

\*eCredit is the credit you obtain as the result of cancelling a purchased ticket and storing the funds. This is different from a refund, in which you request that your credit or debit card be re-credited for the amount of the purchased ticket.

### 3.6 Future Travel

This section allows you to view future travel itineraries and modify, refund or cancel purchased tickets.

**my profile**      Logout      Search Flights      Help

[Employee Info](#) | [Eligible Travelers](#) | [Payment Info](#) | [Future Travel](#) | [Travel History](#)

future travel

Itinerary	Confirmation Code	Date of Issue	Travel Date
HNL-PPT-HNL	EEXSAA	12/29/2007	12/29/2007
HNL-LAX-HNL	DDDISX	01/03/2008	01/03/2008
Flight date: 01/03/2008      Segment: HNL-LAX      Flight: HA 1002			
Austin Parker Employee	Status: OPEN      Class: Y	ETKT: 1732107731888 PNR: DDDISX	Total \$ 0.00
Flight date: 01/23/2008      Segment: LAX-HNL      Flight: HA 1			
Austin Parker Employee	Status: OPEN      Class: Y	ETKT: 1732107731993 PNR: DDDISX	Total \$ 0.00
FTP passes used on this itinerary: 0			<a href="#">MODIFY</a>   <a href="#">REFUND</a>   <a href="#">CANCEL</a>

You have 20 FTP passes remaining for 2008.



Your FTP balance is at the bottom of the page.

If you are a Retiree and eligible for a Once a Year/ Twice a Year pass, your balance will also show on this page.

### 3.7 Modify, Refund, Cancel

The screenshot shows the 'my profile' header with 'Logout', 'Search Flights', and 'Help' links. Below are navigation tabs: 'Employee Info', 'Eligible Travelers', 'Payment Info', 'Future Travel', and 'Travel History'. The 'future travel' section displays a table of itineraries:

Itinerary	Confirmation Code	Date of Issue	Travel Date
HNL-PPT-HNL	EEXSAA	12/29/2007	12/29/2007
HNL-LAX-HNL	DDDISX	01/03/2008	01/03/2008

The expanded itinerary for HNL-LAX-HNL shows two segments:

Flight date: 01/03/2008	Segment: HNL-LAX	Flight: HA 1002
Austin Parker Employee	Status: OPEN Class: Y ETKT: 1732107731888 PNR: DDDISX	Total \$ 0.00
Flight date: 01/23/2008	Segment: LAX-HNL	Flight: HA 1
Austin Parker Employee	Status: OPEN Class: Y ETKT: 1732107731993 PNR: DDDISX	Total \$ 0.00

At the bottom of the itinerary details, there is a button labeled 'MODIFY | REFUND | CANCEL' which is circled in red. Below the table, it states 'FTP passes used on this itinerary: 0'.

You have 20 FTP passes remaining for 2008.

- **Modify:** When you modify a ticket, you can change the routing or date of a flight only.
- **Refund:** When you no longer use the ticket and it has a value, you can request a refund.
- **Cancel:** When you no longer use the ticket and you want to eCredit any value attached to the ticket, you can request to cancel your itinerary.

NOTE: Whenever you refund or cancel an FTP ticket, the FTP is re-credited to your "bank."

See Chapter 6 for more detailed information.

### 3.8 Travel History

This section allows you to view past travel itineraries and associated costs. It also tells you how many FTPs were used for each booking, and how many FTPs you have left.

travel history

Itinerary	Confirmation Code	Date of Issue	Travel Date	
<b>HNL-SEA</b>		03-15-2007	03-16-2007	Details
<b>LAX-HNL</b>	LMYPZA	03-30-2007	03-30-2007	Details
Flight date: <b>03/30/2007</b> Segment: <b>LAX-HNL</b> Flight: <b>HA 9</b>				
TestFTP TestFTP FTP	Status: OPEN	Class: Y	ETKT: 1732105072068	Total <b>\$ 104.72</b>
Employee One Employee	Status: OPEN	Class: Y	ETKT: 1732105072067	Total <b>\$ 31.30</b>
FTP Passes used on this itinerary: 1				
<b>LAX-HNL</b>	DZOILK	03-30-2007	03-30-2007	Details
Flight date: <b>03/30/2007</b> Segment: <b>LAX-HNL</b> Flight: <b>HA 9</b>				
Ftp Ftp FTP	Status: OPEN	Class: Y	ETKT: 1732105072236	Total <b>\$ 118.12</b>
Employee One Employee	Status: OPEN	Class: Y	ETKT: 1732105072235	Total <b>\$ 44.70</b>
FTP Passes used on this itinerary: 1				

You have 12 FTP passes remaining for 2007.



*Your FTP balance is at the bottom of the page.*

*If you are a Retiree and eligible for a Once a Year/ Twice a Year pass, your balance will also show on this page.*

### 3.9 Help

This section gives you access to an online tutorial, support contact information, and a copy of this booklet.



### 3.10 Search Flights

In this section, you specify your itinerary, dates of travel, and who is traveling. It proposes routing, calculates fares (if any) and allows you to purchase tickets. See Chapter 4 for details on Listing for Your Flight.

### 3.11 Logout

When you are done, simply click on Logout.

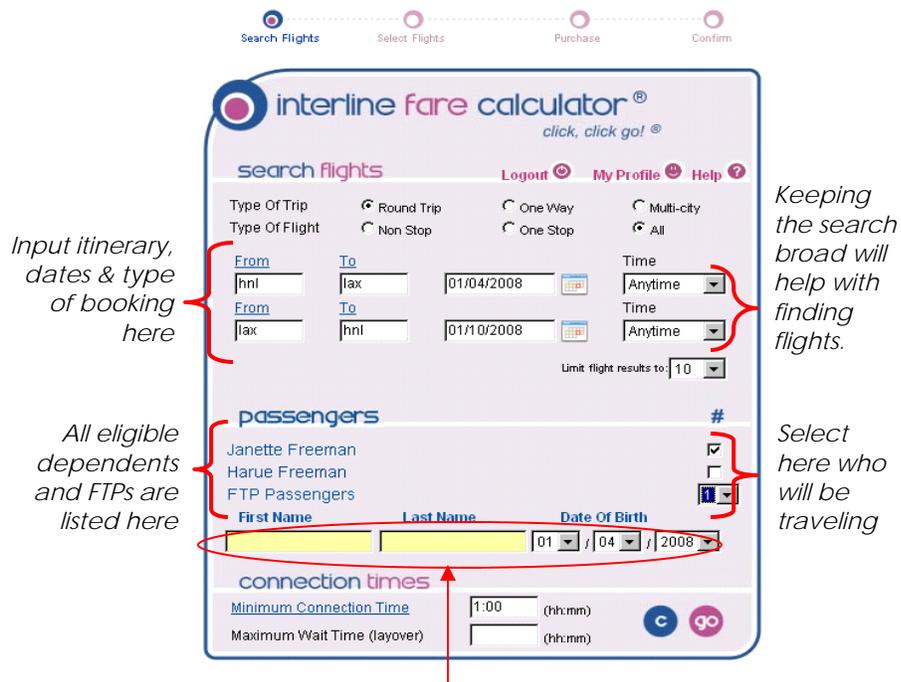
We are constantly updating information and functionality so you may see changes as you use the IFC.

# Chapter 4 LISTING FOR YOUR FLIGHT

## 4.1 Searching for Flights

After you've set up your profile and reviewed the features of the IFC, the next step is to search for available flights. This step is the same whether listing for a flight for yourself, an FTP, parents, or anyone else.

1. To begin, ensure you are on the "Search Flights" screen, as seen below. Input what the itinerary is, whether the trip is one way, roundtrip, or multi-city, and who will be traveling. When you are done, press "go."



If you select FTP, the boxes will appear to input the name of the traveler. You must enter the birth date of the FTP since this is required as a validation at check in and advises you of rules which may apply on certain routes.

## Listing for Your Flight

In order to view the flights correctly, remember to select the correct Type of Trip. Here are some examples:

- Roundtrip = HNL-LAX-HNL
- Multi-city = HNL-LAX-SAN-HNL; HNL-ITO-KOA-ITO

HA 262: LISTING		HNL - ITO	
#	Date of Hire	Boarding Priorities	
1	11/25/1977	S1AF3	
2	01/06/1992	S1AF3	
3	05/19/2000	S1AF3	
4	03/20/2004	S1AF3	
5	03/20/2004	S1AF3	
6	03/20/2004	S1AF3	
7	12/19/2006	S3D1F8	
8	12/19/2006	S3D1F8	

Click on List and you can see where you fall on the list of Pass Travelers. You can see each flight that is listed to determine which flight you want to actually list on

Honolulu (HNL) to Hilo (ITO) - Wednesday, January 2, 2008							
Flight	Depart	Arrive	List	First Class (SA)		Economy (SA)	
				Availability	Fare	Availability	Fare
HA 262	16:05 HNL	16:56 ITO	List	7 / 8	\$0.00	18 / 115	\$0.00
HA 360	17:30 HNL	18:21 ITO	List	8 / 8	\$0.00	16 / 115	\$0.00
HA 362	18:20 HNL	19:11 ITO	List	5 / 8	\$0.00	15 / 115	\$0.00
HA 392	19:05 HNL	19:56 ITO	List	7 / 8	\$0.00	14 / 115	\$0.00

select

- All the available flights will appear for the first segment of the route you have chosen and the flight loads. It will also give you the total price for the segment. Choose the route that you prefer and press "Select."

-The first set of numbers is the available seats, and the second set of numbers is aircraft total capacity for that class of service.

OK

## Listing for Your Flight

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- If you've chosen a round trip, available flights with the price breakdown of each passenger for the return segment will appear. Choose the route that you prefer and press "Select."

flight results
Logout Search Flights Help

Sort By: Travel Time Departure Time Price

**HNL - ITO - HNL**

**Hilo (ITO) to Honolulu (HNL) - Wednesday, January 9, 2008**

Flight	Depart	Arrive	List	First Class (SA)		Economy (SA)	
				Availability	Fare	Availability	Fare
<a href="#">HA 181</a>	13:30 <a href="#">ITO</a>	14:17 <a href="#">HNL</a>	<a href="#">List</a>	8 / 8	\$0.00	27 / 115	\$0.00
<a href="#">HA 263</a>	16:10 <a href="#">ITO</a>	16:57 <a href="#">HNL</a>	<a href="#">List</a>	8 / 8	\$0.00	15 / 115	\$0.00

select

- Confirm your final itinerary and note the grand total cost (if any). Click "Purchase" when you are ready to purchase or book the tickets.

itinerary overview
Logout Search Flights Help

**HNL - ITO - HNL**

Flight	Depart	Arrive	List	Date	Class	Fare
<a href="#">HA 360</a>	17:30 <a href="#">HNL</a>	18:21 <a href="#">ITO</a>	<a href="#">List</a>	01/07/2008	Economy	\$0.00
<a href="#">HA 181</a>	13:30 <a href="#">ITO</a>	14:17 <a href="#">HNL</a>	<a href="#">List</a>	01/09/2008	Economy	\$0.00

print
purchase

**Grand Total    \$ 0.00**

- Otherwise, press the "Search for Flights" button to start all over.

## 4.2 Paying for Your Ticket

The next screen will be where you enter passenger and payment information, if necessary, before finalizing your purchase.

ticket purchase
🔍

**A** { **itinerary**

Routing	Flight#	Date	Departs	Arrives	Baggage	Class
HNL - ITO	HA 262	01/04/2008	16:05	16:56	<a href="#">50 lbs</a>	F
ITO - HNL	HA 391	01/10/2008	20:25	21:12	<a href="#">50 lbs</a>	F

**B** { **do good.travel well**

**Round-up Your Purchase!**  
Support our charity of the month: The Wildlife Direct Foundation

Round-up \$ 0.20 USD [LEARN MORE](#)

**C** { **passengers**

FIRST NAME	LAST NAME	TOTAL FARE
Test	Test	\$64.80

**Total Due: \$65.00 USD**

Total Fare(s):..... \$50.00  
 Donation:..... \$ 0.20  
 Taxes, Fees & Charges:..... \$ 14.80

eCREDIT:..... -\$ 0.00  
 Credit Card:..... -\$ 65.00

C. 1

**D** { **payment method**

eCredit Balance: \$ 0.00

GET THE NEW ID90.COM CARD

Store Payment Information in my Profile

Other Payment Options: ID90.COM Visa

Credit Card Type: ID90.COM Visa

Credit Card Number:

Card Verification Code:  [What is this?](#)

Card Holder's First Name:

Card Holder's Last Name:

Expiration Date: 01 / 2007

Credit Card Alias:

**E** { **email account**

Email:  Re-Enter Email:

Send Copy To:

**F** {  I agree that I am fully responsible for the payment of this transaction to ID90T, which will noted as Interline Travel Services on my credit card statement. I also understand that this transaction is between ID90T (Interline Travel Services) and me, the purchaser of this ticket, and if I dispute the charge and/or cancel payment, I will be subject to a \$30 fee plus original cost of this itinerary.

clear
submit

- A. **Itinerary.** Confirm the travel itinerary and note the baggage limit requirements.
- B. **Make a Donation.** The Round up Your Purchase feature is defaulted to support the charity for the month. If you don't want to round up your purchase, make sure you de-select this box.
- C. **Passengers.** Lists the first and last name of the passenger or passengers traveling, the total amount of the trip.
- C.1. **Total Due.** Summarizes the transaction.
- D. **Payment information.** You can either use a credit card or a debit card with the Visa/Mastercard logos. You may use a card whose information is stored in your profile, or anyone else's credit card (with authorization, of course) to make a purchase. Complete the required info.
- If you have eCredit, you may use the balance to purchase a ticket. Make sure you click the button to activate the eCredit. Your eCredit will be updated to reflect your balance.
  - If your eCredit amount is not sufficient, you can apply the eCredit you have toward the purchase and pay the purchase balance with your credit card.
- You may not use cash to pay for any pass travel transaction.**
- E. **Email account.** Enter your email address and the email address of the person you want the confirmation information to be sent to, if you choose.
- F. Check the box confirming that you agree to the specified terms. When you are ready, click "Purchase" once.

### 4.3 The Confirmation Page

When you have completed all the steps, a confirmation page will appear. It will list your confirmation code, e-ticket numbers, what terminal to check in at, dress policy, and the method of payment and price information. A copy of this confirmation page will be sent to your email and the secondary email you provided.



Thank you for using the Interline Fare Calculator®. We encourage you to review the following information prior to your trip. To eCredit or Refund this itinerary, go to your 'FUTURE TRAVEL' page, located within your profile. If you need technical assistance you may call toll-free 1.877.933. 9233, Monday through Friday 2:00am to 7:30pm HST.

confirmation code: **BFZHXC**

itinerary							
Name: Janette		Last Name: Freeman		Total Fare:		\$0.00 USD	
Routing	Flight	Date	Departs	Arrives	e-ticket Number	Baggage	Class
HNL - ITO	HA 392	Fri, Jan 04 2008	19:05:00	19:56:00	1732107741884	<a href="#">baggage</a>	F
ITO - HNL	HA 391	Thu, Jan 10 2008	20:25:00	21:12:00	1732107742018	<a href="#">baggage</a>	F

check-in	
HNL	ITO
HAWAIIAN AIRLINES (HA), Terminal 2	HAWAIIAN AIRLINES (HA), Terminal

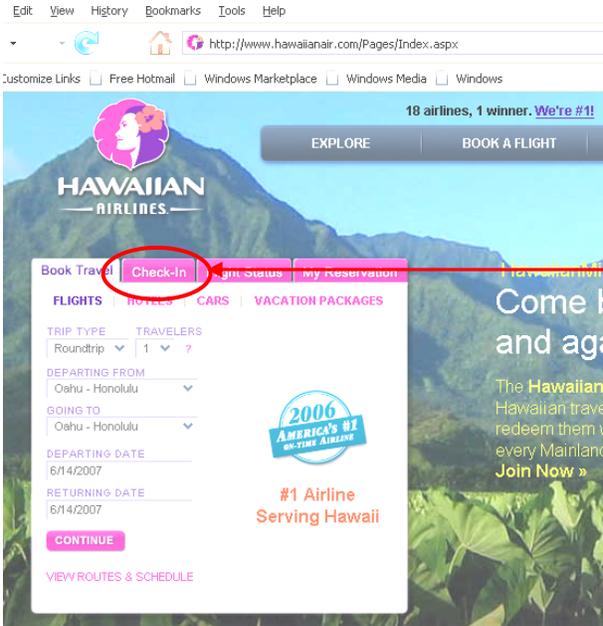
airline dress policy
There is no specific dress code to travel on HA. However, HA reserves the right to refuse transportation to any passenger who does not meet HA standards. All passengers must wear clothing to cover the upper and lower part of the torso (swimming attire is not acceptable), footwear is required unless the passenger is unable to due to a disability or physical condition which prevents them from putting on footwear.

# Chapter 5 CHECKING IN FOR YOUR FLIGHT

## 5.1 Check-In Options

Pass travelers can now take advantage of new check-in options when checking in for the flight. These options are described below.

1. **Online.** Pass travelers can check in online between 90 minutes and 24 hours prior to the scheduled flight departure time. Go to [www.HawaiianAir.com](http://www.HawaiianAir.com) and click the "Check-in" tab. Follow the prompts and it will take you through the process.



*Start the online check-in process here.*

At the end of the process, you will be able to print your boarding passes.

- E. If for some reason you get a *See Agent* error, that may mean that there is a problem with your ticket validation.

2. **Airport Self Service Device (SSD).** Between 30 minutes and 6 hours prior to the flight, pass travelers may use the Hawaiian Airlines SSD to check in for a flight.

There are various ways to activate check in on the SSD: (1) confirmation code, (2) credit card used to purchase your ticket, or (3) if you are an employee, (a) your employee ID card, or (b) simply tap on the HawaiianMiles Number icon on the screen and enter your employee number.



If for some reason you get a *See Agent* error, that may mean that there is a problem with your ticket validation.

## Chapter 6 MAKING CHANGES

### 6.1 Changing Your Itinerary

On occasion, you may find it necessary to make changes to your itinerary. You may want to:

- Change the travel dates
- Change the routing
- Change the passenger's name
- Cancel one or more segments

1. Go to "My Profile" and then "Future Travel."
2. Choose the segment you wish to **modify, refund, or cancel**.

my profile Logout Search Flights Help

[Employee Info](#) | [Eligible Travelers](#) | [Payment Info](#) | [Future Travel](#) | [Travel History](#)

future travel

Itinerary	Confirmation Code	Date of Issue	Travel Date
HNL-PPT-HNL	EEXSAA	12/29/2007	12/29/2007
HNL-LAX-HNL	DDDISX	01/03/2008	01/03/2008
Flight date: 01/03/2008 Segment: HNL-LAX Flight: HA 1002			
Austin Parker	Status: OPEN	Class: Y	ETKT: 1732107731888
Employee			PNR: DDDISX
			Total \$ 0.00
Flight date: 01/23/2008 Segment: LAX-HNL Flight: HA 1			
Austin Parker	Status: OPEN	Class: Y	ETKT: 1732107731993
Employee			PNR: DDDISX
			Total \$ 0.00
FTP passes used on this itinerary: 0			

[MODIFY](#) | [REFUND](#) | [CANCEL](#)

You have 20 FTP passes remaining for 2008.

3. Select the type of action you wish to perform.

**Modify** is used if you wish to change the date or routing of the trip, or the name of the passenger. The original listing will be canceled and you will receive a new confirmation number.

- If you wish to MODIFY your itinerary, check each segment of the itinerary, then click on MODIFY.
- If there is a value attached to the ticket, you may request an eCredit,
- Once you complete the MODIFY transaction, you will be taken back to the IFC where you can change flights and dates.
- When you are ready to purchase the new itinerary, select eCredit as the form of payment. The value of your eCredit will be applied to the new itinerary.

**Refund** is used when you wish to cancel the itinerary and there is a value attached to the ticket.

- If you wish to REFUND your itinerary, check each segment of the itinerary, then click on REFUND.
- You may request a refund for any ticket up to 89 days after the date of purchase.
- A \$10 refund fee will apply to the refund request regardless of how many travelers each itinerary.
- The amount of the refund, less the applicable refund fee, will be credited to the original form of payment that was used.

**Cancel** is used if when you need to cancel the trip completely. If there is no value attached to the ticket, no further action is required. If there is a value attached to the ticket, you may request an eCredit or Refund.

- If you wish to REFUND your itinerary, follow the steps above.
- If you wish to receive an eCredit for your segments canceled, the value of the ticket will be placed in an eCredit bank for future use.
- You may request a refund for any eCredit balance up to 89 days after the date of purchase.
- Any eCredit balance remaining after 89 days can only be applied as payment to future travel.

**Unused Itineraries/No Shows** is when you do not show up for your flight or forget to cancel you itineraries prior to the travel date (regardless of which segment it is in the itinerary).

- If this should occur, the itinerary will automatically be canceled once the flight has departed. This is a Sabre functionality and is currently in place for all travel.
- The tickets that were issued will remain valid for 48 hours.
- If you have the ticket number and/or record locator, the airport agent can assist you.
- After 48 hours, the tickets will no longer be valid for travel and you must re-list for the flight(s).

PUT IN PICTURE OF ECREDIT PAYMENT.....

## 6.2 Last Minute Flight Changes

The nature of pass travel often involves switching flights at the airport or among neighboring cities at the last minute. If you, your FTP or other pass traveler wishes to change flights, you may do so under certain conditions. To do so, it's critical that you **ALWAYS have your confirmation code and e-ticket number with you.**

The airport agent can exchange the ticket for another flight, assuming the following criteria are met:

- **The flight you want to change to departs no later than 48 hours after your original flight.** For example, if you were booked on Flight 10 on Monday and you did not get on, you have until Flight 10 on Wednesday to change your flight at the airport.
- **The fare of the flight you want to change cost no more than \$1 above the originally booked flight.** For example, if your original flight cost \$75 and the flight you want to change to cost \$76 or less, the agent may accommodate you.

NOTE: If the flight you want to change to cost LESS than the original flight, you may have your ticket exchanged. However, the difference in fare is non-refundable.

If the above criteria is not met, you will have to make flight changes on the IFC using the procedures outlined in section 6.1.

***IMPORTANT TO REMEMBER: If you do not Modify or Cancel your itinerary and you do not show up for your flight, your ticket will be invalidated 72 hours after the original listing. Remember to always Modify or Cancel your itinerary if you know you will not travel.***

## Chapter 7 Important Notes

### 7.1 Friendship Travel Passes (FTPs)

- Employees are allotted 20 FTPs per calendar year.
- FTPs are valid from January 1 to December 31.
- FTPs cannot be carried over to the following year.
- FTPs for the following year will be available on December 15 of the current year.
- One FTP is directional, meaning it can contain multiple segments, as long as it is one way (i.e., PPG-HNL-LAX). However, if the next segment of the itinerary is not used within seven days (the HNL-LAX segment of the above example), a separate FTP will need to be used.
- For children under the age of 2 traveling on an FTP:
  - Domestic Travel.** If no seat is required for the child under age 2, there is no charge and no FTP ticket is required. HOWEVER, you must get an infant boarding pass from the airport agent upon check-in.
  - International Travel.** An FTP ticket is always required for travel, traveling with or without a seat and MUST pay the FTP fare.

### 7.2 Retiree Once-a-Year/Retiree 2nd Pass

For retirees who qualify, you will be given the option to use this pass when making your listing, on the [purchase](#) page.

LAX - HNL	HA 1	06/09/2007	08:25	10:55	50 lbs	Y
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passengers					
First Name	Last Name	Passenger Type	Base Fare	Taxes	Total
Jane	Jetset	Retiree	0.00	0.00	0.00
<input type="checkbox"/> Do you want to use "Retiree Once a Year Pass"?					

payment information		
Fare: USD \$0.00	Taxes: USD \$0.00	Trip Total: USD \$0.00

### **7.3 Time Validity**

All tickets are valid up to three months from the date of issue. However, if you do not present yourself for your flight and you do not modify your listing, your ticket will be invalid after 48 hours from the original flight date.

### **7.4 Contact Information**

If you have any technical issues, contact ID90T's Customer Support at [support@ID90T.com](mailto:support@ID90T.com) or 877-933-9233. You should contact ID90T for problems or questions relating to the following:

- Your login name or password
- The status of your refund or eCredit
- Discrepancies in the number of FTPs or retiree passes in your bank
- Web site problems
- Other technical issues with the IFC.

### **7.6 The Future**

We hope this informational booklet has been helpful. We will be working to enhance your pass travel experience even more, and will keep you apprised of new features as they become available.

***Welcome Aboard...Have a Good Flight!***